

Critical information summary

Optus Prepaid Supercharge Recharge Options

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	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 optus.com.au/topup for details					Unlimited
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		1.5GB	4GB	6GB	8GB	9GB
Credit		\$30	\$40	\$50	\$70	\$100
Expiry		For standard voice calls and mobile internet browsing (once you've used up your included minutes and/or Data), and all other usage 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 data free music streaming on selected apps (ends 22/3/18), \$45 Credit, up to 400 minutes (for use on standard voice calls to national numbers and 23 selected destinations*, 13/1300 numbers and Voicemail), 4GB of data, unlimited Optus to Optus voice calls and Optus to Optus SMS. **\$60 Recharge Voucher** gives you data free music streaming on selected apps (ends 22/3/18), \$60 Credit, up to 500 minutes (for use on standard voice calls to national numbers and 23 selected destinations*, 13/1300 numbers and Voicemail), 6GB of data, unlimited Optus to Optus voice calls and Optus to Optus SMS. All for use within Australia. Expires after 28 days or upon recharge of \$30 or more, whichever is earlier. **\$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 Credit to use in 28 days.

Usage types within Australia	Rates	Plan Inclusion	Included Value/Data Allowance		
			Included minutes	Data	Deducted from Credit
Standard national voice calls to Optus mobiles	Top-ups below \$30: 89c per minute + 39c flagfall \$30 recharge and above: 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 numbers)	89c per minute + 39c flagfall	✗	✓	n/a	✓
Standard national video calls	\$1 per minute + 39c flagfall	✗	✓	n/a	✓
Standard national SMS	Top-ups below \$30: 29c per SMS (up to 160 characters) \$30 recharge and above: 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	✓
Data usage within Australia					
Mobile Internet Browsing	Deducted in 1KB increments	✗	✗	✓	✓
International usage types from Australia					
International calls	See optus.com.au/prepaidint	✗	✓ <small>only to 23 selected destinations*</small>	n/a	✓
Standard international SMS	35c per SMS (up to 160 standard characters)	✗	n/a	n/a	✓
Standard international MMS	75c per MMS	✗	n/a	n/a	✓

*Only to 23 selected destinations: Bangladesh, Cambodia, Canada, mainland 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. 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 to start using the service after you have activated it.

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

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

Special promotions and bolt-ons

This summary may not include any special promotions or extra value added services that you select whilst you have this service.

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

Data is counted per KB, and includes uploads and downloads. Once you use your Data Allowance your data will be deducted from your credit balance at \$2 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.

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. You also can't change back to this plan.

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.

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

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/prepaidtravel 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.

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.