

CRITICAL INFORMATION SUMMARY

Optus Mobile Voice and Data Plans



Description

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

Pricing information

Data Allowance	20GB	40GB	120GB
Minimum plan cost per month + PAYG charges	\$32 (\$35.20 inc GST)	\$42 (\$46.20 inc GST)	\$70 (\$77 inc GST)
Maximum plan cost per month + PAYG charges	\$32 (\$35.20 inc GST)	\$42 (\$46.20 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 20GB plan and 150Mbps for the 40GB & 100GB plans on the 5G network. There is no capped speed on the 120GB plan. Inclusions: All plans include all standard national calls and texts

What is the service?

My Net's mobile phone service is a "SIM-only" service for use with existing mobile phone handsets. 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 all calls and SMS to mobile or fixed phones within Australia, voicemail and calls to 13, 1300 and 1800 numbers.

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. My Net does not provide access to Premium call services such as 1900 numbers. In Australia. The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>

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.
- Other items that attract PAYG charges (more information available from our call centre) include: → Call forwarding to international numbers (Dependent on forwarding destination) → All SMS, MMS including video MMS to international numbers will incur additional PAYG charges. SMS \$0.35 & MMS - \$0.50. → International calls placed to a country that becomes a non-listed country, will incur additional PAYG charges and not be included in the IDD credit → Dial IT services (time and weather) → International directory assistance (1225) → National directory assistance (1223) → Video calls – national and international → Calls to mobile satellite phones. → For any 2FA SMS from Apple when setting up Facetime or iMessage,

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>