

Critical information summary Plan ID: 200106

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

Optus Prepaid Epic Data

Information about the Service

Description of the Service

These recharges are available online, via My Optus app and at participating retail outlets. They have different inclusions and expiry depending on the amount you choose to recharge. Charges shown are all for use in Australia unless otherwise stated.

Optus Prepaid Epic Data	\$12	\$20	\$35	\$45	\$55	\$60	\$70	\$80	\$100	\$130
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 100 mins	Up to 200 mins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	–	–	On first three recharges and must occur within 90 days of activation. Data reverts to standard inclusion after 3rd recharge.							
	–	–	45GB	55GB	65GB	70GB	75GB	80GB	90GB	95GB
Standard Data Charged per KB	7GB	12GB	15GB	25GB	35GB	40GB	45GB	50GB	60GB	65GB
International Talk from Australia to standard international numbers. For all rates see optus.com.au/prepaidint	–	–	Unlimited standard calls to Canada, mainland China, France, Germany, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Sweden, UK & USA.							
Expiry	5 days	10 days	28 days	28 days	28 days	28 days	28 days	28 days	28 days	28 days
Data Rollover	Roll over your unused data up to 200GB when you recharge before expiry.									

Data Rollover: Unused included MyData will roll over to the next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 200GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any MyData you have on your current recharge.
Expiry Extension: allows you to accumulate up to a maximum of 84 days if you recharge before expiry. Included minutes will not accumulate if you recharge before expiry.

Add-ons

You can purchase add-ons as you need them.

Add-on	\$5 MyData	\$10 MyData	\$20 MyData	\$10 Extras Credit	\$20 Extras Credit
Included Value	500MB	1.5GB	3.5GB	\$10 Extras Credit for international calls and SMS/MMS, roaming and selected premium SMS services.	\$20 Extras Credit for international calls and SMS/MMS, roaming and selected premium SMS services.
Expiry	3 days	7 days	7 days	14 days	28 days
Rollover	Roll over unused data up to 50GB if you recharge with any MyData Add-on before expiry. For use in Australia.			Roll over unused Extras Credit Add-on up to \$500 if you recharge with any Extras Credit Add-on before expiry.	

NOTE: Add-on value/credit will be used before your plan value. For example if you recharged 24 days ago with \$35, you've used 9.7GB of your 15GB of MyData and decide to buy a \$10 MyData Add-on. You will now have 5.3GB of data left in your plan (which expires in 4 days) and 1.5GB in your MyData Add-on (which expires in 7 days). The MyData Add-on value will be used before your remaining plan data, so if you don't use all the Add-on (1.5GB) before your plan data expires in 4 days you will forfeit any remaining data from your plan. Add-on value/credit will expire if you change your plan. MyData Add-ons can only be purchased online or through the My Optus app. You must be within your standard recharge period to redeem any MyData Add-ons.

Usage deducted from Extras Credit

You can bar the use of mobile premium services at any time, free of charge. For more information and guidance on how to limit or bar your service from mobile premium services, go to optus.com.au/premiumsms

Usage type	Cost
Directory Assistance 1223	50¢ per call
Standard national video calling	10¢ per min.
124YES	10¢ per min. + \$1.75 flagfall
Premium messages to 19 numbers	Charged as advertised by provider

Usage type	Cost
International calls	See optus.com.au/prepaidint
Standard international SMS	20¢ per 160 characters
Standard international MMS	75¢ per MMS
Standard international video calling	\$3.60 per min.

Information about pricing

Mobile calls & data usage

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

MyCredit balance

If you have any MyCredit balance without any Optus Prepaid Epic Data minutes, SMS/MMS or data value (e.g. you have changed to Optus Prepaid Epic Data and haven't recharged yet) you will be charged the following rates for these usage types:

Calls to standard Australian mobiles and landlines, 13/1300 numbers and voicemail. Charged per minute	10¢ per minute
Standard national SMS	10¢ per 160 characters
Standard national MMS	10¢ per MMS
Data charged per KB	\$0.50 per MB

Service expiry

To keep your service active you need to recharge 186 days from your credit expiry, otherwise you may require a new SIM card to use the service and you may not be able to continue using your mobile number.

Calls to 1800 numbers

If you have zero credit you will be able to make calls to 1800 numbers 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

You can 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 credit card, debit card or PayPal by visiting optus.com.au/recharge or you can set up AutoRecharge
- **Vouchers:** Pick up a voucher from any 'yes' Optus store or participating retailers around Australia

Plan changes

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

- **SMS:** Text 'MENU' to **9999**
- Contact Customer Service

If you're moving to another Prepaid plan, you will keep any unused MyData balance you have, but lose any other inclusions or bonuses.

Other information

Mandatory goods

You need a mobile phone and SIM card to use this service. You may bring your own 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

Activating a Prepaid Mobile service

To use this service you need to purchase and activate an Optus Prepaid SIM. Check your SIM card packaging for details.

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 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 have less than 500MB and 100MB of MyData;
- You have less than 30 mins and 5 mins of MyTalk, if your recharge doesn't have unlimited minutes; and
- You have less than \$15 and \$2 of MyCredit.

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. Compatible device required for roaming, details at optus.com.au/VoLTEroaming

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**.

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.