

CRITICAL INFORMATION SUMMARY



FREE ANYTIME PLAN

INFORMATION ABOUT THE SERVICE

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

FREE ANYTIME PLAN

RECHARGE OPTIONS	\$30	\$40	\$45 (VOUCHER ONLY)	\$50	\$60 (VOUCHER ONLY)	\$70	\$100
MyCredit	\$30	\$40	\$45	\$50	\$60	\$70	\$100
MyCredit Expiry	186 days						
Included Minutes To other Optus Prepaid mobiles (Charged per minute)	300	300	400	500	500	500	1000
Included Minutes Expiry	60 days						

ALL FOR USE IN AUSTRALIA. Fair Go Policy applies.

Various Top Up options below \$30 are available. Each option has different inclusions and expiry periods. See the Top Up Critical Information Summary sheet or visit optus.com.au/topup for details. **\$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 MyCredit to use in 186 days.

USAGE FROM MYCREDIT BALANCE

USAGE TYPES WITHIN AUSTRALIA	RATES
Standard national voice calls to other Australian mobiles & fixed lines, 13/1300 numbers, and Voicemail retrievals	78c per minute + 39c flagfall Cost of a standard two minute call to any mobile in Australia is \$1.95 including flagfall
Standard national video calls	78c per minute + 39c flagfall
Standard national SMS	29c per SMS up to 160 characters
Standard national MMS	50c per MMS up to 160 characters
Voicemail deposits	Unlimited – rates do not apply
Directory Assistance – 1223	50c per call
Directory Assistance – 124YES	78c per minute + \$1.75 flagfall
International calls	See optus.com.au/prepaidint
International SMS	35c per SMS (up to 160 characters)
International MMS	75c per MMS
Data / mobile internet	\$1.32 per MB (1024KB)

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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

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

INFORMATION ABOUT PRICING

MOBILE CALLS & DATA USAGE

Minutes are counted in per minute increments.
Data is counted per MB.

MYCREDIT USAGE	RATES
Cost of a standard two minute national mobile call	\$1.95 including flagfall
Standard national SMS	29c per SMS up to 160 characters
Cost of using 1MB data in Australia	\$1.32 per MB (1024KB)

For detailed pricing see 'Usage from MyCredit Balance'.

SERVICE EXPIRY

To keep your service active you need to recharge six months (186 days) from your MyCredit 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 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 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 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 (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 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 (data usage incurred to download the app will be deducted from your included data)
- **Online:** Visit My Account at optus.com.au/myaccount

USING YOUR SERVICE OVERSEAS

Any usage whilst overseas will only be deducted from your MyCredit. Using your mobile overseas is more expensive.

To avoid any surprises, see 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 other assistance and account information see 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**.