CRITICAL INFORMATION SUMMARY
Optus Mobile Data Only Plans

Description

MY NET's "SIM-only" service for use with existing devices powered by the Optus 4G/5G network.

Pricing information

Data Allowance	25GB	45GB	120GB
Minimum plan cost per month + PAYG charges	$32 ($35.20 inc GST)	$50 ($55 inc GST)	$70 ($77 inc GST)
Maximum plan cost per month + PAYG charges	$32 ($35.20 inc GST)	$50 ($55 inc GST)	$70 ($77 inc GST)
Early Termination Charge	Number of months left in contract x monthly charge		
Minimum Term (Months)	1	1	1
Capped data speed	100 Mbps	150 Mbps	N/A

*Capped Speed: Download speeds for included data are capped at 100Mbps for the 25GB plan and 150Mbps for the 45GB plan on the 5G network. There is no capped speed on the 120GB plan.

What is the service?

My Net's mobile phone service is a "SIM-only" service for use with existing devices. My Net utilises the Optus 4G/5G network to deliver this service.

Where is it available?

The 5G rollout is ongoing and is not available in all areas, please see the coverage map to see if it is available in your area. Where 5G is not available, 4G is available with a 4G footprint coverage of 98%. The link to the 5G coverage map is available here Network Coverage Maps - Optus

What do I need to access the service?

You will need an unlocked mobile phone handset that can access the 5G network. You can either request a new phone number with this service, or port across an active number from another carrier.

Minimum term of the service

This service is over 1, 12, 24 or 36 Month Contracts.

What is included?

Features of this service include monthly data, which can be used in any compatible mobile device. It does not include any voice, SMS allowance or MMS allowance.

Do I have to bundle anything with the service?

No, you do not have to bundle anything with this service.

Qualifications

To obtain a service from us you must agree to our business terms and conditions available at My-Net-Terms-and-Conditions.pdf

Please note that this service may be restricted and/or

cancelled if:

- You fail to pay your bill.
- You are abusive to our staff
- You breach our terms and conditions

Information about pricing

Excess usage
There are no excess usage charges. Your speed will be slowed to 1.5Mbps when you use your full allocation of data.

Set-up fee
There is no set-up fee for this service

Equipment fees
You will need an My Net SIM card to use this service. Your first SIM card for any service is free and will be mailed free of charge (see below for replacement SIM card costs).

Other possible costs
- Replacement SIMs will cost $15 including express postage.

Exit Fee
If in contract, exit fee will be number of months left x monthly charge

Changes to your plan
We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days written notice.

Other Information
Usage
You can check your usage via the customer portal.

Customer Service
View our contact details online at Contact Us - My Net

Complaints
If you are not happy with your service, you can follow our dispute resolution process. For more details, see https://www.mynet.au/complaints

Ombudsman
If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://tio.com.au/making-a-complaint