

# OPTUS PREPAID CAP

## 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	\$50
Total value comprised of the following types:		\$500 \$30 MyCredit +	\$1000 \$50 MyCredit +
> MyCredit > MyBonus > Optus Money	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	\$220 MyBonus +	\$450 MyBonus +
		\$250 Optus Money	\$500 Optus Money
Data		Up to 5GB	
Expiry	45 days. Credit expires on recharge or after 45 days.		
<b>Recharge Vouchers (available in participating retail outlets)</b>			
<ul style="list-style-type: none"> <li>\$45 Recharge Voucher gives you \$45 MyCredit, \$390 MyBonus, \$420 Optus Money and up to 5GB of data</li> <li>\$60 Recharge Voucher gives you \$60 MyCredit, \$490 MyBonus, \$550 Optus Money and up to 5GB of data</li> </ul>			
All for use within Australia. Expires after 45 days or upon recharge, whichever is earlier.			
<b>\$180 SIM Swap:</b> \$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 45 days.			

### How this plan works

Optus Prepaid 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 only 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 Money** can be used for standard national calls, SMS and MMS to Optus mobiles within Australia
- Data** is for mobile internet browsing and downloading content within Australia and is charged in 1MB increments per session.

Many usage types can be deducted from more than one value type, in a set order. For example, if you use up your **Optus Money** you can still call or text 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:

	RATES	ORDER IN WHICH VALUE TYPES ARE USED
<b>USAGE TYPES WITHIN AUSTRALIA</b>		
<b>Standard national voice calls to Optus Mobiles</b>	89c per minute + 39c flagfall	Optus Money > MyBonus > MyCredit
<b>Standard national voice calls to other Australian mobiles</b>	89c per minute + 39c flagfall	MyBonus > MyCredit
<b>Standard national voice calls to fixed lines</b>	89c per minute + 39c flagfall	MyBonus > MyCredit
<b>Standard national video calls</b>	\$1 per minute + 39c flagfall	MyCredit
<b>Standard national SMS</b>	29c per SMS (up to 160 characters)	MyBonus > MyCredit
<b>Standard national MMS</b>	50c per MMS	MyBonus > MyCredit
<b>Standard national calls to 13/1300/1800 numbers</b>	89c per minute + 39c flagfall	MyBonus > MyCredit
<b>Voicemail deposits</b>	Unlimited – no charge	N/A
<b>Voicemail retrievals</b>	89c per minute + 39c flagfall	MyBonus > MyCredit
<b>Directory Assistance – 1223</b>	50c per call	MyCredit
<b>Directory Assistance – 124YES</b>	89c per minute + \$1.75 flagfall	MyCredit
<b>Mobile Internet</b>	Data: Deducted in 1MB increments; MyBonus and MyCredit: \$2 per MB	OzData > MyBonus > MyCredit
<b>International calls</b>	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>	MyBonus > MyCredit
<b>International SMS</b>	35c per SMS (up to 160 standard characters)	MyBonus > MyCredit
<b>International MMS</b>	75c per MMS	MyBonus > MyCredit

## Activating a Prepaid mobile service

To use this service, you need to have purchased a Woolworths Prepaid SIM Card prior to 1 October 2013. When you activate your Woolworths Prepaid 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

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

## INFORMATION ABOUT PRICING

### Mobile calls and texts

On a \$30 recharge, if you restricted your use solely to standard national calls to other Australian mobiles, each of 2 minutes in duration, you could make a total of 114 calls per 45 day period (13 calls from your MyCredit and 101 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 Allowance, MyBonus and then MyCredit (once MyBonus is used up) you 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.

## 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
- Web: Visit My Account at [optus.com.au/myaccount](http://optus.com.au/myaccount)

### Using your service overseas

Any usage whilst overseas will only be deducted from your MyCredit. Using your mobile overseas is more expensive. To avoid any surprises, see [optus.com.au/prepaidtravel](http://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.

## Mandatory goods

You need a mobile phone and SIM card to use this service. You may bring your own phone or buy one from any participating store.

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](http://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](http://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 following 26 March 2014. 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](http://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**.