

## Critical information summary

# Optus Prepaid Mobile Broadband Data Roaming

## Information on the service

These are the recharge options available once you are activated on our Prepaid Mobile Broadband, My Prepaid Mobile Broadband and Optus Prepaid Mobile Broadband plans. These recharges include the following allowances for use outside Australia in Optus network partner destinations and vary depending on the amount you recharge:

Recharge amount	\$45	\$85
Included Travel Credit (charged at \$0.50 per MB) in 10KB increments.	\$45	\$85
Expiry	30 days	30 days

### Recharging

- You can recharge your service:
- 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)
- Vouchers:** Pick up a voucher from any 'yes' Optus store or participating retailers around Australia.

### Optus network partners

The list of the destinations you can roam in (while in available network coverage areas with Optus network partners) can be found at [optus.com.au/prepaidataroaming](https://optus.com.au/prepaidataroaming)

### Expiry

If you do not recharge your service within the expiry period allocated to your recharge option, your service may expire and you may be unable to use your allocated Data Allowance.

### 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

Minimum charge payable **\$45**

### Data usage

Data is counted in 10KB increments and includes both uploads and downloads. After you've used your Data Allowance, you will no longer be able to use your service until you recharge again.

### Cancellation fees

There are no cancellation fees associated with this plan.

### Plan changes

If you change your plan to a different prepaid plan type you may lose your existing Data Allowance. Contact Customer Service if you would like further information.

### Maximum Travel Credit allowance

Maximum allowance on the Travel Credit recharge vouchers at any time is \$18,500. If you recharge over this amount, you will forfeit any Travel Credit over the \$18,500 limit. Unused credit will rollover when you recharge before expiry up to the \$18,500 limit.

## Other information

### Using your service overseas

Your included value includes usage if you are overseas. Also, your usage details and alerts may take longer than normal to update.

See [optus.com.au/travel](https://optus.com.au/travel) for information on roaming call and data rates and tips on how to control your spend.

### Customer Service

You can call **1300 555 002** for assistance on your account balance, usage status, recharge options and other information. For other 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 **133 937**. 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**.

### Contacting Optus from overseas

#### For General & Billing Enquiries:

**+61 2 8082 5678** (free from an Optus Mobile)  
8am – 7pm (AEST) Monday to Friday  
9am – 5pm (AEST) Saturday

#### For Technical Enquiries:

**+61 2 8082 2642** (Free from an Optus Mobile)  
Open 24 hours / 7 days a week