Critical Information Summary Plan ID: 200503

This summary does not reflect any Bonus Included Value, Special Promotions and Optional Extras (Add-ons) which may apply from time to time.

Optus Flex Plus

Information about the Service

Plan Description

Optus Flex Plus is a Prepaid rate plan for mobile services provided by Optus Mobile Pty Ltd over the Optus Network. A compatible device is required. Recharges are available online, via the My Optus App, at participating retail outlets, or through any other channel specified by us. Recharges have different inclusions and expiry depending on the amount chosen. Charges shown are all for use in Australia.

Recharge Amount (minimum price for recharge period)	$15	$40 AutoRecharge Only	$44	$50 AutoRecharge Only	$54	$64	$200	$395
Included Minutes and SMS/MMS Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard Data	6GB	30GB	35GB	40GB	45GB	55GB	100GB	240GB
AutoRecharge Bonus Data	5GB	Unlimited Data Weekends	Unlimited Data Weekends	Unlimited Data Weekends	Unlimited Data Weekends	Unlimited Data Weekends	20GB	40GB
International Talk (Zone 1) Standard calls from Australia to Zone 1. Charged per minute. Full list of destinations at **optus.com.au/prepaidint**	Not Applicable	500 Minutes	600 Minutes	Unlimited Minutes	Unlimited Minutes	Unlimited Minutes	3,000 Minutes	6,000 Minutes
International Talk (Zone 2) Standard calls from Australia to Zone 2. Charged per minute. Full list of destinations at **optus.com.au/prepaidint**	Not Applicable	100 Minutes	100 Minutes	300 Minutes	200 Minutes	400 Minutes	400 minutes	800 Minutes
International SMS Standard international SMS to any destination (160 characters per SMS). Excludes MMS.	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS
Expiry (minimum term)	7 Days	28 Days	28 Days	28 Days	28 Days	28 Days	186 Days	365 Days

Eligibility

Optus Flex Plus is available to new services. All recharges (excluding $40 and $50) are available to existing Optus services that change rate plans to Optus Flex Plus. Value SIMs cannot be used for SIM swaps. On 30 September 2026, the Flex Plus rate plan was updated. The above inclusions apply to activations and recharges on or after that date. For more info on recent plan changes, see our Standard Agreement available at **optus.com.au/standardagreement**.

Vouchers

$13, $39, $49, $59, $180, $350 can be redeemed on to Flex Plus. Customers will receive the following inclusions, all other inclusions remain as per the Flex Plus CIS: $13 - 5GB /250Mbps speed, $39- 25GB / uncapped speeds/ 400 mins Zone 1, $49 – 35GB/ uncapped speeds/ 800 mins Zone 1, $59 – 45GB/ uncapped speeds/ unlimited Zone 1, $180 – 90GB/ 250Mbps speed/ 3,000mins Zone 1, $350 – 220GB/ 250Mbps speed/ 6,000 mins Zone 1. See **optus.com.au/prepaidinfo**.

$40 and $50 AutoRecharge Only Plans

Available to customers activating a new service using a specially marked SIM or via eSIM only. AutoRecharge setup using a debit or credit card is required to activate. If you turn off AutoRecharge, or your AutoRecharge payment fails, these amounts will no longer be available and you'll need to choose from the other recharge amounts to keep recharging.

Standard Call and Data usage

Calling minutes are counted in per minute increments. Data is counted per KB, and includes uploads and downloads. Included minutes to Australian mobile and landlines are to standard numbers only (excludes special, premium, satellite and overseas numbers).

Calls to 1800 Numbers

Calls to 1800 numbers can be made until your recharge expires. Charges may apply to services that connect you to premium numbers. You cannot connect to premium numbers on this plan unless you have purchased an Extras Credit Add-on, or the amount can be charged to a third party.

Calls to Help Lines

You can call Lifeline on **13 11 44**, Beyond Blue on **1300 22 4636** and Kids Helpline on **1800 55 1800** without charge while you're in Australia.

Other Usage Types

Calls to Directory Assistance **1223**, **124YES**, Standard national video calling, premium messages to 19 numbers and calls to other premium numbers are not available without the purchase of an Extras Credit Add-on.

