

# OPTUS CONNECT 4 LESS

## 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:

RATES	
USAGE TYPES WITHIN AUSTRALIA	
Standard national voice calls to Optus mobiles	0c per minute + 23c flagfall for the first 10 minutes, then 10c per minute thereafter
Standard national voice calls to other Australian mobiles and fixed lines within Australia (includes 13/1300/1800 numbers)	10c per minute + 23c flagfall
Standard national video calls	10c per minute + 23c flagfall
Standard national SMS	10c per SMS (up to 160 characters)
Standard national MMS	10c per MMS
Voicemail deposits	No charge
Voicemail retrievals	10c per minute
Directory Assistance – 1223	50c per call
Directory Assistance – 124YES	10c per minute + \$1.75 flagfall
Mobile Internet Browsing	5c per MB or part thereof

RATES					
INTERNATIONAL USAGE TYPES FROM AUSTRALIA					
International SMS	20c per SMS (up to 160 characters)				
International MMS	75c per MMS				
INTERNATIONAL CALLS (FOR OTHER COUNTRIES, SEE OPTUS.COM.AU/PREPAIDINT)					
Country	Calls to Fixed (per minute)*	Calls to Mobile (per minute)*	Country	Calls to Fixed (per minute)*	Calls to Mobile (per minute)*
China	1c	1c	Philippines	11c	17c
Hong Kong	1c	1c	Singapore	0.5c	3c
India	1.9c	1.9c	Thailand	0.5c	3c
Indonesia	5c	9c	United Kingdom	3c	15c
Malaysia	2c	2c	USA	3c	3c
New Zealand	3c	15c	Vietnam	9c	10c
Pakistan	10c	15c			

\*All calls are billed in 1 minute increments and a flagfall of 23c applies per call.

There are several recharge options for this plan. All of these come with a 90 day expiry. Unused credit will rollover when you recharge before your credit expires.

RECHARGE OPTIONS							
\$10	\$15	\$20	\$30	\$40	\$50	\$70	\$100

There is also a \$45 and \$60 Recharge Voucher available in participating retail outlets only. **\$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 90 days.

## CRITICAL INFORMATION SUMMARY



### Activating a Prepaid mobile service

To use this service, you need to purchase an Optus Prepaid Connect 4 Less SIM card. When you activate your Connect 4 Less SIM card, you are only able to activate on 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

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 69 calls per 90 day period.

Each standard national SMS (up to 160 characters) costs 10c.

### Data usage

Data usage is charged at 5c per MB or part thereof. Data is charged in 1MB increments per session.

### 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 cannot change to other Optus Prepaid rate plans and vice versa.

## 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

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.

### 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

### 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.

### 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**.