

## SUPER CAP BY OPTUS

### INFORMATION ABOUT THE SERVICE

This plan includes the following allowances which will vary depending on the amount you recharge.

#### SUPER CAP BY OPTUS PLAN

Recharge options

SUPER CAP BY OPTUS	\$10	\$30	\$40	\$50
Credit	\$10	\$30	UNLIMITED standard national calls and SMS/MMS	\$50
MyBonus	\$50	\$270		\$950
Text Standard national SMS/MMS	UNLIMITED	UNLIMITED		UNLIMITED
Data Charged per KB	200MB	1.5GB	4GB	6GB
Expiry	7 days	30 days		

**ALL FOR USE IN 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 \$180 Credit to use in 30 days.

#### OTHER RECHARGE OPTIONS

Other recharge options available for purchase in selected channels.

#### SUPER CAP BY OPTUS PLAN

Other recharge options

SUPER CAP BY OPTUS	\$15	\$20	\$45	\$60	\$70	\$100
Credit	\$15	\$20	\$45	\$60	\$70	\$100
MyBonus	\$75	\$120	\$855	\$1040	\$1130	\$1400
Text Standard national SMS/MMS	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Data Charged per KB	300MB	500MB	5GB	8GB	8GB	9GB
Expiry	10 days	14 days	30 days			

**ALL FOR USE IN AUSTRALIA**

#### How this plan works

Super Cap by Optus has several value types that can be used for various usage options.

> **MyBonus** can be used for standard national and international calls and SMS, and Internet browsing in Australia.

> **OzData** is for mobile internet browsing and downloading content in Australia and is charged per KB.

> **Credit** can be used for standard national and international calls and SMS/MMS, Internet browsing, international roaming, premiums SMS and content, video calling, 966 and satellite calls.

USAGE TYPES WITHIN AUSTRALIA	RATES
Standard national voice calls to other Australian mobiles & fixed lines, 13/1300 numbers, and Voicemail retrievals	89c per minute + 39c flagfall
Standard national video calls	\$1 per minute + 39c flagfall
Standard national SMS	29c per SMS up to 160 characters
Standard national MMS	50c per MMS up to 160 characters

USAGE TYPES WITHIN AUSTRALIA	RATES
Voicemail deposits	Unlimited – rates do not apply
Directory Assistance – 1223	50c per call
Directory Assistance – 124YES	89c per minute + \$1.75 flagfall
International calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
International SMS	35c per SMS (up to 160 characters)
International MMS	75c per MMS
Data usage	\$2 per MB. Charged per KB

## 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)

## 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

### MOBILE CALLS & DATA USAGE

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

### 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.

### 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:

- **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:** 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

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 in 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)

### USING YOUR SERVICE OVERSEAS

You will not be able to use your OzData 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 check your balance.

### CUSTOMER SERVICE

You can call **1300 555 002** for self-service on your account balance, changing rate plan and other information.

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**.