

Optus SIM Only Plans

Managed Telco Group



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about the Optus SIM Only 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 without 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 are non-contracted (month-to-month).

| What's Included | | | | | | |
|-----------------|-----------------|--|---------------|-------------|--|--------------------------------------|
| Plan | Minimum Monthly | Included Call Value | Included Data | Excess Data | Included SMS | Maximum Charge for Early Termination |
| 30GB SIM-only | \$39.00 | All standard national calls, calls to mobiles, voicemail deposit & retrieval, calls to 13/1300 and 1800 numbers within Australia, calls to selected 32 international countries | 30GB | \$10 per GB | All standard SMS & MMS sent or received within Australia | N/A |
| 60GB SIM-only | \$49.00 | All standard national calls, calls to mobiles, voicemail deposit & retrieval, calls to 13/1300 and 1800 numbers within Australia, calls to selected 32 international countries | 60GB | \$10 per GB | All standard SMS & MMS sent or received within Australia | N/A |
| 100GB SIM-only | \$59.00 | All standard national calls, calls to mobiles, voicemail deposit & retrieval, calls to 13/1300 and 1800 numbers within Australia, calls to selected 32 international countries | 100GB | \$10 per GB | All standard SMS & MMS sent or received within Australia | N/A |

What's Excluded

All international roaming usage while the device is outside of Australia. Calls to non-listed international numbers. 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.

Information About Pricing

| | |
|--|--|
| 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) | |

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, with the billing cycle going from the 28th to 27th of each month.

Maximum Monthly Charge

The maximum monthly charge depends on whether you consume more value and/or data than included in your plan.

Early Termination Charge

No cancellation fees are applicable with this service. It is a non-contracted service.

All prices quoted above Inc GST.

 **1300 778 390**

 **sales@managedtelco.com**

 **www.orders.managedtelco.com**

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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 778 390** so we can serve you better. You can also visit us at **www.orders.managedtelco.com** 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 778 390** or log into your account at **www.managedtelco.com**. 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 778 390 or emailing support@managedtelco.com. 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**.

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** 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 [tio.com.au/about-us/contact-us](http://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**. Managed Telco Group uses part of Optus's 4G and 5G mobile network

Got Any Questions?

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