

Critical information summary

Information about the service – Every Now and Then Recharge Options

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	\$40	\$50	\$70	\$100
Total value comprised of the following types: > MyCredit > MyTime Minutes	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.	\$30 MyCredit + 100 MyTime Minutes	\$40 MyCredit + 120 MyTime Minutes	\$50 MyCredit + 150 MyTime Minutes	\$70 MyCredit + 170 MyTime Minutes	\$100 MyCredit + 200 MyTime Minutes
Expiry		186 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 186 days.

How this plan works

Every Now and Then has several value types that can be used for various usage options.

- **MyTime Minutes** can be used for voice calls to any Optus Mobiles or fixed lines within Australia. It excludes other call types.
- **MyCredit** can be used for standard national and international voice calls and SMS, mobile internet browsing, international roaming, Voicemail, premium calls, SMS and content, video calls, 966 and satellite calls, re-routed calls and directory calls.

If you use up your **MyTime Minutes** to call any Optus Mobiles or fixed lines, these calls are deducted from **MyCredit**.

The following table shows the applicable rates as well as the order of how the value types are used:

Usage types within Australia	Rates	Order in which value types are used
Standard national voice calls to mobile and fixed numbers, and 13/1300 numbers within Australia	78c per minute + 39c flagfall	All Optus Numbers: MyTime Minutes > MyCredit Non Optus Numbers: MyCredit
Standard national video calls	50c per 30 seconds + 35c flagfall	MyCredit
Standard national SMS	29c per SMS up to 160 characters	MyCredit
Standard national MMS	50c per MMS	MyCredit
Voicemail deposits	Unlimited – rates do not apply	N/A
Voicemail retrievals	20c per 30 seconds	MyCredit
Directory Assistance – 1223	50c per call	MyCredit
Directory Assistance – 124YES	78c per minute + \$1.75 flagfall	MyCredit
Mobile Internet Browsing	\$1.32 per MB	MyCredit
Standard International calls	See optus.com.au/prepaidint	MyCredit
Standard International SMS	35c per SMS (up to 160 characters)	MyCredit
Standard International MMS	75c per MMS	MyCredit

Recharging

You can recharge your account:

- **App:** Download the My Optus App from the App Store or Google Play.
- **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

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.

MyTime Numbers

You can use your **MyTime Minutes** to call any Optus Mobiles or Fixed Lines.

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.

Information about pricing

Plan changes

You have the option to change your rate plan to another eligible rate plan type every 30 days (excludes some rate plan types). You also can't change back to this plan. Contact Customer Service if you would like further information or to change to this plan.

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 16 calls per 186-day period.

The cost of sending a standard national SMS to Australian mobiles is 29c per message up to 160 standard characters.

Data usage

Data is counted in 1MB increments per session. It is charged at a rate of \$1.32 per MB.

Service expiry

To keep your service active you need to recharge within 6 months from your credit expiry, otherwise you may require a new SIM card to use the service or you may not be able to continue using your mobile number.

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 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
- **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

Customer Service

For assistance and product information, see optus.com.au/customerhelp

Using your service overseas

You will not be able to use your **MyTime Minutes** when travelling 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 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 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**.