

Critical information summary

Plan ID: 200504

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

Optus Flex Plus Casual

Information about the Service

Description of the Service

Optus Flex Plus Casual plans are Prepaid services that provide access to the Optus Mobile Network using a mobile phone device. These recharges are available online, via My Optus app and at participating retail outlets or through any other channel specified by us. They have different inclusions and expiry depending on the amount you choose to recharge. Charges shown are all for use in Australia.

Recharge Amount (minimum charge for recharge period)	\$13	\$39	\$59	\$180
Included Minutes (MyTalk). Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute.	50 minutes	150 minutes	300 minutes	Unlimited
Included SMS/MMS (MyMessages). Standard national SMS (159 characters) and MMS.	50	150	300	Unlimited
Included Data (MyData). Charged per KB.	100MB	500MB	750MB	10GB
Expiry (minimum term)	28 days	90 days	186 days	365 days
4G and 5G Speed Cap	150Mbps	150Mbps	150Mbps	150Mbps

Eligibility

Optus Flex Plus Casual plans are only available to existing Optus customers on eligible Optus Prepaid plans who have received a communication from Optus.

Voucher Only Recharge

A \$49 Voucher Recharge is available via voucher only. This includes 250 standard minutes to Australian mobiles and landlines, 13/1300 numbers and voicemail (charged per minute), 250 standard national SMS and MMS (159 characters per SMS), and 650MB of included data charged per KB with speeds capped at 150Mbps. This voucher-only recharge has a 90-day expiry and is not available through other payment methods.

Plan Changes

If you are an existing Optus Flex Plus Casual customer, you will only be able to change to Optus Flex Plus and after doing so you will be unable to change back to Optus Flex Plus Casual. If you change to Optus Flex Plus, you will forfeit any unused inclusions and rollover balances on your previous plan.

Standard calls, texts and data usage

For all plans except the \$180 plan, minutes are counted in per minute increments and texts are counted per SMS (max. 160 characters) or MMS sent. Data is counted per KB, and includes uploads and downloads. Included minutes and SMS/MMS are to Australian standard numbers only (excludes special, premium, satellite and overseas numbers). If included minutes and SMS/MMS are used up before your recharge expiry, you will be unable to make calls or send SMS/MMS unless you recharge again (the Extras Credit Add-on will not provide national calls and SMS/MMS).

Calls to 1800 numbers

You will be able to make calls to 1800 numbers up until the time 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 supported on this plan without the purchase of an Extras Credit Add-on.

Recharge Expiry

Any unused inclusions will be forfeited upon expiry or when you do your next recharge (whichever is earlier).

Network Access and Speed Caps

These plans provide access to the 4G and 5G Network. 4G and 5G network speeds are capped at 150Mbps. Actual network speeds may be slower and will vary depending on a range of factors including your device, location and the source of download. You will need a 5G compatible mobile phone and to be in an Optus 5G Network coverage area to access the Optus 5G Network. 5G is available in selected areas (excl. NT). Coverage will vary, check optus.com.au/coverage for details. When not in an Optus 5G Network coverage area, compatible devices will switch to the Optus 4G Network where it is available.

Special Promotions and Optional Extras (Add-ons)

This summary doesn't include information on special promotions or optional extras (such as add-ons) that you may access with these plans from time to time. Additional terms and conditions may apply to special promotions and optional extras. For example, extra charges may apply to optional extras, including entertainment services. You can purchase a range of different add-ons to complement your plan either online or from My Optus app, which is where you will also find the applicable terms and conditions. You must be within an active recharge period to purchase an add-on.

AutoRecharge

You can choose to turn on AutoRecharge to automatically recharge on the day of expiry. You must save a payment method (credit card or debit card) at any time via My Optus app. We will deduct payment on the day of expiry (any time from 5.30am, Sydney time) and your service will automatically recharge between 11.00pm and 11.30pm (Sydney time) on that day. 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 options 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

Fair Go Policy

Our Fair Go Policy applies to all Optus Flex Plus Casual 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

Service expiry

To keep your service active you need to recharge 186 days from your recharge expiry, otherwise you may require a new SIM card to use the service and you will lose your mobile service number.

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 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

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 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 your plan inclusions.

Using your service overseas

You cannot use your included calls, text and data if you are overseas. If you want to use your mobile phone while you're overseas, there are a number of add-ons that can be purchased and used for roaming (excludes MMS). The inclusions and expiry will depend on the add-on that you purchase. 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.

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**.

Plan Availability

May expire or be withdrawn at any time.