

**Critical information summary**

Plan ID: 200501

This summary does not reflect any special discounts, bonus data or promotions which may apply from time to time.

# Optus Flex

## Information about the Service

### Description of the Service

Optus Flex plans are mobile services that provide access to the Optus Mobile Network using a mobile phone device. These are subscription plans that must be managed via My Optus app and contain the inclusions set out in the table below. You must establish AutoRecharge via My Optus app, with services automatically recharged between 10.00pm and 12 midnight Sydney time on day of plan expiry, unless specified below. Charges shown are all for use in Australia unless otherwise stated.

Recharge amount (minimum charge for recharge period)	\$1	\$7	\$14	\$30	\$180* (first subscription only)	\$300* (first subscription only)
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	1GB	7GB	14GB	30GB	60GB	200GB
International Talk from Australia to standard international numbers. Charged per minute.	-	-	-	Included unlimited standard International Talk to 15 selected destinations	-	-
Up to 300 minutes standard International Talk from Australia to 50 selected destinations. Charged per minute.	+\$0.50	+\$1.00	+\$3.00	+\$5.00	-	-
Expiry (minimum term)	1 day	7 days	14 days	30 days	365 days	365 days
Data Rollover	Roll over unused included MyData up to a max of 200GB when you maintain an active AutoRecharge					

### Eligibility

Optus Flex plans are available to new customers joining Optus for the first time and existing Optus customers who change rate plans or set up an additional service. \*\$180 and \$300 options are only available for activation with \$180 and \$300 value SIMs. Not currently available as an AutoRecharge option.

### Data Rollover

Roll over unused included MyData up to a max of 200GB when you maintain an active AutoRecharge. If you accrue over 200GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any Unlimited Data Day Add-on, MyData Add-on, MyData or MyData Bonus allowances you may have on your current recharge.

### International Talk

Included unlimited standard International Talk to 15 selected destinations is included on the 30 day plans. Included destinations are Canada, mainland China, France, Germany, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Sweden, UK and USA.

Up to 300 minutes standard International Talk to 50 selected destinations available as an option on selected plans, on payment of the additional amounts set out in the table above. Included destinations are Argentina, Bangladesh, Brazil, Brunei, Cambodia, Canada, mainland China, Colombia, Czech Republic, Egypt, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Iran, Ireland, Italy, Japan, Jordan, Kuwait, Laos, Lebanon, Malaysia, Mexico, New Zealand, Pakistan, Paraguay, Philippines, Poland, Puerto Rico, Romania, Saudi Arabia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Taiwan, Thailand, Turkey, UAE, UK, Uruguay, USA, Venezuela and Vietnam. Any usage beyond the included value requires purchase of an add-on. See [optus.com.au/prepaidint](http://optus.com.au/prepaidint) for more info.

Excludes premium/special/satellite/overseas toll-free numbers and video calls. Optus Flex plans do not include international SMS/MMS.

### Optus Flex – add-ons

You can purchase a range of different add-ons to complement your plan from My Optus app. See My Optus app for terms and conditions of each add-on.

### Special Promotions and Extras

This summary doesn't include information on special promotions or optional extra services (bolt-ons/add-ons) that you may access with these plans. Charges may apply to optional extras, including entertainment services. By purchasing an optional extra, you agree that it is subject to change. We'll try to give you at least 21 days' prior notice of a change, however, this does not entitle you to terminate your plan.

### eSIM 7-day trial

Pay \$0 for the first 7-day subscription on the Optus Flex plan. Only available to new customers with an eSIM capable device who are activating on an eSIM. Limit one free trial per customer. Excludes rate plan changes, SIM swaps and ports of existing mobile numbers. Available for activation with a new mobile number via My Optus app self-service activation only on the 7-day subscription, without international calls. Credit/debit card details required for activation, plus valid ID if prompted. Fair Go Policy applies. Subscription will renew after 7 days unless cancelled, and subsequent subscriptions will be charged at standard in-market price. Trial may be withdrawn without notice.

## Information about pricing

### Mobile calls & data usage

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

### Other usage types

Calls to Directory Assistance **1223**, **124YES**, Standard national video calling, Premium messages to 19 numbers are not supported on this plan without the purchase of an add-on.

### Service expiry

If you cancel your AutoRecharge subscription, you will be required to re-establish within 186 days from your credit expiry, otherwise your service will be disconnected from the Optus Network and you will lose your mobile service number.

### Calls to 1800 numbers

If you have zero credit you will be able to make calls to 1800 numbers while you're in Australia 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 on **13 11 44**, Beyond Blue on **1300 22 4636** and Kids Helpline on **1800 55 1800**. Calls to these numbers made while you're in Australia will not be charged from your credit.

### Recharging

Recharge vouchers from Optus Stores or participating retailers around Australia are not supported on this plan.

All Optus Flex recharge options, apart from the \$180 and \$300 options, require you to establish AutoRecharge via My Optus app. Unless you are using a value SIM with the amount of the first subscription included, upon first setup of AutoRecharge an immediate payment will be taken from your nominated account. AutoRecharge will then automatically recharge between 10.00pm and 12 midnight Sydney time on the day of plan expiry. If you change your AutoRecharge, the updated AutoRecharge will take effect once the current recharge expires. You can manage all AutoRecharge options, including switching off, via My Optus app.

### Plan changes

If you change your rate plan to Optus Flex, no inclusions accumulated on your previous plan will transfer to or from this plan.

You have the option to change your rate plan to another Prepaid plan via:

- My Optus app
- SMS: Text 'MENU' to 9999

## Other information

### Mandatory goods

You need a compatible mobile phone and SIM card or eSIM to use this service. You may bring your own compatible mobile 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 online or via a retail store, or get an eSIM, and activate via My Optus app.

### Tracking your spend

You'll need to manage your Optus Flex service via My Optus app. It's an easy way to check your credit balance and usage and manage your AutoRecharge subscription.

### Using your service overseas

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

You can choose your preferred method of receiving roaming notifications by visiting My Account at [optus.com.au/myaccount](https://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](https://optus.com.au/mobile/plans/international-roaming/prepaid) for information on roaming call and data rates and tips on how to control your spend.

### Fair Go Policy

Our Fair Go Policy applies to these plans. Its purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable', including any commercial purpose use of these plans. It also sets out your responsibilities when you use your data and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [optus.com.au/fairgo](https://optus.com.au/fairgo)

### 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**.

### Expiry

May expire or be withdrawn at any time. See mobile offer end dates and check at [optus.com.au/prepaidplans](https://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.