

Critical information summary

Optus Crew Cap

Information about 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
Total value comprised of the following types: · MyCredit · MyBonus · Optus-to-Optus Mobile call value	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	\$200 \$30 MyCredit + \$70 MyBonus + \$100 Optus-to-Optus Mobile call value	\$300 \$40 MyCredit + \$110 MyBonus + \$150 Optus-to-Optus Mobile call value	\$400 \$50 MyCredit + \$150 MyBonus + \$200 Optus-to-Optus Mobile call value	\$600 \$70 MyCredit + \$230 MyBonus + \$300 Optus-to-Optus Mobile call value	\$900 \$100 MyCredit + \$350 MyBonus + \$450 Optus-to-Optus Mobile call value
Standard national SMS to Optus Mobiles	Unlimited					
Data		Up to 100MB	Up to 200MB	Up to 300MB	Up to 500MB	Up to 700MB
Expiry	60 days. Unused credit will rollover when you recharge before credit expiry.					

Recharge Vouchers (available in participating retail outlets)

\$45 Recharge Voucher gives you \$45 MyCredit, \$130 MyBonus, \$170 Optus to Optus Mobile call value, unlimited standard national SMS to Optus mobiles and up to 250MB of data.

\$60 Recharge Voucher give you \$60 MyCredit, \$190 MyBonus, \$250 Optus to Optus Mobile call value, unlimited standard national SMS to Optus mobiles and up to 400MB of data. All for use within Australia and expires in 60 days. Unused credit will rollover when you recharge before credit expiry.

\$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 60 days.

How this plan works

Crew Cap has several value types that can be used for various usage options.

- **MyBonus** includes standard national and international calls and text, Voicemail and internet browsing. It cannot be used for other call or message types
- **MyCredit** can be accessed once MyBonus has been used up, and has the same inclusions as MyBonus. In addition, MyCredit can also be used for international roaming, premium calls, SMS and content, Optus Zoo content charges, video calling, 966, directory calls, re-routed calls and satellite calls
- **Optus-to-Optus Mobile call value** can only be used for calls to other Optus Mobiles within Australia

- **Data** is for mobile internet browsing and downloading content within Australia and is charged in 1MB increments per session

In addition to these value types, you also get **unlimited standard national SMS to Optus Mobiles** within Australia. Many usage types can be deducted from more than one value type, in a set order.

For example, if you use up your **Optus-to-Optus Mobile call value** you can still call your friends and family on Optus using your **MyBonus**. After you use up your **MyBonus**, these calls are then deducted from your **MyCredit**. The following table shows the applicable rates as well as the order of how the value types are used:

Usage type	Cost	Order in which value types are used
Standard national voice calls to Optus Mobiles	89c per minute + 39c flagfall	Optus-to-Optus Mobile call value > MyBonus > MyCredit
Standard national voice calls to other Australian mobiles and fixed lines within Australia (includes 13/1300/1800 numbers)	89c per minute + 39c flagfall	MyBonus > MyCredit
Standard national video calls	\$1 per minute + 39c flagfall	MyCredit
Standard national SMS to Optus Mobiles Unlimited	No charge	N/A
Standard national SMS	29c per SMS (up to 160 characters)	MyBonus > MyCredit
Standard national MMS	50c per MMS	MyBonus > MyCredit
Voicemail deposits	Unlimited – no charge	N/A
Voicemail retrievals	89c per minute + 39c flagfall	MyBonus > MyCredit
Directory Assistance – 1223	50c per call	MyBonus > MyCredit
Directory Assistance – 124YES	89c per minute + \$1.75 flagfall	MyBonus > MyCredit
Mobile Internet Browsing	Data:Deducted in 1MB increments; MyBonus and MyCredit: \$2 per MB	Data > MyBonus > MyCredit
International calls	See optus.com.au/prepaidint	MyBonus > MyCredit
International SMS	35c per SMS (up to 160 standard characters)	MyBonus > MyCredit
International MMS	75c per MMS	MyBonus > MyCredit

All for use within Australia

OPTUS

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

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. 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

Mobile calls and texts

On a \$30 recharge, if you restricted your use to only standard national voice calls to other Australian mobiles, each of 2 minutes in duration, you could make a total of 45 calls per 60 day period (13 calls from your MyCredit and 32 calls from your MyBonus).

Each standard national SMS (up to 160 characters) costs 29c and is deducted from MyBonus and then MyCredit (once MyBonus is used up).

Data usage

Data is counted in 1MB increments per session. Once you use up your Data, MyBonus and then MyCredit (once MyBonus is used up) will be charged at a rate of \$2 per MB.

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.

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.

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
- 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

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.

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 (data usage incurred to download the app will be deducted from your Included Data Allowance)
- Web: 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/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

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

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**.