

Critical Information Summary

Information about the Service

Your plan is for a Mobile Broadband service. It gives you access to our mobile network, a mobile broadband service number and lets you access data.

\$20 Wireless Broadband - 1Gb	
Monthly Plan Charge	Included Data
\$20 / month	1Gb / Month of data use in Australia.

BYO Handset

You can bring your own (BYO) Optus Mobile compatible broadband device to take up this plan.

Device Payment Contract

Your broadband device may be supplied under an agreement with another retailer. A device payment contract allows you to get a new broadband device and make monthly payments towards the new broadband device. If you cancel your device plan, you will need to continue paying the payments for the broadband device.

Minimum Term

There is no minimum term, this is a No Contract Service.

Your Monthly Data Allowance

1Gb (Gigabyte) where 1Gb = 1024 Megabytes. Your unused Monthly Data Allowance expires each month. Once you've used your monthly data allowance, you will be charged for excess data usage at a rate of 4c/MB or part thereof.

Your plan doesn't include any call or SMS Allowance.

What's included

Your Monthly Data Allowance can be used to access mobile internet from your Optus Mobile compatible mobile broadband device in Australia

What's not

Your Monthly Data Allowance can't be used for data use while you're overseas.

Your plan doesn't include any call or SMS Allowance. SMS is charged at 25c per SMS

Information about Pricing

Your Minimum Monthly Charge

\$20 – if you use more than your Monthly Data Allowance per month, or use your broadband device for things not included in your plan, you'll have to pay more than \$20. Your monthly charges are billed according to your billing cycle.

Using Data in Australia

Data charges are based on the amount of data you use when accessing email and the internet on your Optus Mobile network compatible mobile broadband device.

If you use more than your 1GB Monthly Data Allowance each month, you'll be charged 4c per MB for the excess data. If you need more data, you can move up a plan.

Administration Charge

If you cancel your plan within 24 months there will be a one-time administration charge of \$125.00. After 24 months the administration charge is not applicable.

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Other Information

Billing

The figures in this Critical information Summary are for a full billing cycle, but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a billing period. One the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

This plan requires paperless billing and Direct Debit payment, if you're Direct Debit fails on the Due Date due to insufficient funds, you will have 7 days to rectify the payment or your service may be restricted.

Call and Data Usage information

You'll automatically receive SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your included Data Allowances.

Using your service overseas

The cost of using your service overseas is higher than in Australia.

Before you travel overseas, contact us on 1300 378 352 to activate international roaming and for information about using your service overseas, our rates and data offers, how to configure your device to turn data off and other tips on to help you stay in control of your costs.

Your monthly plan allowance does not include use while you are overseas, so you will be charged separately for this usage.

Here are the main charges that apply:

- calls and SMS while overseas – for call and SMS rates
- data while overseas – \$20 per MB (charged per KB or part thereof)

Mobile Coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. If you're outside 4G areas or if you have a 3G device, you'll receive access to our 3G coverage.

Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from.

To find out more about our mobile coverage and networks visit ww2.optus.com.au

We are here to help

If you have any questions about your offer, technical support, service or connection please call us on 1300 378 352.

Complaints or disputes

If you have a problem or complaint about your service, please contact us on 1300 378 352 or email us at customerservice@drtelco.com.au.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.