

# TURBO CAP BONUS

## INFORMATION ABOUT THE SERVICE

This plan includes the following allowances for use in Australia, which vary depending on the amount you recharge. There are also additional recharge vouchers available for purchase through participating retail channels.

### RECHARGE OPTIONS

| RECHARGE VALUE   | BELOW \$30   | \$30   | \$40   | \$50   | \$70   | \$100   |
|--|--|--|--|--|--|---|
| Total value comprised of the following types:<br>- MyCredit<br>- MyBonus<br>- Optus2Optus Prepaid<br>Messaging Money<br>OR Prepaid Money | Various Top Up options below \$30 are available.<br><br>Each option has different inclusions and expiry periods.<br><br>See the Top Up Critical Information Summary sheet or visit <a href="http://optus.com.au/topup">optus.com.au/topup</a> for details. | \$30 MyCredit<br>+<br>\$120 MyBonus<br>+<br>\$150 Optus2Optus Prepaid<br>Messaging Money                       | \$40 MyCredit<br>+<br>\$160 MyBonus<br>+<br>\$200 Optus2Optus Prepaid<br>Messaging Money | \$50 MyCredit<br>+<br>\$250 MyBonus<br>+<br>\$200 Prepaid<br>Money | \$70 MyCredit<br>+<br>\$430 MyBonus<br>+<br>\$200 Prepaid<br>Money | \$100 MyCredit<br>+<br>\$700 MyBonus<br>+<br>\$300 Prepaid<br>Money |
| <b>Data</b>  |  | <b>Up to 1GB</b>   | <b>Up to 2GB</b>   | <b>Up to 3GB</b>   | <b>Up to 5.5GB</b>   | <b>Up to 8.5GB</b>  |
| <b>Expiry</b>  |  | <b>30 days. Unused credit will roll over when you recharge before credit expiry. All for use in Australia.</b> |  |  |  |   |

**\$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 30 days.

### HOW THIS PLAN WORKS

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

- **Optus2Optus Prepaid Messaging Money** can be used to text any Optus Prepaid mobiles in Australia.
- **Prepaid Money** can be used to talk, text, MMS and/or video call any Optus Prepaid mobile in Australia.
- **MyBonus** can be used for standard national and international calls and text, Voicemail and internet browsing in Australia.
- **OzData** is for mobile internet browsing and downloading content in Australia and is charged in 1MB increments.

- **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 premium calls, SMS and content, video calling, 966, directory calls, re-routed calls and satellite calls.

Many usage types can be deducted from more than one value type, in a set order. For example, if you use up your Prepaid Money or Prepaid Messaging Money to send text messages to other Optus Prepaid Mobiles, you can still do so using your MyBonus. After you use up your MyBonus, these messages 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 TYPES IN AUSTRALIA  | RATES   | ORDER IN WHICH VALUE TYPES ARE USED   |
|---|---|---|
| Standard national voice calls to Optus mobiles  | 89c per minute + 39c flagfall   | <b>Optus Prepaid mobiles (if you recharge \$50 or above):</b> Prepaid Money > MyBonus > MyCredit<br><b>Optus Prepaid mobiles (if you recharge \$40 or below):</b> MyBonus > MyCredit<br><b>Postpaid Mobiles:</b> MyBonus > MyCredit |
| Standard national voice calls to other Australian mobiles & fixed lines, 13/1300/1800 numbers, and Voicemail retrievals | 89c per minute + 39c flagfall   | MyBonus > MyCredit  |
| Standard national video calls   | \$1 per minute + 39c flagfall   | <b>Optus Prepaid Mobiles (if you recharge \$50 or above):</b> Prepaid Money > MyBonus > MyCredit<br><b>Other mobiles:</b> MyCredit  |
| Standard national SMS   | 29c per SMS up to 160 characters  | <b>Optus Prepaid Mobiles:</b> Prepaid Messaging Money/ Prepaid Money > MyBonus > MyCredit<br><b>Other mobiles:</b> MyBonus > MyCredit   |
| Standard national MMS   | 50c per MMS up to 160 characters  | <b>Optus Prepaid Mobiles:</b> Prepaid Messaging Money/ Prepaid Money > MyBonus > MyCredit<br><b>Other mobiles:</b> MyBonus > MyCredit   |
| Voicemail deposits  | Unlimited – rates do not apply  | N/A   |
| Directory Assistance – 1223   | 50c per call  | MyCredit  |
| Directory Assistance – 124YES   | 89c per minute + \$1.75 flagfall  | MyCredit  |
| Mobile Internet   | Deducted in 1MB increments, then \$1.32 per MB (using MyBonus and then MyCredit once OzData is used up) | OzData > MyBonus > MyCredit   |
| International calls   | See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>                                | MyBonus > MyCredit  |
| International SMS   | 35c per SMS (up to 160 characters)  | MyBonus > MyCredit  |
| International MMS   | 75c per MMS   | MyBonus > MyCredit  |

## INFORMATION ABOUT PRICING

### PLAN CHANGES

You have the option to change your rate plan to another Prepaid plan:

- **SMS:** Text MENU to 9999
- **Online:** Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount) (you can only rate plan change once every 30 days)
- or contact customer service

If you're moving to any other Prepaid plan, you will keep any MyCredit balance you have, but lose any other credit, minutes, SMS/MMS, data or bonuses.

### 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) or you can set up AutoRecharge
- **App:** Download the My Optus App via the App Store or Google Play
- **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

## OTHER INFORMATION

### 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)

### 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](https://optus.com.au/fairgo)

### 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 in Australia. The SMS option is also free if you are roaming overseas.

- **SMS:** Text the word BAL or BALANCE to 9999 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](https://optus.com.au/MyOptusapp) (data usage incurred to download the app will be deducted from your data)
- **Online:** Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

### DATA USAGE

Data is counted in 1MB increments per session. Once you use up your OzData, MyBonus and then MyCredit (once MyBonus is used up) will be charged at a rate of \$1.32 per MB.

### 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 68 calls per 30-day period (13 calls from your MyCredit and 55 calls from your MyBonus).

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

### SERVICE EXPIRY

To keep your service active you need to recharge within 6 months from your credit expiry.

### CUSTOMER SERVICE

For assistance and account information see [optus.com.au/customerhelp](https://optus.com.au/customerhelp)

### USING YOUR SERVICE OVERSEAS

You will not be able to use your Optus2Optus Prepaid Messaging Money, Prepaid Money, OzData or any unlimited inclusions 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](https://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 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**.