

CRITICAL INFORMATION SUMMARY

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

Flexi Mobile Broadband

Plan	Small	Medium	Large	Extra Large	Extra-Extra Large
Monthly Access Charge	\$20 /month	\$30 /month	\$45 /month	\$60 /month	\$80 /month
Minimum cost over 24 months	\$20 *\$240	\$30 *\$360	\$45 *\$540	\$60 *\$720	\$80 *\$960
Monthly Data Allowance	5GB *8GB	8GB *15GB	15GB *25GB	50GB *60GB	70GB *90GB
Early Termination Fee	\$70	\$100	\$180	\$230	\$310

INFORMATION ABOUT THE SERVICE

Flexi Mobile Broadband Plans give you access to the Optus 4G network for mobile data use.

More information about the service

This offer is unbundled.

Hardware & Equipment

Customers who sign up to these plans will receive a SIM Card and no other hardware. To ensure you are obtaining the best speeds available from our network it is important to check the system requirements on your personal device are compliant with our network. For full details of applicable system requirements please contact our Customer Centre.

These plans are compatible with our Monthly Device Payments (MDP's). A MDP will allow you to purchase hardware using standard monthly repayments. A MDP is a separate product that is contracted for 24 months. Direct debit is a compulsory requirement of MDP. Early termination charges apply.

Minimum Term

Flexi Mobile Broadband Plans are available month to month, or on a 12 month contract. Month to month plans are not contracted.

What's Included

Your included data allowance can be used to access the internet and to send and receive emails within Australia. Data usage will be counted in kilobytes, where 1000KB=1MB and will include both uploads and downloads. Unused allowances do not carry over to the following month.

What's Excluded

Your monthly data allowance excludes usage charges while you are overseas. You cannot use the supplied SIM card to access voice calls. SMS / MMS messages are charged in addition to the monthly fee.

INFORMATION ABOUT PRICING

Monthly Access Fee

The minimum monthly access fees for the Flexi Mobile Broadband plans are as follows:

- Our Flexi Mobile Broadband – S plan is \$20 per month
- Our Flexi Mobile Broadband – M plan is \$30 per month
- Our Flexi Mobile Broadband – L Plan is \$45 per month
- Our Flexi Mobile Broadband – XL Plan is \$60 per month
- Our Flexi Mobile Broadband – XXL Plan is \$80 per month

If you use more data than your monthly allowance provides, use your device to send SMS/MMS messages or use the service whilst overseas you will have to pay more than the relevant monthly access fee.

Early Termination

On the 12 month contract option, the following early termination charges apply:

- Flexi S plan: \$70
- Flexi M plan: \$100
- Flexi L plan: \$180

- Flexi XL plan: \$230
- Flexi XXL plan: \$310

Fees & Charges

- If you exceed your included data limit on your plan, you will automatically be charged an additional \$10 for an extra 1GB block of data. After that, each time you exceed the 1GB block of extra data within the current billing period, an additional 1GB block of extra data will be added at a charge of \$10.

On these plans

- The cost of sending a standard national mobile SMS is \$0.25c.
- The cost of sending a standard national mobile MMS is \$0.55c. The cost of using 1MB of data within Australia on month to month plans are; S - \$0.0040, M - \$0.0037, L - \$0.0030, XL - \$0.0012 and XXL - \$0.0011.
- The cost of using 1MB of data within Australia on plans on a 12 month contract are; S - \$0.0025, M - \$0.0020, L - \$0.0018, XL - \$0.0010 and XXL - \$0.009.

OTHER INFORMATION

Coverage

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage, go to the mobile plans page on our website. Outside 4G coverage areas compatible handsets will switch to the Optus 3G network.

Importantly if you have a compatible device and you are in a 4G coverage area you will download data at significantly faster rates.

Usage Information

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the SmartCentre Application and in the Usage Alerts may be up to 48 hours old.

International Roaming

You will need to have international roaming activated on your service prior to leaving Australia to be able to access this capability. Once you have access to international roaming it is easy to run up expensive charges very quickly.

Things to remember

- All rates specified within your product terms and conditions refer to usage within Australia. Calls made, data used and SMS/MMS messages sent outside Australia will be charged at a rate levied by the overseas carrier.
- International roaming charges are not part of your plans included value.
- For more information on international roaming visit the relevant website listed at the bottom of this document.

Billing

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.

Paper Invoice Charge

Paper invoices incur a fee of \$2.20 (including GST). Receiving your invoice via email does not incur a charge.

WE'RE HERE TO HELP

For More Information or Questions

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please phone our Customer Help Team on **1300 228 123**.

TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO). The TIO can be contacted on 1800 062 058 or log onto the website: www.tio.com.au.