

## 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. The \$180 and \$300 recharges are only available online and via My Optus app. 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	\$10	\$15	\$30	\$40	\$50	\$180	\$300
<b>Included Minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData)</b> Charged per KB	500MB	500MB	2GB	10GB	15GB	60GB	300GB
<b>Expiry</b>	21 days	28 days	42 days	42 days	42 days	365 days	365 days
<b>Data Rollover</b>	Roll over your unused data up to 50GB when you recharge before expiry.						

**Data Rollover:** Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 50GB 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.

### 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
<b>Included Value</b>	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.
<b>Expiry</b>	3 days	7 days	30 days	14 days	28 days
<b>Rollover</b>	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 38 days ago with \$40, you've used 4.7GB of your 5GB of MyData and decide to buy a \$10 MyData Add-on. You will now have 0.3GB 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](http://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 <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard international SMS	20¢ per 160 characters
Standard international MMS	75¢ per MMS
Standard international video calling	\$3.60 per min.

### Voucher only recharge options

These recharges are only available for purchase by voucher in participating retail stores.

Recharge	\$5	\$20	\$45	\$60	\$70	\$80	\$85	\$100	\$130
<b>Included Minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 50 mins	Up to 200 mins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData)</b> Charged per KB	300MB	12GB	10GB	18GB	21GB	24GB	25GB	30GB	40GB
<b>Expiry</b>	3 days	10 days	42 days	42 days	42 days	42 days	42 days	42 days	42 days
<b>Data Rollover</b>	Roll over your unused data up to 50GB when you recharge before expiry.								

**Data Rollover:** Unused included MyData will roll over to next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 50GB 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:** Included minutes will expire in the time frames specified above, or on next recharge, whichever is earlier.

## 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 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	
Voice mail. 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 **13 11 44**, Beyond Blue **1300 22 4636** and Kids Helpline **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](https://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](https://optus.com.au/recharge) or you can set up AutoRecharge
- **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

### 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 any other Prepaid plan, you will keep any MyCredit balance you have, but lose any other credit, minutes, SMS/MMS, data 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](https://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](https://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](https://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](https://optus.com.au/MyOptusApp) (data charges apply to download the app)
- **Online:** Visit My Account at [optus.com.au/myaccount](https://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
- You have less than \$10, \$5 and \$2 of Extras Credit Add-on
- 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](https://optus.com.au/prepaidtravel) Compatible device required for roaming, details at [optus.com.au/VoLTeroaming](https://optus.com.au/VoLTeroaming)

You can choose your preferred method of receiving roaming notifications by visiting My Account at [optus.com.au/myaccount](https://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](https://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](https://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](https://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.