International Talk and SMS

Eligible Zone 1 and Zone 2 destinations are subject to change, see current list at **optus.com.au/prepaidint**. Calls are counted in per minute increments. Any usage beyond included value requires purchase of an Add-on. Excludes non-standard international calls (premium, special, satellite, overseas toll-free numbers and video calls). International SMS excludes MMS and messages to non-standard numbers (e.g. premium, special, satellite and overseas toll-free numbers).

Recharge Expiry

Your recharge will expire per the expiry period listed for that amount, or upon your next recharge, whichever is earlier. If you recharge prior to expiration, any remaining expiry timers or inclusions not eligible for rollover will be forfeited.

Service Expiry

To keep your service active, you must recharge within 186 days of your recharge expiry. Failing to do this will result in your service being disconnected and you may lose your number. To reconnect you may need a new SIM card and an alternative in-market rate plan.

Network Access and Speed Caps

Provides access to the 4G and 5G Standard (non-standalone) networks only. No speed capping is applied to services on in-market price points. Actual network speeds will vary depending on a range of factors including your device, location and the source of download. 5G Standard is available in selected areas (excl. NT) with a compatible device. Coverage will vary, check coverage at **optus.com.au/coverage**. When not in an Optus 5G Standard network coverage area, compatible devices will switch to the Optus 4G Network where available.

AutoRecharge Bonus Data offers

These offers are only available for eligible recharges processed via AutoRecharge**,** or if AutoRecharge for an eligible amount is turned on at time of activation. Unlimited data weekends: available between 12.01am Sat and 11.59pm Sun (local time) (eligible AutoRecharge must be processed by 11.59pm Fri). Excludes expired or manual recharges. May not be accessible if using certain tablets and modems, see **optus.com.au/compatibility** for details.

Bonus Included Value, Special Promotions and Optional Extras (Add-ons)

This summary doesn't include information on bonus included value (such as eGift Cards or discounts on recharges), special promotions or optional extras (such as Add-ons) that you may access with these plans from time to time. When available, bonus included value, promotions and optional extras will have their own terms and conditions, and their inclusions and fulfilment conditions may vary from time to time. Extra charges may also apply, particularly for Add-ons. Add-ons can be purchased online or from My Optus app, provided you are in an active recharge period. For details of the current Bonus Included Value provided with $40/$50 AutoRecharge amounts, go to **optus.com.au/flexbonus**.

AutoRecharge

On the $40 and $50 plans, AutoRecharge is required to be set up at the time of activation. On all other plans, you can choose to turn on AutoRecharge at the time of activation or at any other time via My Optus app. AutoRecharge means your service will automatically recharge on the day of recharge expiry or when you have a low data balance (whichever comes first). It is not possible to AutoRecharge upon expiry only. You must save a payment method (credit card or debit card) to set up AutoRecharge. If you reach a low balance of 200MB before expiry, we will automatically recharge your service (limited to once per day). This will reset your inclusions and start a new expiry period. If you do not reach a low balance before expiry, your service will AutoRecharge on the day of expiry. We will deduct payment any time from 5.30am (Sydney time) on that day and your service will automatically recharge between 11.00pm and 11.30pm (Sydney time). If you need to cancel or change your AutoRecharge, you'll need to do so before payment for your next AutoRecharge is taken. You can manage your AutoRecharge via My Optus app, or by SMS (text 'MENU' to **9999**) if you have a saved payment method.

Manual Recharging

You can also manually recharge your account:

- App: Download My Optus app at **optus.com.au/MyOptusApp** (data charges apply to download the app)
- Online: Make a secure one-off recharge online by visiting **optus.com.au/recharge** You can use credit card, debit card or any other payment method specified by us from time to time
- SMS: Text 'MENU' to **9999**
- Call: **555** and follow the prompts
- Vouchers: Pick up a voucher from any 'yes' Optus store or participating retailers around Australia. $40 and $50 vouchers not available.

Fair Go Policy

Our Fair Go Policy applies to all Optus Flex Plus plans. Its purpose is to ensure 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. It also sets out your responsibilities when you use your data and confirms steps we may take to ensure and monitor compliance with this policy. For more information see **optus.com.au/fairgo**.

