

## Critical information summary

Plan ID: 38241534/38241544

This summary does not reflect any special discounts, bonus data or promotions which may apply from time to time.

# Gift Card Voice Plans - 36 months

## Information about the Service

### Plan description

These plans are for mobile services provided by Optus Mobile Pty Ltd that provide access to the Optus mobile network using mobile phone devices.

Plan	\$69/month	\$79/month
Minimum term	36 months	36 months
Monthly data for use in Australia	100GB	150GB
Standard national talk & text	Unlimited	Unlimited
Maximum plan cancellation fee (within 120 days of activation) Does not include additional device payments (if applicable)	\$2,042	\$2,472
Maximum plan cancellation fee (120 days after activation) Does not include additional device payments (if applicable)	\$1,104	\$1,264
Minimum total cost Does not include additional device payments (if applicable)	\$2,484	\$2,844

### Eligibility

These plans are available to new services in selected channels as advertised from time to time.

### Devices

You need a compatible mobile phone device to use with these plans.

### What's included

Monthly inclusions set out in the table above and included usage types are outlined below:

- Standard national talk & text**  
 Included value can be used for calls, SMS and MMS in Australia to standard Australian numbers, calls to 13/1300/1800 numbers, voicemail retrievals/deposits and voicemail diversions.
- Monthly data**  
 These plans include a data amount as specified in the table above for use in Australia. These plans do not share data with any other Optus mobile or mobile broadband plan. If you use more than your included data, data usage on these plans will be slowed to a maximum of 1.5Mbps until the start of your next payment cycle, unless you purchase extra data. Slowed data speeds (maximum of 1.5Mbps) are suitable for general internet browsing and music streaming, however, some activities such as video streaming may see increased buffering and loading times. Any unused data expires at the end of each payment cycle. Data is counted in kilobytes, and includes uploads and downloads.

### What's not included

Your included monthly calls, text and data cannot be used overseas and do not include calls to directory assistance, video calling, premium numbers or content charges. For details of those charges please refer to your pricing plan in the Mobile standard agreement found at [optus.com.au/sfoa](https://optus.com.au/sfoa)

Standard international calls from Australia will be charged at standard international PAYG rates. See [optus.com.au/international](https://optus.com.au/international) for more information.

You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, go to [optus.com.au/premiumsms](https://optus.com.au/premiumsms)

### Special Promotions and Extras

This summary doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with these plans. Charges may apply to optional extras, including entertainment services. By signing up to an optional extra, you agree that it is subject to change. We'll try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan. Optional extras can be cancelled at any time; you just need to pay for any charges until the end of your payment cycle.

### Fair Go Policy

You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable or fraudulent, including by causing significant congestion to our network. We may take steps to monitor and ensure compliance with this policy, including by suspending or cancelling your service. For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo)

## Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge. If you use your device for services not included in your plan, you'll have to pay more than your minimum monthly charge set out in the table at the start of this summary. If you exceed your monthly allowances, you may have to pay more than your minimum monthly charge set out in the table at the start of this summary or the speed of your service may be restricted.

Monthly charges are paid in advance and any charges not included in your plan will appear on your next bill after they are incurred.

### Bill charges

We recommend that you select automatic payments (direct debit) as your payment method to avoid any additional payment charges. The below table outlines any additional charges that may apply when paying your bill.

Direct debit	No additional payment charge
BPay payments (manual)	No additional payment charge
Payments in-person at Australia Post	See <a href="https://optus.com.au/payments">optus.com.au/payments</a>
Electronic copy of your bill	No charge
Paper copy of your bill	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Late payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Non-direct debit fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>
Credit card payment fee	See <a href="https://optus.com.au/billingfees">optus.com.au/billingfees</a>

For more details on methods to pay your bill visit [optus.com.au/payments](https://optus.com.au/payments)

## Other information

### Cancelling your plan

The maximum cancellation fee is described in the table at the start of this summary and will reduce each month of your contract term. Your cancellation fee will be half of your minimum monthly charge (excluding any applicable device charges) x months remaining in your minimum term. If you cancel your mobile plan, you'll also have to pay all charges incurred up to the end of the payment cycle in which the service was cancelled. If you cancel within 120 days of activation, you will need to pay back the base value of the gift card or value of the device discount you received. Plus if you cancel your plan, you'll also have to pay any remaining payments for your device in full if you have chosen a repayment option, plus all charges incurred up until the date of cancellation. This is subject to your consumer law rights. Cancellation also means you may lose any add-on, feature, mobile service number, usernames or Optus email service or addresses.

### Changing your plan

You can change your plan during your contract term to another eligible plan provided you move to a plan with a higher monthly access fee and same contract term. You cannot change your plan during the contract term to a plan with the same or lower monthly access fee. If you change your plan during your contract term a fee may apply.

### Tracking your spend

We'll provide you with usage alerts:

- Once you've reached approximately 50%, 85% and 100% of your included data (for use in Australia); and
- Each time you incur charges of \$50 (incl. GST) on services that aren't part of your plan's inclusions.

You can choose your preferred method of receiving usage alerts and service notifications by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

You can monitor your usage by:

- Downloading My Optus app from [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp)
- Visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

For more information about usage alerts and how to control your spend see [optus.com.au/alerts](https://optus.com.au/alerts)

### Using your service overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone when you're overseas you'll need to activate roaming if it's not already on. You can check your roaming settings and turn it on/off using My Optus app or My Account:

- You will be charged at standard roaming rates for your mobile; or
- You may be able to purchase a travel option (note, these are only available for selected destinations).

To avoid surprises, see <https://www.optus.com.au/for-you/support/answer?id=20055&typeld=2> for information on selected destinations, roaming call and data rates, tips on how to control your spend and details on our travel options.

### Customer Service

If you need assistance visit [optus.com.au/contactus](https://optus.com.au/contactus) for information on how to get in touch with our customer service experts.

You can use My Optus app on your mobile to make a payment, check your account balance and usage, chat to customer care and more. Download My Optus app from [optus.com.au/myoptusapp](https://optus.com.au/myoptusapp)

### Interpreter service

- To speak to us in your language, call 1300 294 479 and follow the prompts
- 講廣東話的客戶可以通過撥打我們的翻譯傳譯服務團隊電話1300 294 479來聯繫我們
- 说普通话的客戶可以通过拨打我们的翻译服务团队电话1300 294 479与我们联系
- ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਗਾਹਕ ਸਾਡੀ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ ਟੀਮ ਨੂੰ 1300 294 479 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹਨ।
- Ang mga kustomer na nagsasalita ng Tagalog ay maaaring kumontak sa amin sa pamamagitan ng pagtawag sa pangkat ng mga Serbisyo ng Interpreter sa 1300 294 479
- يمكن للعملاء الناطقين باللغة العربية التواصل معنا عن طريق الاتصال بفريق خدمات الترجمة الشفوية لدينا على الرقم 1300 294 479

### National Relay Service

If you're deaf or find it hard to hear/speak on the phone you can contact us through the National Relay Service. For more information, visit [www.accesshub.gov.au](https://www.accesshub.gov.au). Give them the Optus contact number 1800 505 201 to discuss any queries.

### Customer complaints

You can contact our complaint resolution area by calling us on 133 937 for consumer customers or 133 343 for small business customers. You can also visit [optus.com.au/complaints](https://optus.com.au/complaints), where you can get a copy of our Complaint Handling Policy. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you are not satisfied with how we have handled your complaint, you have the right to take it to the TIO on 1800 062 058, which is a free and independent service.

This document is a summary only. The full Terms & Conditions for these plans can be found at [optus.com.au/standardagreements](https://optus.com.au/standardagreements)

