

Critical information summary

Optus Prepaid Daily 3G

Information about the service

Description of the service

This plan provides unlimited standard national calls, SMS and MMS, data and Voicemail within Australia for a \$3 daily usage fee. You only pay the usage fee on the days you use the service. The \$3 fee is deducted from your credit when you make the first outbound standard national call, SMS or MMS, when you access Voicemail or use mobile internet data after 12:00am (local time). You are not charged on the days you do not use the service for any of these usage types.

If you recharged with \$30 and only used your service for the Plan Usage Types described above, you would have 10 \$3 Days to use. If you used your service on the first day for the above usage types and other usage types such as International Calls (see table below for list), you would get less than 10 \$3 Days as the other usage types would be deducted from your remaining \$27 credit balance.

Most common usage types are included in your daily usage fee. However, some will incur additional charges that are deducted from your available credit balance.

Rates

Included with your \$3 daily usage fee

Usage types within Australia

Standard national voice calls to Optus Mobiles	Unlimited – rates do not apply
Standard national voice calls to other Australian mobiles	Unlimited – rates do not apply
Standard national voice calls	Unlimited – rates do not apply
Standard national SMS	Unlimited – rates do not apply
Standard national MMS	Unlimited – rates do not apply
Standard national calls to 13/1300 numbers	Unlimited – rates do not apply
Voicemail deposits	Unlimited – rates do not apply
Voicemail retrievals	Unlimited – rates do not apply
Mobile Internet	Unlimited – rates do not apply

Excluded from your \$3 daily usage fee – These are deducted from your available credit balance

Usage types within Australia

Standard national video calls	\$1 per minute + 35c flagfall
Directory Assistance – 1223	50c per call
Directory Assistance – 124YES	\$1.75 flagfall

International usage types from Australia

Standard international calls	See optus.com.au/prepaidint
Standard international SMS	35c per SMS up to 160 standard characters
Standard international MMS	75c per MMS

There are various recharge and expiry options on this plan. Unused credit will roll over when you recharge before credit expiry.

\$10	\$15	\$20	\$30	\$40	\$50	\$70	\$100
Lasts up to 10 days	Lasts up to 15 days	Lasts up to 20 days	Lasts up to 30 days	Lasts up to 40 days	Lasts up to 50 days	Lasts up to 70 days	Lasts up to 100 days

Recharge Vouchers (available in participating retail outlets) \$45 – credit lasts for 45 days, \$60 – credit lasts for 60 days
Days end at 11.59pm local time. After 11.59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day. **\$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 100 days.

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 with a minimum of \$10 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 doesn't include any special promotions or extra value added services that you select whilst you have this service.

Information about pricing

Expiry and timing

Daily plan inclusions end at the time when you select another plan or at 11:59:59pm local time each day, whichever is earlier. After 11:59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day.

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.

Mobile calls and texts

You get unlimited standard national calls and texts to Australian mobiles and fixed lines within Australia for \$3 a day.

Data usage

You get unlimited mobile internet browsing within Australia for \$3 a day.

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 for details.

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.

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

Using your mobile overseas is more expensive. Your daily unlimited inclusions are not available overseas. Any usage whilst overseas will only be deducted from your Credit balance. To avoid any surprises, see 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.

Customer Service

For assistance and product 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.