

## Critical information summary

# My Prepaid Daily Plus

Plan ID: 1400882


## Information about the Service

This plan starts from \$2 per day. You'll be automatically charged up to the next Daily Level if you use more data. You won't pay for a Daily Level if you don't use your phone for included usage types, see table below for information on usage types included.

### My Prepaid Daily Plus plan – daily levels

The \$2 Daily Level is charged on the first outbound standard national call, SMS, MMS, Voicemail or data use each day after 12.00am (local time). Some phones are set to seek data automatically, and this will cause the Daily Level to be charged.

Please check your phone settings. If you use more than the 500MB of data included in the \$2 Daily Level we'll auto charge you up another 524MB data (total of 1GB) to use in the day. Daily Level charge is deducted from your MyCredit.

My Prepaid Daily Plus	\$2 a day	 +\$2 for 524MB
<b>Included minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Unlimited	We'll auto charge you up with an extra 524MB data to a maximum of \$4/1GB for the day
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	Unlimited	
<b>Included Data (MyData)</b> Charged per KB	Total of 500MB a day	
All for use within Australia		

Days end at 11.59pm local time. After 11.59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day.

### Excluded Usage from the daily levels

Any usage that is excluded from your Daily Level will be deducted from your available MyCredit balance. Excluded usage types do not trigger the Daily Level to be charged.

You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, go to [optus.com.au/premiumsms](https://optus.com.au/premiumsms)

Usage type	Cost	Usage type	Cost
Directory Assistance 1223	50c per call	Standard international calls	See <a href="https://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard National Video Calling	10c per min.	Standard international SMS	20c per 160 characters
124YES	10c per min. + \$1.75 flagfall	Standard international MMS	75c per MMS
Premium Messages to 19 numbers	Charged as advertised by provider	Standard international video calling	\$3.60 per min.
All for use within Australia		When using your phone from within Australia	

### My Prepaid Daily Plus recharge

There are various recharge options on this plan:

Recharge	\$10	\$20	\$30	\$45	\$60	\$100
MyCredit	The amount of MyCredit you receive will match the recharge amount					
Expiry	30 days to use your MyCredit. Any unused MyCredit will roll over when you recharge before expiry		Six months (186 days) to use your MyCredit. Any unused MyCredit will roll over when you recharge before expiry			

You can also purchase \$40, \$50, \$70, \$80, \$85 and \$130 recharge vouchers which are available in participating retail outlets only. **\$180 SIM Swap:** \$180 recharge is not available on this plan, however, if you perform a SIM swap with the \$180 SIM Starter Kit you will receive \$180 MyCredit to use in 186 days.

### 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)

### Activating a Prepaid mobile service

To use this service, you need to purchase an Optus Prepaid SIM. When you activate your SIM, you will be able to select 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 with a minimum of \$10 to start using the 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

### Expiry and timing

Daily plan inclusions end at the time when you select another plan or at 11.59.59pm local time each day, whichever is earlier. After 11.59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day.

To keep your service active, you need to recharge 120 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.

### Mobile calls and SMS/MMS

The \$2 Daily Level of this plan gives you unlimited minutes for calls to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail for use within Australia. You'll also get unlimited standard national SMS and MMS for use within Australia.

### Data usage

Data is counted per KB, and includes uploads and downloads. You get 500MB of data to use within Australia for \$2 a day. If you use more than 500MB, we'll automatically charge you up to the \$4 Daily Level giving you an extra 524MB of data (total of 1GB) to use for that day.

### Extra data – optional purchase

If you reach your daily 1GB data maximum you can buy extra data using My Optus App or SMS 'MENU' to 9999.

- \$2 for 500MB

The charge for the Extra Data will come from your MyCredit and the data will expire at 11.59.59pm local time on the day of purchase. You can only purchase Extra Data once the daily data maximum has been reached and if you have enough MyCredit.

### Handset unlock

If you choose to purchase a handset from us, it may be locked to our network. Fees may apply to unlock your phone. Visit [optus.com.au/unlock](https://optus.com.au/unlock) for details.

### 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

### 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.

## 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)
- When you're in Australia, we will send you alerts when:
- You've been auto charged up to the \$4 Daily Level
  - You've used 400MB and 475MB of each Daily Level
  - You have less than \$2 MyCredit – which means that you have to recharge soon.

### Using your service overseas

On My Prepaid Daily Plus you can use your MyCredit for roaming. For more info, roaming rates and coverage maps, check out [optus.com.au/prepaidtravel](https://optus.com.au/prepaidtravel)

You can choose your preferred method of receiving roaming notifications by visiting My Account at [optus.com.au/myaccount](https://optus.com.au/myaccount). When roaming, you will receive alerts when there is 50%, 15% and 0% left of your inclusions. See [optus.com.au/mobile/plans/international-roaming/prepaid](https://optus.com.au/mobile/plans/international-roaming/prepaid) for information on roaming call and data rates and tips on how to control your spend.

### Customer Service

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

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.

