

Critical Information Summary

SIM Only Mobile Phone Plans on OPTUS



This summary may not reflect any discounts or promotions that may apply from time to time.

Plan Name	Classic Talk & Text	Small	Medium	Large
Minimum Monthly Charge	\$20	\$30	\$40	\$50
Network	Optus 4G	Optus 4G	Optus 5G	Optus 5G
Calls to standard Australian numbers	100 minutes included; then 10c per minute.	Unlimited		
SMS & MMS to standard Australian numbers	20 included; then 15c each	Unlimited		
Calls, SMS & MMS to international numbers	Not Available	Pay as you go. For details, visit myhomefone.com.au/rates		
Included Data	Not Available	10GB	25GB	60GB
Maximum Download Speed	Not Applicable	100Mbps	250Mbps	250Mbps
International Roaming	Not Available	Available Upon Request		
Optional Landline Inbound Number	\$5 per month			
Mobile Handset/Device	BYO			
Total Minimum Cost Over Minimum Term	\$20	\$30	\$40	\$50
Minimum Term	1 Month			

Other SIM Only plan sets

This Critical Information Summary covers mobile plans delivered over the **Optus** network only. We also offer mobile plans on the **Telstra** network which have different pricing and inclusions and are set out in their own Critical Information Summary.

Information about this service

This service is delivered using the Optus mobile network. You can transfer your existing mobile number to us or obtain a new one.

Exclusions

Your plan excludes premium numbers and any services not specifically listed as included.

Device (Handset)

No handset is included, giving you the freedom to choose from a wide range at competitive prices. We can recommend trusted retailers, including options for seniors.

You must provide an unlocked handset compatible with your plan's network, including its supported frequencies, bands and 4G VoLTE voice and emergency calling requirements. Access to 5G requires a compatible handset, eligible plan and coverage. Check your handset's specifications and

consult its manufacturer to confirm compatibility before purchasing this service.

Data Usage

Access to mobile data is not available on the Classic Talk & Text plan; Wi-Fi hotspots are recommended.

Data usage is calculated based on the combined total of data uploaded and downloaded. Unused included data does not roll over and expires at the end of each monthly billing period.

Your data service will **not automatically stop** when your included data allowance has been used. Any additional data usage will be charged at **1 cent per MB**.

To help manage excess usage and avoid unexpected charges, you can contact us at any time to request that data access be disabled or re-enabled.

Usage Information

Email alerts are sent at 50%, 85% and 100% of your monthly data allowance. View recorded usage and charges at **myaccount.myhomefone.com.au**. Usage information may not always be real-time.

eSIM Capabilities

Physical SIMs are supplied by default. Contact us before ordering an eSIM, as availability varies by plan. An eSIM-compatible device and active email address are required.

Network Availability & Congestion

Coverage may not always be available and is subject to change by the Network Operator. You should check the coverage before purchasing this service. Please get in touch with us if you require assistance with this.

Internet speed across mobile networks is variable and may be subject to de-prioritisation by the Network Operator during periods of congestion.

Optional Landline Inbound Number

You can add your existing home phone number to your mobile plan. Once transferred, your old landline service should cancel automatically (check with your provider). Incoming calls to your landline number will then be redirected to your mobile. This feature supports incoming calls only; outgoing calls will display your mobile number.

International Calling

International dialling is not available on the Classic Talk & Text plan.

International dialling is disabled by default to prevent bill shock. Please contact us to enable outbound international dialling. For the complete list of international calling options, packs, destinations, and rates, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

International Roaming

International roaming is unavailable on Classic Talk & Text. On other plans, it is disabled by default and must be requested before departing Australia. For details, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

Cancelling

Cancellation takes effect at the end of your current billing period, with no cancellation fee. Submit your request 7–30 days before that date. If you have a separate Device Instalment Plan, its remaining balance becomes payable on your next bill.

Billing & Fees

Billing starts when your physical SIM is dispatched or eSIM is active within the network. Accounts are billed monthly in advance. Your first bill includes a pro-rata charge for the current period.

In addition to the monthly charge, you may pay the following charges:

Call Charges: calls to numbers not included in your plan.

Excess Data: 1 cent per MB for data usage above your plan's included monthly data allowance. Data access does not automatically stop when the included allowance is reached.

Delivery Fee: \$24 for any new/replacement SIM or equipment.

Paper Bill Fee: \$3.30 for each paper bill posted.

Late Payment Fee: \$10 per overdue bill.

SIM Card Replacement Fee: \$10.

Customer Service

You can contact us by emailing support@myhomefone.com.au or by phoning 1300 031 107

Fair Use

Our Fair Use Policy applies, including restrictions on excessive, fraudulent or unlawful use.

Dispute Resolution & Complaints

If you're unhappy with us or your service, please contact our Customer Service Team first. To make a formal complaint, see our Complaint Handling Policy on our website. If you're still unhappy, call the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only. To view all policies, terms and conditions, go to:

www.myhomefone.com.au/terms-and-conditions