

Critical information summary

Plan ID: 200107

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

Optus Prepaid Epic Value

Information about the Service

Description of the Service

These recharges are available online, via My Optus app, by calling 555, 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 Value	\$12	\$35	\$45	\$55	\$320
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included SMS/MMS (MyMessages) Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Included Data (MyData) Charged per KB	2GB	15GB	20GB	25GB	320GB
Expiry	14 days	35 days	35 days	35 days	365 days
Data Rollover	Roll over your unused data up to 100GB when you recharge before expiry.				

Voucher changes from 28/4/25: All existing voucher options will be removed from sale and replaced with new vouchers which are redeemable for the above recharge inclusions: \$13 voucher gives you \$12 recharge; \$39 voucher gives you \$35 recharge; \$49 gives you \$45 recharge; \$59 gives you \$55 recharge; \$350 gives you \$320 recharge. \$180 vouchers are not redeemable on this plan.**Data Rollover:** Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before your current recharge expires. If you accrue over 100GB 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. If you don't recharge before expiry, your data will expire in the time frames specified above.

Add-ons

You can purchase add-ons as you need them. For more details see optus.com.au/prepaid/plans/add-ons

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	30 days	14 days	28 days
Rollover	Roll over unused data up to 100GB 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 31 days ago with \$45, you've used 4.7GB of your 20GB of MyData and decide to buy a \$10 MyData Add-on. You will now have 15.3GB of data left in your plan (which expires in 4 days) and 1.5GB in your MyData Add-on (which expires in 7 days). Because the MyData Add-on's value will be used before your remaining plan data, 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 My Optus app. You must be within your standard recharge period to redeem any MyData Add-ons.

Usage deducted from Extras Credit add-on

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 and 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 Value minutes, SMS/MMS or data value (e.g. you have changed to Optus Prepaid Epic Value 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 recharge 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

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 helplines

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.

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
- **SMS:** Text 'MENU' to 9999
- **Call:** Dial 555 from your mobile to recharge with a credit card
- **Vouchers:** Pick up a voucher from any 'yes' Optus store or participating retailers around Australia

You can also choose to recharge your account via AutoRecharge.

Plan changes

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

- **SMS:** Text 'MENU' to 9999
- or 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. Once you move plans, you may not be able to move back.

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

Network access and coverage

This plan provides access to the Optus 3G and 4G Network. Coverage will vary, see optus.com.au/coverage The Optus 3G Network will be shutting down from September 2024, see optus.com.au/3g for details.

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

Extras Credit Add-ons can be used while roaming overseas (excludes MMS). For more info, check out the table on the front page of this summary. For more info, roaming rates and coverage maps, check out optus.com.au/prepaidtravel 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. See optus.com.au/mobile/plans/international-roaming/prepaid for information on roaming call and data rates and tips on how to control your spend.

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.

