

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

# Optus Prepaid Daily

## Information about the Service

### Description of the Service

This plan provides unlimited standard national calls, SMS and MMS, data and Voicemail within Australia for a \$3 daily usage fee. You only pay the usage fee on the days you use the service. The \$3 fee is deducted from your credit when you make the first outbound standard national call, SMS or MMS, when you access Voicemail or use mobile internet data after 12.00am (local time). You are not charged on the days you do not use the service for any of these usage types. If you recharged with \$30 and only used your service for the Plan Usage Types described above, you would have 10 \$3 Days to use. If you used your service on the first day for the above usage types and other usage types such as International Calls (see table below for list), you would get less than 10 \$3 Days as the other usage types would be deducted from your remaining \$27 credit balance. Most common usage types are included in your daily usage fee. However, some will incur additional charges that are deducted from your available credit balance.

**Note:** From 9 July 2024, there were changes to this plan, including a name change from “Optus Prepaid Daily 3G” and network access change to include 4G and 5G access (5G available in selected areas, excl. NT with a compatible device, 4G and 5G network speed capped at 15Mbps).

### Rates

#### Included with your \$3 daily usage fee

Usage types within Australia	
Standard national voice calls (Australian mobiles and landlines, 13/1300 numbers and Voicemail)	Unlimited – rates do not apply
Standard national SMS/MMS	Unlimited – rates do not apply
Data	Unlimited – rates do not apply (4G and 5G Speed Cap at 15Mbps)

#### Excluded from your \$3 daily usage fee – These are deducted from your available credit balance

Usage types within Australia	
Standard national video calls	\$1 per minute + 35¢ flagfall
Directory Assistance – 1223	50¢ per call
Directory Assistance – 124YES	\$1.75 flagfall
International usage types from Australia	
Standard international calls	See <a href="https://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard international SMS	35¢ per SMS up to 160 standard characters
Standard international MMS	75¢ per MMS

Days end at 11.59pm local time. After 11.59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day.  
There are various recharge and expiry options on this plan. Unused credit will roll over when you recharge before credit expiry.

\$10	\$15	\$20	\$30	\$40	\$50	\$70	\$100
Lasts up to 10 days	Lasts up to 15 days	Lasts up to 20 days	Lasts up to 30 days	Lasts up to 40 days	Lasts up to 50 days	Lasts up to 70 days	Lasts up to 100 days

Recharge Vouchers (available in participating retail outlets) \$12 – credit lasts for 10 days, \$35 – credit lasts for 30 days, \$45 – credit lasts for 40 days, \$55 – credit lasts for 50 days, \$60 - credit lasts for 60 days. **Voucher changes:** From 17 Oct 24, the \$10, \$15, \$30, \$40, \$50 and \$70 recharges will not be available as vouchers and the \$60 voucher only option will be removed. From 28 April 2025, all voucher options will be removed from sale and replaced with the following options: \$13 - credit lasts for 10 days; \$39 - credit lasts for 30 days; \$49 - credit lasts for 40 days; \$59 - credit lasts for 50 days; \$180 - credit lasts for 90 days; \$350 - credit last for 186 days.

### Eligibility

Optus Prepaid Daily is only available to existing customers on eligible Optus Prepaid plans who have received a communication from Optus.

### 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)

### 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)

## Network Access and Speed Caps

These plans provide access to the 4G and 5G Network. 4G and 5G network speeds are capped at 15Mbps. 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](https://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 bolt-ons

This summary doesn't include any special promotions or extra value added services that you select whilst you have this service.

## Information about pricing

### Expiry and timing

Daily plan inclusions end at the time when you select another plan or at 11.59pm local time each day, whichever is earlier. After 11.59pm Sydney time, your balance may display as zero even if you have remaining inclusions to use that day. To keep your service active you need to recharge 6 months 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.

### Mobile calls and texts

You get unlimited standard national calls and texts to Australian mobiles and fixed lines within Australia for \$3 a day.

### Data usage

You get unlimited mobile internet browsing within Australia for \$3 a day (speed capped at 15Mbps)

### Handset unlock

If you choose to purchase a handset from us it may be locked to our network. Fees may apply to unlock your phone. Visit [optus.com.au/unlock](https://optus.com.au/unlock) for details.

### Recharging

You can recharge your account:

- **App:** Download the 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 or debit card
- **Vouchers:** Pick up a voucher from any 'yes' Optus store or participating retailers around Australia

### Plan changes

If you are an existing Optus Prepaid Daily 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 Prepaid Daily. If you change to Optus Flex Plus, you will forfeit any unused credit, inclusions and rollover balances on your previous plan. You also can't change back to this plan.

### 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.

## Other information

### 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 the 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)

### Using your service overseas

Using your mobile overseas is more expensive. Your daily unlimited inclusions are not available overseas. Any usage whilst overseas will only be deducted from your Credit balance. To avoid any surprises, see [optus.com.au/preroam](https://optus.com.au/preroam) for information on roaming call and data rates and tips on how to control your spend. You can also SMS for free the word 'BAL' or 'BALANCE' to 9999 to check your balance.

### Customer Service

For assistance and product 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.