

## Critical information summary

# My Prepaid Ultra

Plan ID: 1400883

## Information about the Service

This plan includes the following allowances which will vary depending on the amount you recharge. There are also additional recharge vouchers available for purchase through participating retail channels (see table 'Voucher Only Recharge Options' for details):

My Prepaid Ultra	Recharge options			Weekly & Fortnightly recharge options	
	\$30	\$45	\$60	\$10	\$20
<b>Included Minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 350 mins	Unlimited	Unlimited	Up to 80 mins	Up to 175 mins
<b>Included SMS/MMS (MyMessages)</b> Standard National SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData)</b> Charged per KB	1GB	2GB	5GB	200MB	500MB
<b>Extras Credit</b> For International Calls, Roaming and Premium Services	\$5	\$10	\$15	-	-
<b>Expiry</b>	28 days or on next recharge, whichever is earlier			7 days	14 days or on next recharge, whichever is earlier
<b>All for use within Australia</b>					

### Usage deducted from Extras Credit

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](http://optus.com.au/premiumsms)

Usage type	Cost	Usage type	Cost
Directory Assistance 1223	50c per call	Standard international Calls	See <a href="http://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.
<b>All for use within Australia</b>		<b>When using your phone within Australia</b>	

### Add-ons

You can purchase the add-ons as you need them.

Add-on	\$5 Data	\$5 Talk	\$10 Extras credit	\$20 Travel credit
<b>Included Value</b>	500MB	Up to 100 mins to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per min.	\$10 Extras Credit for International calls and roaming	\$20 Travel Credit to use for calls, SMS and data whilst roaming
<b>Expiry</b>	28 Days – Any unused add-on value will roll over if you recharge with the same add-on before your credit expiry			
<b>All for use within Australia</b>				

**NOTE: Add-on value/credit will be used before your plan value.** For example, if you recharged 15 days ago with \$45, you've used 1.7GB of your 2GB of data and decide to buy a \$5 Data Add-on. You will now have 300MB of data left in your plan (which expires in 13 days) and 500MB in your Data Add-on (which expires in 28 days). Because the Data Add-on value will be used before your remaining plan data, if you don't use all the add-on (500MB) before your plan data expires in 13 days you will forfeit any remaining data from your plan. **Add-on value/credit will expire if you change your plan.**

### Voucher only recharge options

Other recharge options available for purchase by voucher in participating retail stores.

Recharge	\$40	\$50	\$70	\$80	\$85	\$100	\$130
<b>Included Minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 400 mins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS (MyMessages)</b> Standard National SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData)</b> Charged per KB	1.2GB	2.2GB	5.5GB	6.5GB	7GB	8.5GB	11.5GB
<b>Extras Credit</b>	\$5	\$10	\$15	\$20	\$20	\$20	\$20
<b>Expiry</b>	28 days or on next recharge, whichever is earlier						
<b>All for use within Australia</b>							

**\$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 Unlimited MyTalk and SMS/MMS, 15GB data, \$20 Extras Credit for use in Australia within 28 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](http://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](http://optus.com.au/compatibility)

## Optus Mobile Fair Go Policy

Optus Mobile Fair Go Policy applies to 'commercial purpose use' and 'non-ordinary use' of this plan. For further details go to [optus.com.au/mobilefairgo](http://optus.com.au/mobilefairgo)

## Optus Internet Acceptable Use Policy

The Optus Internet Acceptable Use Policy sets out the rules and guidelines relating to your use of the Internet. The policy is designed to ensure that your use of the service does not break any laws, interfere with the operation of our network, or interfere with the rights of other Internet users. It also applies to 'unreasonable' and 'unacceptable' uses of this plan. For further details go to [optus.com.au/acceptableuse](http://optus.com.au/acceptableuse)

## Information about pricing

### Mobile calls & data usage

Minutes are counted in per minute increments. Data is counted per KB, and includes uploads and downloads.

### My Credit Balance

If you have any MyCredit balance without any My Prepaid Ultra minutes, SMS/MMS or data value (for example you have changed to My Prepaid Ultra and haven't recharged yet) you will be charged the following rates for these usage types:

Calls to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	10c per minute
Standard national SMS	10c per 160 characters
Standard national MMS	10c per MMS
Data charged per KB	\$0.50 per MB

All for use within Australia

### Service Expiry

To keep your service active you need to recharge six months (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.

Also, if you're activating a \$2 SIM, your first recharge needs to be within the first 188 days of activation to keep your SIM and mobile number active.

### 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.

### 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](http://optus.com.au/unlock) for details.

### Recharging

You can recharge your account:

- **Online:** Make a secure one-off recharge online by credit card, debit card, PayPal or payclick by visiting [optus.com.au/recharge](http://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 every 30 days:

- **SMS:** Text 'MENU' to 9999
- **Online:** Visit My account at [optus.com.au/myaccount](http://optus.com.au/myaccount) 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](http://optus.com.au/MyOptusApp) (data usage incurred to download the app will be deducted from your Included Data)
- **Online:** Visit My Account at [optus.com.au/myaccount](http://optus.com.au/myaccount)

When you're in Australia, we will send you alerts when:

- You have less than 100MB, then less than 40MB of MyData;
- You have less than 30 mins and less than 5 mins of MyTalk, if your recharge doesn't have unlimited minutes;
- You have less than \$50, \$25, \$10, \$5 and \$2 Extras Credit or Travel Credit; and
- You have less than \$2 MyCredit.

### Using your service overseas

My Prepaid Ultra recharges \$30 and above come with some Extras Credit to use on minutes, SMS and data while you're roaming. The credit amount depends on the amount you recharge with, for more info, check out the table on the front page of this summary.

You can also purchase a \$20 Travel Credit Add-on/s to use while roaming. Included travel credit will roll over if you recharge with another Travel Credit before it expires.

For more info, roaming rates and coverage maps, check out [optus.com.au/prepaidtravel](http://optus.com.au/prepaidtravel)

You can choose your preferred method of receiving roaming notifications by visiting My Account at [optus.com.au/myaccount](http://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](http://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](http://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.

