

Critical information summary

Optus Prepaid Add-ons

You can add any of these extras from the My Optus App or when you recharge at optus.com.au/recharge. Refer to each Add-on for eligibility criteria.

MyTalk	\$5		
Included value	Up to 200 minutes to standard Australian mobiles and landlines, 13/1300 numbers and voicemail. 25 cents per minute for calls to standard Australian mobiles and landlines, 13/1300 and voicemail.		
Expiry	28 days		
Eligible plans	Optus Prepaid Long Expiry For use in Australia		

MyData	\$5	\$10	\$20
Included value	500MB	1.5GB	3.5GB
Expiry	3 days	7 days	7 days
Expiry	14 days (Optus Prepaid Long Expiry only)	14 days (Optus Prepaid Long Expiry only)	-
Eligible plans	Optus Prepaid Epic Data and Optus Prepaid Epic Value For use in Australia		

\$5 My Data Add-on: You can purchase the \$5 MyData Add-on from the My Optus App or when you recharge at optus.com.au/recharge and can only be purchased if you are within an active recharge.

MyData Add-ons: are used before the same usage type in your plan recharge (e.g. a \$10/1.5GB MyData Add-on will be used before any remaining data in your standard recharge inclusions). If you recharge with the same Add-on before it expires, the inclusions in that Add-on will roll over. Roll over unused data up to 50GB if you recharge with any MyData Add-on before expiry. For use in Australia. Charged per KB.

Extras Credit

Extras Credit can be used for international calls, messages, roaming and selected premium SMS services.

MyData	\$10	\$20
Included value	\$10 credit	\$20 credit
Expiry	14 days	28 days
Eligible plans	Optus Prepaid Epic Data, Optus Prepaid Epic Value, Prepaid Ultimate, Prepaid Ultra	

For international call rates, visit optus.com.au/prepaidint

\$5 International Talk

Included value	Up to 300 minutes standard international talk to 50 selected destinations
Included destinations	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
Expiry	28 days expiry
Eligible plans	Optus Prepaid Epic Data and Epic Value

\$5 International Talk Add-on: You can purchase the \$5 International Talk Add-on from the My Optus App or when you recharge at optus.com.au/recharge and can only be purchased if you are within an active recharge.

Excludes premium/special/satellite/overseas toll-free numbers and video calls. Any usage beyond the included value charged at standard rates, see optus.com.au/prepaidint for more info.

\$10 Travel Credit

Included value	\$10 credit that can be used for international roaming (excluding MMS)	
Rates	Zone 1	Zone 2
Data rate	\$0.02/MB	\$0.15/MB
Calling rate	\$0.50/min	\$1.00/min
SMS rate	\$0.20/SMS	\$0.20/SMS
Expiry	14 days expiry	
Eligible plans	Optus Prepaid Epic Data and Optus Prepaid Epic Value	

\$10 Travel Credit Add-on: You can purchase the \$10 Travel Credit Add-on from the My Optus App or when you recharge at optus.com.au/recharge. See optus.com.au/prepaidtravel for the special rates that apply to Zone 1 and Zone 2 destinations. Any usage beyond the included value charged at standard rates.

\$20 Data Roaming

Included Value	Roam with up to \$210 value – equivalent to 10GB. Data is charged at \$0.02/MB
Expiry	5 days expiry
Included destinations	New Zealand, United Kingdom, United States of America, Singapore and Hong Kong
Eligible plans	Optus Prepaid Epic Data and Optus Prepaid Epic Value

\$20 Data Roaming Add-on: You can purchase the \$20 Data Roaming Add-on from the My Optus App or when you recharge at optus.com.au/recharge

Excludes satellite, Aerospace and Maritime destinations. Optus makes no guarantee regarding the quality and availability of coverage or any roaming services. Any usage beyond \$20 Roaming Data Add-on will be charged at rates specified at optus.com.au/travel. Rates may change frequently due to international exchange rates and the rates we are charged by overseas providers. We'll try to keep you informed of current rates on our website.

\$10 Optus Sport Add-on

Included value	Access to premium content on the Optus Sport App
Expiry	28 days expiry from redemption
Eligible plans	All Optus Prepaid plans (excluding Coles and Mobile Broadband)

\$10 Optus Sport Add-on: You can purchase the \$10 Optus Sport Add-on from the My Optus App. \$10 Optus Sport Add-on can only be purchased if you are within a recharge.

You will receive an SMS with a code for premium Optus Sport access. Access valid for 28 days from redemption or until next Add-on redemption. SMS with code may take up to 72 hours. Add-on only available for purchase via the My Optus App. You must be within your recharge expiry period to purchase an Optus Sport Add-on. Available on selected Prepaid Mobile plans. **Subscription:** Requires positive MyData balance to purchase. Compatible device required. Streaming quality dependent on your device and service provider and on the speed of your internet connection. Data charges may apply from your service provider, see Optus Sport FAQs for details.

Other information

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

Customer Service

For 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**. 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.