

Critical information summary

Optus Prepaid Epic Value

Information about the service

These recharges are available online, via the My Optus App, by calling 555, and at participating retail outlets. They have different inclusions and expiry depending on the amount you choose to recharge. Charges shown are all for use in Australia unless otherwise stated.

Optus Prepaid Epic Value	\$15	\$30	\$40	\$50	\$180
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	500MB	1GB	10GB	15GB	60GB
Expiry	28 days	42 days			186 days
Data Rollover	Roll over your unused data up to 50GB when you recharge before expiry.				

Data Rollover: Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 50GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any MyData you have on your current recharge.

Add Ons You can purchase Add Ons as you need them.

Add On	\$5 MyData	\$10 MyData	\$20 MyData	\$10 Extras Credit	\$20 Extras Credit
Included Value	500MB	1.5GB	3.5GB	\$10 Extras Credit for international calls and SMS/MMS, roaming and selected premium SMS services.	\$20 Extras Credit for international calls and SMS/MMS, roaming and selected premium SMS services.
Expiry	3 days	7 days	30 days	14 days	28 days
Rollover	Roll over unused data up to 50GB if you recharge with any MyData Add On before expiry. For use in Australia.			Roll over unused Extras Credit Add On up to \$500 if you recharge with any Extras Credit Add On before expiry.	

NOTE: Add On value/credit will be used before your plan value. For example if you recharged 38 days ago with \$40, you've used 4.7GB of your 5GB of MyData and decide to buy a \$10 MyData Add On. You will now have 0.3GB of data left in your plan (which expires in 4 days) and 1.5GB in your MyData Add On (which expires in 7 days). Because the MyData Add On value will be used before your remaining plan data, if you don't use all the Add On (1.5GB) before your plan data expires in 4 days you will forfeit any remaining data from your plan. Add On value/credit will expire if you change your plan. MyData Add Ons can only be purchased online or through the My Optus App. You must be within your standard recharge period to redeem any MyData Add Ons.

Usage deducted from Extras Credit Add On

Usage type	Cost	Usage type	Cost
Directory Assistance 1223	50c per call	International calls	See optus.com.au/prepaidint
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.

Voucher only recharge options These recharges are only available for purchase by voucher in participating retail stores.

Recharge	\$5	\$10	\$20	\$45	\$60	\$70	\$80	\$85	\$100	\$130
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 50 mins	Up to 100 mins	Up to 200 mins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	300MB	5GB	12GB	10GB	18GB	21GB	24GB	25GB	30GB	40GB
Expiry	3 days	5 days	10 days	42 days						
Data Rollover	Roll over your unused data up to 50GB when you recharge before expiry.									

Data Rollover: Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 50GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any MyData you have on your current recharge. **Expiry:** Included minutes will expire in the time frames specified above, or on next recharge, whichever is earlier.

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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 Optus Prepaid Epic Value minutes, SMS/MMS or data value (e.g. you have changed to Optus Prepaid Epic Value 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

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.

Calls to help lines

If you have zero credit, you can call Lifeline (13 11 44), Beyond Blue (1300 22 4636) and Kids Helpline (1800 55 1800). Calls to these numbers made while you're in Australia will not be charged from your credit.

Recharging

You can recharge your account:

- **App:** Download the My Optus App at 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 or you can set up AutoRecharge
- **Call:** Dial 555 from your mobile to recharge with a credit 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

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 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

Activating a Prepaid mobile service

To use this service you need to purchase and activate an Optus Prepaid SIM. Check your SIM card packaging for details.

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

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 (data charges apply to download the app)
- **Online:** Visit My Account at optus.com.au/myaccount

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

- You have less than 500MB and 100MB of MyData
- You have less than 30 mins and 5 mins of MyTalk, if your recharge doesn't have unlimited minutes
- You have less than \$10, \$5 and \$2 of Extras Credit Add On
- You have less than \$15 and \$2 of MyCredit

Using your service overseas

Extras Credit Add Ons can be used while roaming overseas (excludes MMS). For more info, check out the table on the front page of this summary. For more info, roaming rates and coverage maps, check out optus.com.au/prepaidtravel

Customer Service

For assistance and account information see optus.com.au/customerhelp

Making changes to your service

If we make a change which we consider will impact you, we will provide you with notice in writing 21 days before the change occurs and we will offer you the rights to cancel the service within 42 days from the date of our notice in writing. Please see our SFOA at optus.com.au/standardagreements for an explanation of what we consider is an impact to you and for further information.

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 for current rates and plans. Plans may no longer be available if you do not activate your SIM within 30 days of purchase.