

## OPTUS PREPAID SOCIAL

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

This plan includes the following allowances for use within Australia, which vary depending on the amount you recharge:

RECHARGE VALUE	BELOW \$30	\$30	\$40	\$50	\$70	\$100
Voice calls to Optus mobiles				Unlimited		
Standard national SMS to Australian mobiles				Unlimited		
Social media in Australia	Various top-up options below \$30 are available. Each option has different inclusions and expiry periods. See the Top Up Critical Information Summary sheet or visit <a href="http://optus.com.au/topup">optus.com.au/topup</a> for details	Unlimited mobile access to Facebook®, Twitter®, eBay, LinkedIn, MySpace and Foursquare				
Included minutes (charged in one minute increments)		Up to 250 minutes	Up to 350 minutes	Up to 450 minutes	Up to 600 minutes	Up to 900 minutes
Data		Up to 500MB	Up to 1GB	Up to 2.5GB	Up to 4GB	Up to 5GB
Credit		\$30	\$40	\$50	\$70	\$100
Expiry		On recharge of \$30 (or above) or after 28 days, whichever is earlier				

**Recharge Vouchers (available in participating retail outlets)**  
**\$45 Recharge Voucher** gives you \$45 MyCredit, up to 400 minutes (for use on standard voice calls to national numbers and 23 selected countries<sup>^</sup>, 13/1300/1800 numbers and Voicemail), up to 1.5GB of data, and unlimited Optus to Optus voice calls, Optus to Optus SMS & Social Media. **\$60 Recharge Voucher** gives you \$60 MyCredit, up to 500 minutes (for use on standard voice calls to national numbers and 23 selected countries<sup>^</sup>, 13/1300/1800 numbers and Voicemail), up to 3GB of data, and unlimited Optus to Optus voice calls, Optus to Optus SMS & Social Media. All for use within Australia. Expires after 28 days or upon recharge of \$30 or more, whichever is earlier.

	RATES	PLAN INCLUSION?	INCLUDED VALUE/DATA ALLOWANCE?		
			Included minutes	Data	Deducted from Credit
<b>USAGE TYPES WITHIN AUSTRALIA</b>					
Standard national voice calls to Optus mobiles	<b>Top-ups below \$30:</b> 89c per minute + 39c flagfall <b>\$30 recharge and above:</b> Unlimited – rates do not apply	✓	n/a	n/a	n/a
Standard national voice calls to other Australian mobiles and fixed numbers (includes 13/1300/1800 numbers)	89c per minute + 39c flagfall	✗	✓	n/a	✓
Standard national video calls	\$1 per minute + 39c flagfall	✗	✓	n/a	✓
Standard national SMS	<b>Top-ups below \$30:</b> 29c per SMS (up to 160 characters) <b>\$30 recharge and above:</b> Unlimited – rates do not apply	✓	n/a	n/a	n/a
Standard national MMS	50c per MMS	✗	✓	n/a	✓
Voicemail deposits	Unlimited – rates do not apply	✓	n/a	n/a	n/a
Voicemail retrievals	89c per minute + 39c flagfall	✗	✓	n/a	✓
Directory Assistance – 1223	50c per call	✓	n/a	n/a	n/a
Directory Assistance – 124YES	89c per minute + \$1.75 flagfall	✗	✗	n/a	✓
<b>DATA USAGE WITHIN AUSTRALIA</b>					
Mobile Internet Browsing	\$2 per 1MB increments	✗	✗	✓	✓
Social media: Excludes use of Facebook® SMS, other alert services, and accessing video and content hosted on other sites.	<b>Top-ups below \$30:</b> \$2 per 1MB increments <b>\$30 recharge and above:</b> Unlimited mobile access to Facebook®, Twitter®, eBay, LinkedIn, MySpace and Foursquare – rates do not apply when using their official app or mobile site	✓	n/a	n/a	n/a
<b>INTERNATIONAL USAGE TYPES FROM AUSTRALIA</b>					
International calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>	✗	✓ only to 23 selected countries <sup>^</sup>	n/a	✓
International SMS	35c per SMS (up to 160 standard characters)	✗	n/a	n/a	✓
International MMS	75c per MMS	✗	n/a	n/a	✓

<sup>^</sup> Only to 23 selected countries: Bangladesh, Cambodia, Canada, China, Finland, France, Germany, Hong Kong, India, Indonesia, Israel, Kuwait, Laos, Malaysia, New Zealand, Russia, Singapore, South Korea, Sweden, Thailand, UK, USA and Vietnam.

### Activating a Prepaid mobile service

To use this service, you need to purchase an Optus Prepaid SIM card. When you activate your SIM card, 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 to start using the service after you have activated it.

### Optus Mobile Fair Go policy

The Optus Mobile Fair Go policy applies to 'unreasonable', 'commercial', and 'non-ordinary' use of this plan. For further details go to [optus.com.au/mobilefairgo](https://optus.com.au/mobilefairgo)

## INFORMATION ABOUT PRICING

### Mobile calls and texts

If you recharge \$30 or more, you get unlimited calls to Optus Mobiles within Australia. You also get unlimited standard national SMS to mobiles within Australia.

On a \$30 recharge, if you restricted your use solely to standard national voice calls to other Australian mobiles, each of 2 minutes in duration, you could make a total of 138 calls per 28 day period (125 calls from your included minutes and 13 calls from your Credit).

### Data usage

Your phone connects to the internet by using an access point (APN). This is a setting in your phone that you can change – refer to your phone user guide for details. If your phone is on yesinternet APN your data will be counted in kilobytes. If your phone is on any other APN setting your data will be counted in megabytes.

Once you use your Data Allowance your data will be deducted from your credit balance at \$2 per MB.

### Social media

Excludes use of Facebook® SMS and other social media alert services. Access via any other means including 3rd party applications will incur data charges. Additional data charges also apply for any external links accessed via these sites.

## OTHER INFORMATION

### Tracking your spend

There are a number of ways to check your balance and unbilled 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 the word bal or balance to 9999 to check your balance; use the keyword usage for your unbilled usage
- Call: 555 and follow the prompts
- App: Download the My Optus App on your Android™ or iPhone® at [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp) (data usage incurred to download the app will be deducted from your Included Data Allowance)
- Web: Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

### Using your service overseas

You will not be able to use your included minutes, data or unlimited call and text inclusions when travelling overseas. Any usage whilst overseas will only be deducted from your Credit balance. Using your mobile overseas is more expensive.

To avoid any surprises, see [optus.com.au/preroam](https://optus.com.au/preroam) for information on roaming call and data rates and tips on how to control your spend. You can also SMS for free the word bal or balance to 9999 to check your balance.

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

### Special Promotions and Bolt-ons

This summary doesn't include any special promotions or extra value added services that you select whilst you have this service.

### Service Expiry

To keep your service active you need to recharge 6 months 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.

### Recharging

You can recharge your account:

- 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)
- 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 rate plan type every 30 days (excludes some rate plan types). Contact Customer Service if you would like further information.

### Customer Service

You can call **1509 for free** from your Optus Mobile for self-service on your account balance, changing your rate plan and other information at any time.

For other assistance and product 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**.