Other Information

Mandatory Goods

You need a compatible device to use this service. Devices purchased from us may be locked to the Optus Network. Unlocking fees apply, see **optus.com.au/unlock** for details. If you use a tablet or modem, some inclusions (such as talk/text) may not be accessible. To check your device is compatible and set up to make the most of our network, go to **optus.com.au/compatibility.**

Activating a Prepaid Mobile service

To activate your service, you need an Optus Prepaid SIM card or eSIM. SIM cards can be purchased at a price reflecting the recharge value included. SIM cards with no value may have a cost of $2 in addition to the cost of your activation recharge. For eSIM, you'll need an eSIM compatible device.

Tracking Your Spend

There are multiple 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 My Optus app at **optus.com.au/MyOptusApp** (data charges apply to download the app)
- Online: Visit My Account at **optus.com.au/myaccount**

When you're in Australia, we will send you alerts when you've reached 50%, 85% and 100% of any inclusions that are not unlimited.

Using Your Service Overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your service while you're overseas, there are a number of Add-ons that can be purchased and used for roaming**.** The inclusions and expiry will depend on the Add-on purchased. See **optus.com.au/mobile/plans/international-roaming/prepaid** for information on available Add-ons, and roaming call and data rates. You can choose your preferred method of receiving roaming notifications by visiting My Account at **optus.com.au/myaccount** When roaming, you will receive alerts when there is 50%, 15% and 0% left of your inclusions.

Plan Availability and Changes

Plans may no longer be available or may have changed if you do not activate your SIM within 30 days of purchase. We may make changes to your plan, including to the price or inclusions. This could include moving you to a new plan, which may cost more. If the changes adversely impact you, we'll give you notice in accordance with our Standard Agreement, available at **optus.com.au/standardagreement**. If you don't like the change, you can choose an alternative recharge, move to another Optus product, cancel your service, or simply choose not to recharge on this rate plan when your current recharge expires. This is subject to your consumer law rights. If you choose to cancel your service, you will forfeit any unused inclusions and balances on your current plan. You won't receive a pro-rata refund of any Prepaid recharge payments unless set out in our Standard Agreement. You may lose your mobile service number and any unused Add-ons and features. If you are an existing Optus Flex Plus customer, you will be unable to change to another Optus Prepaid rate plan. If you change from another rate plan to Optus Flex Plus, you will forfeit any unused inclusions and rollover balances on your previous plan.

Customer Service

If you need assistance visit **optus.com.au/contactus** for information on how to get in touch with our customer service experts. You can also use My Optus app on your mobile to chat to customer care. Download My Optus app from **optus.com.au/MyOptusapp** (data charges apply to download the app, requires a compatible device).

Interpreter Service

- To speak to us in your language, call **1300 294 479** and follow the prompts.
- يمكن للعملاء الناطقين باللغة العربية التواصل معنا عن طريق الاتصال بفريق خدمات الترجمة الشفوية لدينا على الرقم **1300 294 479**.
- **講廣東話的客**戶可以通過撥打我們的翻譯傳譯服務團隊電話 **1300 294 479 來聯繫我們**。
- 说普通话的客户可以通过拨打我们的翻译服务团队电话 **1300 294 479** 与我们联系。
- ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਗਾਹਕ ਸਾਡੀ ਦੁਭਾਸ਼ੀਆ ਸੇਵਾ ਟੀਮ ਨੂੰ **1300 294 479** 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹਨ।
- Ang mga kustomer na nagsasalita ng Tagalog ay maaaring kumontak sa amin sa pamamagitan ng pagtawag sa pangkat ng mga Serbisyo ng Interpreter sa **1300 294 479**.

National Relay Service

If you're deaf or find it hard to hear/speak on the phone you can contact us through the National Relay Service. For more information, visit **accesshub.gov.au** Give them the Optus contact number **1800 505 201** to discuss any queries.

Customer Complaints

You can contact our complaint resolution area by calling us on **1300 555 002** or visiting **optus.com.au/complaints** (where you can get a copy of our Complaint Handling Policy). We encourage you to contact us first so that we can try to resolve your complaint straight away. If you are not satisfied with how we have handled your complaint, you have the right to take it to the TIO on **1800 062 058**, which is a free and independent service.

This is a summary only – the full Terms and Conditions for this plan can be found at **optus.com.au/standardagreements**