

Optus Handset Plans



Managed Telco



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about the Optus mobile plans. It covers things like call charges and how much you need to pay each month. These plans are for a post-paid mobile phone service with a handset. It gives you access to the network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data. These plans have a **24 Month** minimum term.

What's Included

Plan	Monthly Fee	National calls	National SMS/MMS	Included data	Excess data charge	Maximum charge for early termination
Samsung S20 FE	\$80.00	Unlimited	Unlimited	20GB	\$10 per GB	\$1920.00
	\$90.00	Unlimited	Unlimited	60GB	\$10 per GB	\$2160.00
Samsung S21 128GB	\$90.00	Unlimited	Unlimited	20GB	\$10 per GB	\$2160.00
	\$100.00	Unlimited	Unlimited	60GB	\$10 per GB	\$2400.00
Samsung S21 256GB	\$105.00	Unlimited	Unlimited	20GB	\$10 per GB	\$2520.00
	\$115.00	Unlimited	Unlimited	60GB	\$10 per GB	\$2760.00
Samsung S21+	\$110.00	Unlimited	Unlimited	20GB	\$10 per GB	\$2640.00
	\$120.00	Unlimited	Unlimited	60GB	\$10 per GB	\$2880.00
Samsung S21 Ultra 128GB	\$120.00	Unlimited	Unlimited	20GB	\$10 per GB	\$2880.00
	\$130.00	Unlimited	Unlimited	60GB	\$10 per GB	\$3120.00
Samsung S21 Ultra 256GB	\$130.00	Unlimited	Unlimited	20GB	\$10 per GB	\$3120.00
	\$140.00	Unlimited	Unlimited	60GB	\$10 per GB	\$3360.00

Information About Pricing

Charge Costs

Call charge - A 2 minute standard call will cost \$0

SMS/MMS charge - a standard SMS/MMS will cost \$0

Data - 1MB of data use in Australia will cost \$0 up to the plan inclusion then the excess data charge will cost \$10 per GB. (1GB = 1024MB)

Billing

Your monthly charges are billed according to your billing cycle. Your first bill could have charges for part of the month until your next billing period begins. It will also have charges in advance for the next month. Your Account will be direct debited on the 15th of the month. If you elect to receive your invoices by post an additional \$5.00 charge is included per month per invoice. Emailed invoices are free.

Bonus International Inclusions

Included unlimited minutes can be used to call the following countries: Austria, Bangladesh, Cambodia, Canada, Chile, China, Croatia, France, Germany, Greece, Hong Kong, Hungary, Indonesia, India, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, USA and Vietnam.

What's Excluded

All international roaming usage while the device is outside of Australia. Calls to international numbers not listed as part of the international countries bonus. Calls to premium numbers (e.g. 19xx numbers) and some satellite numbers, calls to 1234, 12455 and 12456 numbers or content charges (including third party charges). Non-standard or premium SMS & MMS.

Early Termination Charge

If you cancel your Plan before the end of your minimum term, you'll need to pay an Early Termination Charge (ETC) that includes any remaining handset payments. The ETC decreases by equal installments each month you stay on your Plan. Your maximum ETC would be at the start of your Plan.

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Other Information

We're here to help

If you have any questions or need any technical support, just call us on **1300 132 915** so we can serve you better. You can also visit us at www.orders.managedtelco.com.au for any additional information, including frequently asked questions and general information.

Usage information

To access information about your expenditure and data usage, you can call Customer Care on **1300 132 915** or log into your account at www.orders.managedtelco.com.au. Please note that mobile call and data records may not be displayed in real time and could be delayed up to 24 - 48 hours. You'll receive SMS usage alerts to your compatible device within 24 hours of reaching 50%, 85% or 100% of your Included Value and Data Allowance. These SMS will not contain an unsubscribe facility.

Using your service overseas

International Roaming (making & receiving calls/accessing data overseas) is excluded from your call credit. These calls are very expensive and outside our control. To use your service overseas, you must first have international roaming activated by calling us on 1300 132 915. 24 hours notice is required. You will be charged separately for this usage.

You can find the rates for International usage at www.orders.managedtelco.com.au

Complaints/Disputes

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.orders.managedtelco.com.au where you will find further details to assist you on resolving your complaint.

If we can't resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>. For full contact information, visit www.tio.com.au/about-us/contact-us

This document is a summary only. The full terms and conditions and pricing for this plan can be found on our website at www.orders.managedtelco.com.au. Managed Telco ABN 23 625 651 672 uses part of Optus's 4G and 3G mobile network.

 **1300 132 915**

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Managed Telco Services