

## Critical information summary

# New Turbo Cap Plus Recharge Options

## Information about the Service

This plan includes the following allowances for use within Australia, which vary depending on the amount you recharge:

Recharge Value	\$10	\$15	\$20	\$30	\$40	\$50	\$70	\$100	
Total value comprised of the following types:	\$10 Credit	\$15 Credit	\$20 Credit	\$30 Credit	\$40 Credit	\$50 Credit	\$70 Credit	\$100 Credit	
• Credit	+	+	+	+	+	+	+	+	
• MyBonus	\$50 MyBonus	\$75 MyBonus	\$120 MyBonus	\$270 MyBonus	\$560 MyBonus	\$950 MyBonus	\$930 MyBonus	\$1100 MyBonus	
Calls to Optus Mobiles	Deducted from MyBonus or Credit (once your MyBonus is used up). See "How this plan works" section for details and rates.						Unlimited		
Standard national voice calls to other Australian mobiles and fixed lines within Australia (includes 13/1300 numbers)	Deducted from MyBonus or Credit (once your MyBonus is used up). See "How this plan works" section for details and rates.						Unlimited		
Standard national SMS and MMS to Australian mobiles	Unlimited								
Data	200MB	300MB	500MB	1.5GB	4GB	6GB	8GB	9GB	
Expiry	7 days	10 days	14 days	28 days					
Expires on recharge or after your recharge expiry period, whichever is earlier									

**Recharge Vouchers (available in participating retail outlets)** **\$45 Recharge Voucher** gives you data free music streaming on selected apps (ends 22/03/18), \$45 Credit, \$855 MyBonus, 5GB of data and unlimited standard national SMS/MMS. **\$60 Recharge Voucher** gives you data free music streaming on selected apps (ends 22/03/18), \$60 Credit, \$940 MyBonus, 7GB of data, unlimited standard national SMS/MMS and unlimited standard national calls. All for use within Australia. Expires after 28 days or upon recharge of \$30 or more, whichever is earlier. **\$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 Credit to use in 28 days.

### How this plan works

Depending on the amount you recharge, you will receive unlimited inclusions for use within Australia. If you recharge:

- \$10 or above you get **unlimited standard national SMS and MMS**
- \$50 or above, you also get **unlimited calls to Optus Mobiles**
- \$70 or above, you also get **unlimited standard national calls to Australian fixed lines and mobiles (including 13/1300 numbers)**

New Turbo Cap Plus also has several value types that can be used for various usage options.

- **MyBonus** can be used for standard national and international calls and text, Voicemail and internet browsing within Australia. It cannot be used for other call or message types.

- **Credit** can be accessed once MyBonus has been used up, and has the same inclusions as MyBonus. In addition, Credit can also be used for premium calls, SMS and content, video calling, 966, directory calls, re-routed calls and satellite calls.
- **Data** is for mobile internet browsing and downloading content within Australia and is charged in 1KB 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 **MyBonus**, you can still call your friends and family using your Credit.

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 Optus Mobiles	<b>\$40 recharge and below:</b> 89c per minute + 39c flagfall <b>\$50 recharge and above:</b> Unlimited – rates do not apply	<b>\$40 recharge and below:</b> MyBonus > Credit <b>\$50 recharge and above:</b> N/A
Standard national voice calls to other Australian mobiles and fixed lines (includes 13/1300 numbers)	<b>\$40 recharge and below:</b> 89c per minute + 39c flagfall <b>\$70 recharge and above:</b> Unlimited – rates do not apply	<b>\$40 recharge and below:</b> MyBonus > Credit <b>\$70 recharge and above:</b> N/A
Standard national video calls	\$1 per minute + 39c flagfall	Credit
Standard national SMS/MMS	Unlimited – rates do not apply	N/A
Voicemail deposits	Unlimited – rates do not apply	N/A
Voicemail retrievals	89c per minute + 39c flagfall	MyBonus > Credit
Directory Assistance – 1223	50c per call	MyCredit
Directory Assistance – 124YES	89c per minute + \$1.75 flagfall	MyCredit
Mobile Internet Browsing	<b>Data:</b> Deducted in 1KB increments <b>MyBonus to Credit (once data is used up):</b> \$2 per MB	Data > MyBonus > Credit
International calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>	MyBonus > Credit
Standard international SMS	35c per SMS (up to 160 characters)	MyBonus > Credit
Standard international MMS	75c per MMS	MyBonus > Credit

## Recharging

You can recharge your account:

- **App:** Download the My Optus App at [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp) (data charges apply to download the app)
- **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
- **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 may not include any special promotions or extra value added services that you select whilst you have this service.

## 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)

## Information about pricing

### Plan changes

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

- **SMS:** Text 'MENU' to **9999**
- 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. You also can't change back 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 137 calls per 28-day period (13 calls from your Credit and 124 calls from your MyBonus).

When you're within Australia, you get unlimited standard national SMS to Australian mobiles.

### Data usage

Data is counted in 1KB increments per session. Once you use up your Data, MyBonus and then Credit (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 186 days 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.

### 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. Services that connect you to premium numbers may be charged to you or a third party.

## Other information

### Tracking your spend

There are a number of ways to check your balance and 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 'BAL' or 'BALANCE' to **9999** to check your balance
- **Call:** 555 and follow the prompts
- **App:** Download the My Optus App at [optus.com.au/MyOptusApp](https://optus.com.au/MyOptusApp) (data charges apply to download the app)
- **Online:** Visit My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount)

### 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 Data or any unlimited inclusions when travelling overseas. Any usage whilst overseas will only be deducted from your Credit. 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** 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**.

May expire or be withdrawn at any time. See mobile offer end dates and check [optus.com.au/prepaidplans](https://optus.com.au/prepaidplans) for current rates and plans. Plans may no longer be available if you do not activate your SIM within 30 days.