

Critical information summary Plan ID: 200503

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

Optus Flex Plus

Information about the Service

Description of the Service

Optus Flex Plus plans are Prepaid services that provide access to the Optus Mobile Network using a compatible 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	\$35 AutoRecharge only	\$39	\$49	\$59	\$180	\$350
Included Minutes (MyTalk) and SMS/MMS (MyMessages) Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail, and standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data on first three recharges Reverts to Standard Data after third recharge	–	40GB	45GB	65GB	85GB	140GB	300GB
		Must be within 90 days of activation				Must be within 3 years of activation	
Standard Data	5GB	20GB	25GB	35GB	45GB	90GB	220GB
AutoRecharge Bonus Data	5GB	–	Unlimited Data Weekends			20GB	40GB
International Talk (Zone 1) Standard calls from Australia to Zone 1 destinations. Charged per minute. Full list of destinations go to optus.com.au/prepaidint	–	400 minutes	400 minutes	800 minutes	1,200 minutes	3,000 minutes	6,000 minutes
International Talk (Zone 2) Standard calls from Australia to Zone 2 destinations. Charged per minute. Full list of destinations go to optus.com.au/prepaidint	–	100 minutes	100 minutes	200 minutes	400 minutes	400 minutes	800 minutes
International SMS Standard international SMS to any country (160 characters per SMS). Excludes MMS.	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	186 days	365 days
4G and 5G Speed Cap	250Mbps	Uncapped	Uncapped	Uncapped	Uncapped	250Mbps	250Mbps
Data Rollover	Roll over unused MyData up to 200GB when you recharge before expiry or maintain an active AutoRecharge						

Eligibility

Optus Flex Plus plans are available to new customers joining Optus for the first time. All plans (except for the \$35 plan) are also available to existing Optus customers who change rate plans or set up an additional service. The data on first three recharges specified above is for new services only. Customers who SIM swap or change rate plans are only eligible for standard data inclusions. Value SIMs cannot be used for SIM swaps.

On 28 April 2025, this plan was updated and the above inclusions apply to activations and recharges on or after that date. However, for the \$180 Plan option (formerly \$160), if you activated your service prior to 10 Oct 24 and you do your 2nd or 3rd recharge on or after 28 April 2025, you will get 130GB data. For more info on recent plan changes, see our Standard Agreement available at optus.com.au/standardagreement

\$35 AutoRecharge Only Plan

This plan is 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, this plan will no longer be available and you'll need to choose from the other plan options to keep recharging.

Standard calls and data usage

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

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.

International Talk

Minutes to standard international numbers in Zone 1 and Zone 2 destinations are included on all \$35+ plans. Eligible Zone 1 and Zone 2 countries are subject to change, see current list at optus.com.au/prepaidint. Minutes 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

Each recharge includes 50 standard SMS (160 characters per SMS) from Australia to any international country. Excludes MMS and messages to non-standard numbers (e.g. premium, special, satellite and overseas toll-free numbers).

Recharge Expiry

Your recharge will expire in the time frames specified above, or on your next recharge (whichever is earlier). If you recharge before expiry, any unused days or inclusions not eligible for rollover will be forfeited.

Network Access and Speed Caps

These plans provide access to the 4G and 5G Network. Access to network speeds on some plans are capped at the maximum potential speeds specified in the above table. Actual network speeds will vary depending on a range of factors including your device, location and the source of download. 5G 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 Network coverage area, compatible devices will switch to the Optus 4G Network where it is available.

Data Rollover

Roll over unused included MyData up to a max of 200GB with AutoRecharge or when you recharge before expiry. Any data accumulated over 200GB will be forfeited. MyData Rollover will be used after any MyData you have on your current recharge, data included with any active add-on or bonus data (e.g. data provided in connection with a promotion).

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.

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

On the \$35 Plan, 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 account (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 cancel AutoRecharge after you have been charged, but before midnight on the day of expiry, we will refund you within 2-10 business days.

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

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

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 device and SIM card or eSIM 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. Coverage availability will vary depending on your device compatibility and location. To check your device is compatible and set up to take 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. You can activate your physical SIM or eSIM via My Optus app. Physical SIMs can also be activated online or in an Optus store.

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 any plan 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 device 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 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 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 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.

