

Critical Information Summary

Information about the service – Optus Prepaid Top Ups (Excludes My Prepaid plans)

Description of the Service

Optus offers top ups that provide different value types in addition to what is included in your Optus Prepaid Mobile plan. You need an active Optus Prepaid Mobile Service to use these top ups. Top up inclusions are not available on all plans (see tables below) – an amount of MyCredit and/or MyBonus is provided instead.

- > **MyBonus** includes standard national and International Calls and text, Voicemail, and internet browsing. If you receive this value type with your top up, it is the first value type to be used.
- > **MyCredit** has the same inclusions as MyBonus but can also be used for premium calls, SMS and content, Optus Zoo content charges, video calling, 966, directory calls, re-routed calls, satellite calls and international roaming. Usage will be deducted from MyCredit once MyBonus is used up.

Any allowances you receive from these top ups expire after the specified period and do not rollover.

\$5 Top Up

Data Allowance	Up to 500MB
Expiry	30 days

If you are on any of the following rate plans and top up your service with \$5, you will receive \$5 MyCredit which expires in 5 days:

- > \$2 Days

Only available to existing customers on these plans:

- > Dollar Days
- > Optus Day to Day

\$10 Top Ups

If you are on any of these plans and top up your service with \$10, you will receive the following amount of MyCredit which expires within a set period:

Connect 4 Less	\$10 MyCredit	90 day expiry
\$2 Days	\$10 MyCredit	10 day expiry
Only available to existing customers on these plans:		
Dollar Days and Optus Day to Day	\$10 MyCredit	14 day expiry
Talk & Text 4 Less and Optus Cent a Text	\$10 MyCredit	7 day expiry

There are various options that you can choose from when you top up. All are for use within Australia.

Available options for all other Prepaid plans	Fast Credit	Text Saver	Rev-Up Text	Rev-Up Data	International Zone A	International Zone B
Included value	\$10 can be used for standard national and calls and text	70 standard national SMS	200 standard national SMS	Up to 1GB data	\$10 of calling value at 5c per minute for calls to Bangladesh, Canada, China, Hong Kong, India, Laos, Malaysia, Singapore, South Korea, Thailand, USA, Vietnam. From 11 June 2013, the call rate to these countries will increase to 8 cents per minute.	\$10 of calling value at 16.67c* per minute for calls to Cambodia, France, Germany, Greece, Indonesia, Ireland, Italy, Japan, Kenya, Lebanon, Nepal, Netherlands, New Zealand, Pakistan, Philippines, Saudi Arabia, South Africa, Sri Lanka, Sudan, Taiwan, Turkey, United Arab Emirates or UK
Expiry	7 days	30 days	10 days		30 days	

*Calls charged in one minute increments. Per minute rate applies only to stated countries. Calls to other countries will be charged at standard plan rates. This offer may expire or be withdrawn at any time. See optus.com.au/topup for details.

\$15 Top Up

If you are on any of these plans and top up your service with \$15, you will receive the following allowance/s which expire within a set period:

Connect 4 Less	\$15 MyCredit	90 day expiry
\$2 Days	\$15 MyCredit	15 day expiry
Only available to existing customers on these plans:		
Dollar Days, Talk & Text 4 Less, Optus Day to Day and Optus Cent a Text	\$15 MyCredit	14 day expiry
New Turbo Cap Plus and Super Cap by Optus	\$15 MyCredit + \$75 MyBonus + 90MB of Data + Unlimited standard national SMS + Unlimited mobile access to Facebook® and Twitter®	10 day expiry

*Unlimited mobile access to Facebook® and Twitter® excludes use of Facebook SMS and other social media alert services. Access via any other means including 3rd party applications will incur data charges. Additional data charges also apply for any external links accessed via these sites.



Included value for all other Optus Prepaid Plans

\$50 value

Total comprised of the following types:

- > \$15 MyCredit can be used for standard national and International Calls and texts, mobile internet browsing, international roaming, Voicemail, premium calls, SMS and content, Zoo content usage, video calls, 966 and satellite calls, re-routed calls and directory calls. All for use within Australia
- > \$15 RevUp Bonus has the same inclusions has MyCredit but excludes premium SMS and content, International Calling and text, international roaming charges, Zoo content usage charges, video calling and 966
- > \$20 Prepaid Messaging Money can be used for standard national SMS/MMS to any Optus Prepaid Mobile within Australia.

Expiry

10 days

\$20 Top Ups

If you are on any of these plans and top up your service with \$20, you will receive the following allowance/s which expire within a set period:

Connect 4 Less

\$20 MyCredit

90 day expiry

\$2 Days

\$20 MyCredit

20 day expiry

Only available to existing customers on these plans:

Dollar Days, Talk & Text 4 Less, Optus Day to Day and Optus Cent a Text

\$20 MyCredit

14 day expiry

Talk & Text 4 Less and Optus Cent a Text

\$10 MyCredit

7 day expiry

Available options for all other Prepaid plans

\$20 Cap

Data Top Up

Included value

\$100 value

Total comprised of the following types:

- > \$20 MyCredit for standard national and International Calls and texts, mobile internet browsing, international roaming, Voicemail, premium calls, SMS and content, Zoo content usage, video calls, 966 and satellite calls, re-routed calls and directory calls all for use within Australia
- > \$30 RevUp Bonus has the same inclusions has MyCredit but excludes premium SMS and content, International Calling and text, international roaming charges, Zoo content usage charges, video calling and 966
- > \$50 Prepaid Messaging Money can be used tfor standard national SMS/MMS to any Optus Prepaid Mobile within Australia.

Up to 2GB of data

Expiry

14 days

How to top up

You can top up your account:

- > Online: Make a secure one-off recharge online by credit card, debit card, PayPal or payclick by visiting optus.com.au/recharge
- > App: Download the Recharge Now app in the Apple App Store or Android Market

- > 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.

On top up amounts with more than one available option, you will be asked to confirm your preferred top up option. For example, if you purchase a \$20 top up

voucher you will be asked to select between **\$20 Cap** or **Data Top Up** when you top up your account.

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

Information about pricing

Mobile calls and texts

The call and text rates that apply for using the inclusions you receive from your top up vary depending on your current plan, unless stated otherwise. See optus.com.au/standardagreements for further details.

Data usage

Data is deducted from your top up Data Allowance in 1MB increments and includes uploads and downloads. The unused portion of any Data Allowance does not rollover. If you do not have any Data Allowance, your MyBonus (if you have any) 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 or top up 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 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

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/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 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**.

This is a summary only – the full Terms and Conditions for this plan can be found at optus.com.au/standardagreements