

Critical Information Summary – Basic Mobile Voice service – SIM only

INFORMATION ABOUT THE SERVICE

How SIM Only Plans works:

SIM only plan means we will provide you a SIM for a Mobile Voice plan. Handsets are not included.

Minimum term

This is a month-to-month plan.

Mobile handset

You need a compatible mobile handset. You can either:

Bring your own handset. To check it's compatible and set up to make the most of our network go to optus.com.au/compatibility

Purchase a handset from us.

INFORMATION ABOUT PRICING

Monthly charges

Plan	Monthly Fee
Small	\$30
Medium	\$50
Large	\$60
X Large	\$70

Call Rates

Plan	Small	Medium	Large	X Large
included minutes	200	Unlimited	Unlimited	Unlimited
included SMS	1000	Unlimited	Unlimited	Unlimited
Included data	250MB	1.5GB	3GB	10GB
International call allowance	\$0.00	\$45	\$272.75	\$454.55
Excess data per GB	\$11.50	\$10	\$10	\$10
Rate increments	Per minute	Per 30 seconds	Per 30 seconds	Per 30 seconds
Rates outside cap				
Calls	\$1.00	Included	Included	Included
SMS	22c	Included	Included	Included
MMS	25c	Included	Included	Included
1300	44c	Included	Included	Included
Voicemail deposit	10c	Included	Included	Included
Voicemail retrieval	25c	Included	Included	Included
Call forwarding	15c	Included	Included	Included
Flagfall	15c	Included	Included	Included

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Data Pool

There is no data pool option with these plans.

Acceptable Use Policy

The purpose of our Acceptable Use Policy is to ensure that all our customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. The Acceptable Use Policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email.

It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. For more information see <http://businessstc.com/acceptable-use-policy/>

Cancellation fees

Leave when you like – just give us 1 full calendar months' notice.

Plan changes

You can change your plan to another current only plan once per month.

Paper Invoice Fee

We do not provide the option for paper invoices.

Payment processing fee

If you pay by credit card, a payment processing fee of 2.4% will apply.

Late payment fee

If you don't pay your bill by its due date, we may charge you a late fee.

For more information please see our terms and conditions of trade located at <http://businessstc.com/terms/>

OTHER INFORMATION

Tracking your spend

We'll send SMS usage alerts to your mobile phone once you've reached approximately:

- 50%, 85% and 100% of your included minutes. Note, this alert will be sent to the email address of the mobile broadband service and/or mobile phone number you specify.

Using your service overseas

You cannot use your included minutes and shareable data if you are overseas. If you want to use your mobile phone or mobile broadband device when you're overseas, you'll need to activate roaming if it's not already on. You will be charged at standard roaming rates for your mobile and any mobile broadband devices separately; control your spend and details on our travel packs.

If you use more than your included data during your billing month (either on your mobile phone or any connected mobile/mobile broadband device), you will be charged the following excess data rates.

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 include your minimum monthly charge in advance.

It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

You'll receive a full month's data allowance.

Manage your service online

We will provide you access to our Customer Portal to view your bills online 24 hours a day, 7 days a week.

We will send you an email notification when your account usage reaches an estimated 50%, 75%, 100%, 100% plus of your Plan's included data usage for the current billing cycle.

For more information please visit businessstc.com

Support

Support is available during business hours - 8:30 am to 5:00 pm Monday to Friday (excluding public holidays).

If you have a fault with your broadband service, please restart your modem prior to contacting us.

Once you have restarted your modem, and your service is still not working, please contact us on 0747595000 or email support@businessstc.com.au

Please note: if we find that the fault is with your equipment, fee for service rates will apply.

Our fee for service rates can be found here. <http://businessstc.com/ffs>

Complaints.

All complaints are to send to accounts@businessstc.com.au.

We will respond to your complaint within 7 working days.

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.