

## CRITICAL INFORMATION SUMMARY



# MY PREPAID ULTRA PLUS

## 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 PLUS PLAN

MY PREPAID ULTRA PLUS	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.	UNLIMITED	UNLIMITED	UNLIMITED	Up to 80 mins Plus Unlimited Weekend Calls	Up to 175 mins Plus Unlimited Weekend Calls
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
<b>Included Data (MyData)</b> Charged per KB	1.5GB	3.5GB	6GB	200MB	500MB
<b>Extras Credit</b> For International Calls, Roaming and Premium Services	\$5	\$10	\$15	-	-
<b>Expiry</b>	28 days (Extras Credit expires within 28 days or on next recharge, whichever is earlier). ALL FOR USE WITHIN AUSTRALIA.			7 days or on next recharge, whichever is earlier.	14 days or on next recharge, whichever is earlier.
<b>Data Rollover</b>	Rollover your unused data up to 10GB when you recharge before expiry				

**Data Rollover:** Unused included data will rollover to next recharge up to 10GB if you recharge before credit expires. You will lose all your data if you do not recharge before credit expiry. If you recharge over 10GB you will forfeit any data over that limit.

### USAGE DEDUCTED FROM EXTRAS CREDIT

USAGE TYPE	COST
Directory Assistance 1223	50c per call
Standard National Video Calling	10c per min.
124YES	10c per min. + \$1.75 flagfall
Premium Messages to 19 numbers	Charged as advertised by provider
ALL FOR USE WITHIN AUSTRALIA	

USAGE TYPE	COST
Standard International Calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard International SMS	20c per 160 characters
Standard International MMS	75c per MMS
Standard International Video Calling	\$3.60 per min.
WHEN USING YOUR PHONE FROM WITHIN AUSTRALIA	

### 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. ALL FOR USE WITHIN AUSTRALIA.			

**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	UNLIMITED	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	2.5GB	4GB	7GB	8GB	8.5GB	9.5GB	10GB
<b>Extras Credit</b>	\$5	\$10	\$15	\$20	\$20	\$20	\$20
<b>Expiry</b>	28 days (Extras Credit expires in within 28 days or on next recharge, whichever is earlier). ALL FOR USE WITHIN AUSTRALIA.						

**\$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 Unlimited MyTalk and SMS/MMS, \$20 Extras Credit and 10GB data for use in AU 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](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).

## UNLIMITED WEEKEND CALLS

Unlimited weekend calls timing is based on local time, and applies to standard national calls that start between 12.00am Saturdays and 11.59pm Sundays. Standard national calls that start outside of these times will be deducted from your plan's Included Minutes.

## INFORMATION ABOUT PRICING

### MOBILE CALLS & DATA USAGE

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

### MYCREDIT BALANCE

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

<b>Calls to standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute</b>	10c per min.
<b>Standard National SMS</b>	10c per 160 characters
<b>Standard National MMS</b>	10c per MMS
<b>Data charged per KB</b>	\$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](https://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 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
- **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.

## 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 usage incurred to download the app will be deducted from your Included Data)
- **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 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
- You have less than \$2 MyCredit

### USING YOUR SERVICE OVERSEAS

My Prepaid Ultra Plus 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](https://optus.com.au/prepaidtravel)

When you're roaming overseas, we will send you alerts when you have \$50, \$30, \$15, \$5 and \$2 MyCredit left.

### 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**.