

## Critical information summary

# Optus Prepaid Long Expiry

## Information about the service

This plan includes the following allowances which will vary depending on the amount you recharge. There are also additional recharge vouchers available for purchase through participating retail channels (see table 'Voucher Only Recharge Options' for details):

Optus Prepaid Long Expiry	\$10	\$20	\$30	\$40	\$50	\$60	\$70	\$80	\$100
MyCredit	\$10	\$20	\$30	\$40	\$50	\$60	\$70	\$80	\$100
Messages Standard national SMS (160 characters) and MMS					25c				
Minutes Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute					25c per min				
Data Charged per KB					7c per MB				
Expiry	45 Days	90 Days	186 Days			365 Days			
MyCredit Rollover	Rollover your unused MyCredit up to \$500 when you recharge before expiry								
ALL FOR USE IN AUSTRALIA									

**MyCredit Rollover:** Unused MyCredit will rollover to the next recharge up to \$500 if you recharge before your credit expires. You will lose all your MyCredit if you don't recharge before credit expiry. If you recharge over \$500 you will forfeit any MyCredit over that limit. **\$180 SIM Swap:** \$180 recharge is not available on this plan, however, if you perform a SIM swap with \$180 SIM Starter Kit you will receive \$180 MyCredit to use in 365 days.

## Usage from MyCredit balance

Usage type	Cost
Directory Assistance 1223	50c per call
Standard national video calling	20c per min.
124YES	25c per min. + \$1.75 flagfall
Premium messages to 19 numbers	Charged as advertised by provider
ALL FOR USE IN AUSTRALIA	

Usage type	Cost
Standard international calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard international SMS	25c per 160 characters
Standard international MMS	75c per MMS
Standard international video calling	\$3.60 per min.
WHEN USING YOUR PHONE WITHIN AUSTRALIA	

## Add ons

You can purchase the Add Ons as you need them.

Add on	\$5 MyData	\$10 MyData	\$5 MyTalk
Included Value	500MB	1.5GB	Up to 200 mins to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute.
Expiry	14 Days or on your next MyData Add On purchase of any value, whichever is earlier		28 Days or on your next MyTalk Add On purchase, whichever is earlier
ALL FOR USE IN AUSTRALIA			

**NOTE:** Add On value/credit will be used before your plan value. For example, if you recharged 176 days ago with \$30, you've used \$20 of your \$30 of MyCredit and decide to buy a \$5 MyData Add On. You will now have \$10 of MyCredit left in your plan (which expires in 10 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 MyCredit, if you don't use all the Add On (500MB) before your MyCredit expires in 10 days and don't use the MyCredit for any other purpose, you will forfeit any remaining MyCredit. Add On value/credit will expire if you change your plan.

## 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](http://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](http://optus.com.au/compatibility)

## Activating a Prepaid mobile service

To use this service, you need to purchase an Optus Prepaid SIM. When you activate your SIM, you will be able to select this plan. Some SIM cards will come with included credit that can be used towards your plan; check your SIM card packaging for details.

If you don't have included credit you will need to recharge with a minimum of \$10 to start using 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](http://optus.com.au/fairgo)

# OPTUS

## Voucher only recharge options

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

Optus Prepaid Long Expiry	\$15	\$45	\$85	\$130
MyCredit	\$15	\$45	\$85	\$130
Messages Standard National SMS (160 characters) and MMS			25c	
Minutes Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute			25c per minute	
Data Charged per KB			7c per MB	
Expiry	45 Days	186 days		365 Days
MyCredit Rollover	Rollover your unused MyCredit up to \$500 when you recharge before expiry			
	ALL FOR USE IN AUSTRALIA			

**MyCredit Rollover:** Unused MyCredit will rollover to the next recharge up to \$500 if you recharge before your credit expires. You will lose all your MyCredit if you don't recharge before credit expiry. If you recharge over \$500 you will forfeit any MyCredit over that limit.

## Information about pricing

### Mobile calls & data usage

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

### 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. Services that connect you to premium numbers may be charged to you or a third party.

### Handset unlock

If you choose to purchase a handset from us it may be locked to our network. Fees may apply to unlock your phone. Visit [optus.com.au/unlock](https://optus.com.au/unlock) for details.

### Recharging

You can recharge your account:

- **App:** Download the My Optus App at [optus.com.au/MyOptusApp](https://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](https://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](https://optus.com.au/MyOptusApp) (data charges apply to download the app)
- **Online:** Visit My Account at [optus.com.au/myaccount](https://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 Add On
- You have less than 30 mins and less than 5 mins of MyTalk Add On
- You have less than \$15 then less than \$2 MyCredit

### Using your service overseas

On Optus Prepaid Long Expiry you can use your MyCredit for roaming.

For more info, roaming rates and coverage maps, check out [optus.com.au/prepaidtravel](https://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](https://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](https://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.