

## Critical Information Summary

### Information about the Service

Your plan is for a Post-Paid mobile phone service. It gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data.

\$30 Plan			
Monthly Plan Charge	Included Calls and Value	MMS Included Value	Included Data per month
\$30 / month	\$200 / month of calls, SMS. A 2 Min call is \$2.15	Unlimited MMS	200Mb / Month Of Data, Excess Usage 4c/MB
All to standard Australian numbers (Excludes use overseas)			

### BYO Handset

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

### Device Payment Contract

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

### Minimum Term

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

### Your Monthly call Allowance

\$200 – your unused Monthly Call Allowance expires each month.

### Your Monthly Data Allowance

200Mb (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.

### What's included

Your Monthly Call Allowance can be used for national calls and SMS to standard Australian landline and mobile numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers. You also get unlimited MMS to standard mobiles in Australia. Your Monthly Data Allowance can be used to access mobile internet and some mobile apps on your Optus Mobile Network compatible handset in Australia.

### What's not

Your Monthly Call Allowance can't be used for calls, SMS or MMS to international numbers or while overseas (including receiving calls), calls/SMS to premium numbers (e.g. 19xx numbers) and some satellite numbers, calls to most operator assisted numbers, information calls or content charges (including third party charges). Your Monthly Data Allowance can't be used for data while you're overseas.

## Information about Pricing

### Your Minimum Monthly Charge

\$30 – if you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your plan, you'll have to pay more than \$30. Your monthly charges are billed according to your billing cycle.

### The Total Minimum Plan Cost

N/A – This service has no contractual term.

### Calls and SMS Charges in Australia

These are the main charges used to calculate your usage for your Monthly Call Allowance. If you go over the \$200 Monthly Call Allowance each month, the following additional charges will apply.

- National calls – 35c call connection fee and 90c per 60 seconds or part. A 2 minute standard national mobile call costs \$2.15 (incl. connection fee) on this plan.
- Voicemail Retrieval – 35c call connection fee and 30c per 60 seconds or part.
- SMS – charged at 25c per SMS.

### Calls, SMS and MMS to International Numbers

You'll be charged if you make calls, SMS or MMS to international Numbers. The main charges that apply:

- Calls to international numbers
- SMS to international numbers
- MMS to international numbers

### Data Charges

Data charges are based on how much data you use accessing email, some apps and mobile internet. If you use more than your Monthly Data Allowance the following additional charges will apply:

- National data charges – 4c per MB.

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### 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.

## 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 please contact us
- 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](http://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](mailto: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.