

# My Prepaid Mobile Broadband Recharge Options

## Information about the service

### Description of the service

These are the recharge options available once you are activated on My Prepaid Mobile Broadband. These recharges include the following allowances for use within Australia, which vary depending on the amount you recharge:

Recharge amount	\$10	\$30	\$50	\$130
Data Allowance within Australia	1GB	4GB	7GB	22GB
Expiry	7 days	30 days	365 days	730 days

### Voucher only recharge options

Other recharge options available for purchase by voucher only in participating retail stores.

Recharge amount	\$5	\$15	\$20	\$40	\$60	\$70	\$80	\$100
Data Allowance within Australia	512MB	1.5GB	2GB	4GB	8GB	9GB	10GB	13GB
Expiry	5 days	7 days	10 days	60 days	30 days	365 days	365 days	365 days

### Recharging

You can recharge your service:

- Online: Make a secure one-off recharge online by credit card, debit card or PayPal by visiting [optus.com.au/recharge](https://optus.com.au/recharge)
- Vouchers: Pick up a voucher from any 'yes' Optus store or participating retailers around Australia
- Download the free My Optus app for iPad and Android tablets available on the App Store or Google Play (download and use of app requires data usage).

### Special promotions and bolt-ons

This summary excludes any special promotions or extra value added services (bolt-ons) that may be associated with your plan or added by you after you have activated your service.

### Expiry

To keep your service active you need to recharge within 6 months from your Data Allowance expiry, otherwise you may require a new SIM card to use the service.

### 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/fairgo](https://optus.com.au/fairgo)

## Information about pricing

**Minimum charge payable**  
\$5.

### Data usage

Data is counted in 1KB increments and includes both uploads and downloads. After you've used your Data Allowance, you will no longer be able to use your service until you recharge again. Unused credit will rollover when you recharge before credit expiry. The maximum Data Allowance at any time is 50GB. You will forfeit any data you recharge over this 50GB limit.

### Cancellation fees

There are no cancellation fees associated with this plan.

### Plan changes

If you change your plan to a different prepaid plan type you may lose your existing Data Allowance. Contact Customer Service if you would like further information.

## Other information

### Using your service overseas

Your included value does not include usage if you are overseas. If you'd like to use your service overseas you'll need to purchase our Optus Prepaid Travel Packs™. For more information visit [optus.com.au/travel](https://optus.com.au/travel)

### Customer service

You can call **1300 555 002** for assistance on your account balance, usage status, recharge options and other information.

For other assistance and account information, see [optus.com.au/customerhelp](https://optus.com.au/customerhelp)

### Customer complaints

You can contact our complaint resolution area by calling us on **133 937**. 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**.