

Critical information summary

My Prepaid Ultimate

Information about the service

These recharges are available online, via the My Optus app, by calling 555, and at participating retail outlets. They have different inclusions and expiry depending on the amount you choose to recharge. Charges shown are all for use in Australia unless otherwise stated.

My Prepaid Ultimate	Weekly & Fortnightly recharge options					
	\$30	\$40	\$50	\$60	\$10	\$20
Included minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Unlimited	Unlimited	Unlimited	Unlimited	Up to 100 mins	Up to 200 mins
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included data (MyData) Charged per KB	3GB	6GB	8.5GB	11GB	300MB	800MB
International Talk From Australia to standard international numbers. For all rates see optus.com.au/prepaidint	-	Unlimited Standard calls to mainland China, Hong Kong, India, Japan, Malaysia, New Zealand, Singapore, South Korea, UK and USA			-	-
Extras Credit For standard international calls, roaming and premium services	\$5	\$10	\$15	\$20	-	-
Expiry	28 days				7 days	14 days
Data Rollover	Keep rolling over up to 15GB when you recharge before expiry					

Data Rollover: Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 15GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any MyData you have on your current recharge. **Expiry:** Extras Credit and included minutes will expire in the time-frames specified above, or on next recharge, whichever is earlier.

Usage deducted from Extras Credit

Usage type	Cost	Usage type	Cost
Directory Assistance 1223	50c per call	Standard international calls	See optus.com.au/prepaidint
Standard national video calling	10c per min.	Standard international SMS	20c per 160 characters
124YES	10c per min. + \$1.75 flagfall	Standard international MMS	75c per MMS
Premium messages to 19 numbers	Charged as advertised by provider	Standard international video calling	\$3.60 per min.

Add ons

You can purchase the Add Ons as you need them.

Add On	\$5 MyData	\$10 MyData	\$5 MyTalk	\$10 Extras Credit	\$20 Travel Credit
Included Value	500MB	1.5GB	Up to 200 mins to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute.	\$10 Extras Credit for standard international calls and roaming.	\$20 Travel Credit to use for calls, SMS and data whilst roaming.
Expiry	14 days (or on next MyData Add On purchase, whichever is earlier).	28 days (or on next MyTalk Add On purchase, whichever is earlier).	28 days Any unused Add On value will roll over if you recharge with the same Add On before credit expiry.		

NOTE: Add On value/credit will be used before your plan value. For example, if you recharged 20 days ago with \$40, you've used 5.7GB of your 6GB of data and decide to buy a \$5 MyData Add On. You will now have 300MB of data left in your plan (which expires in 8 days) and 500MB in your MyData Add On (which expires in 14 days). Because the MyData Add On value will be used before your remaining plan data, if you don't use all the Add On (500MB) before your plan data expires in 8 days you will forfeit any remaining data from your plan. **Add On value/credit will expire if you change your plan.**

Voucher only recharge options

These recharges are only available for purchase by voucher in participating retail stores.

Recharge	\$15	\$45	\$70	\$80	\$85	\$100	\$130
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 150 mins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	500MB	6.5GB	11.5GB	11.5GB	11.5GB	12GB	13GB
International Talk From Australia to standard international numbers. For all rates see optus.com.au/prepaidint	-	Unlimited to mainland China, Hong Kong, India, Japan, Malaysia, New Zealand, Singapore South Korea, UK and USA.					
Extras Credit For standard international calls, roaming and premium services	-	\$10	\$20	\$20	\$20	\$20	\$20
Expiry	10 days			28 days			
Data Rollover	Rollover your unused data up to 15GB when you recharge before expiry.						

Data Rollover: Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 15GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any MyData you have on your current recharge. **Expiry:** Extras Credit and included minutes will expire in the time-frames specified above, or on next recharge, whichever is earlier.

Mandatory goods

You need a mobile phone and SIM card to use this service. You may bring your own phone or buy one from us. Phones purchased from us may be locked to the Optus network. Unlocking fees apply. Visit optus.com.au/unlock for details.

Coverage availability will vary depending on your device compatibility and location. To check your device is compatible and set up to make the most of our network, go to optus.com.au/compatibility

Activating a Prepaid mobile service

To use this service you need to purchase and activate an Optus Prepaid SIM. Check your SIM card packaging for details.

Fair Go Policy

The Fair Go Policy ensures 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 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. You can find the policy at optus.com.au/faigo

Information about pricing

Mobile calls & data usage

Minutes are counted in per minute increments. Data is counted per KB, and includes uploads and downloads.

MyCredit balance

If you have any MyCredit balance without any My Prepaid Ultimate minutes, SMS/MMS or data value (e.g. you have changed to My Prepaid Ultimate and haven't recharged yet) you will be charged the following rates for these usage types:

Calls to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	10c per minute
Standard national SMS	10c per 160 characters
Standard national MMS	10c per MMS
Data charged per KB	\$0.50 per MB

Service expiry

To keep your service active you need to recharge 186 days from your credit expiry, otherwise you may require a new SIM card to use the service and you may not be able to continue using your mobile number.

Calls to 1800 numbers

If you have zero credit you will be able to make calls to 1800 numbers up until the time your recharge expires.

Recharging

You can recharge your account:

- **App:** Download the My Optus app at optus.com.au/MyOptusApp (data charges apply to download the app)
- **Online:** Make a secure one-off recharge online by credit card, debit card or PayPal by visiting optus.com.au/recharge or you can set up AutoRecharge
- **Call:** Dial 555 from your mobile to recharge with a credit or debit card
- **Vouchers:** Pick up a voucher from any 'yes' Optus store or participating retailers around Australia.

Plan changes

You have the option to change your rate plan to another Prepaid plan:

- **SMS:** Text 'MENU' to 9999
- or contact customer service

If you're moving to any other Prepaid plan, you will keep any MyCredit balance you have, but lose any other credit, minutes, SMS/MMS, data or bonuses.

Other information

Tracking your spend

There are a number of ways to check your balance and usage. These options are available 24/7 and are free to use within Australia. The SMS option is also free if you are roaming overseas.

- **SMS:** Text 'BAL' or 'BALANCE' to 9999 to check your balance
- **Call:** 555 and follow the prompts
- **App:** Download the My Optus app at optus.com.au/MyOptusApp (data charges apply to download the app)
- **Online:** Visit My Account at optus.com.au/myaccount

When you're in Australia, we will send you alerts when:

- You have less than 100MB, then less than 40MB of MyData
- You have less than 30 mins and less than 5 mins of MyTalk, if your recharge doesn't have unlimited minutes
- You have less than \$50, \$25, \$10, \$5 and \$2 Extras Credit or Travel Credit
- You have less than \$2 MyCredit

Using your service overseas

My Prepaid Ultimate recharges \$30 and above come with some Extras Credit to use on minutes, SMS and data while you're roaming. The credit amount depends on the amount you recharge with. For more info, check out the table on the front page of this summary. You can also purchase a \$20 Travel Credit Add On/s to use while roaming. For more info, roaming rates and coverage maps, check out optus.com.au/prepaidtravel

When you're roaming overseas, we will send you alerts when you have \$50, \$30, \$15, \$5 and \$2 MyCredit left.

Customer service

For assistance and account information see optus.com.au/customerhelp

Customer complaints

You can contact our complaint resolution area by calling us on **1300 555 002**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

May expire or be withdrawn at any time. See mobile offer end dates and check optus.com.au/prepaidplans for current rates and plans. Plans may no longer be available if you do not activate your SIM within 30 days.