

## 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 mobile phone 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. **Plan changes:** From 28/4/25, these plans (including prices and some inclusions) are changing, see [optus.com.au/FlexPlus2025](https://optus.com.au/FlexPlus2025) for info.

Recharge Amount (minimum charge for recharge period)	\$12	\$35	\$45	\$55	\$160	\$320
<b>Included Minutes (MyTalk) Standard</b> calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData) Charged per KB</b> <b>Data on first three recharges</b> Must be within three years of activation. Reverts to Standard Data after third recharge	5GB	40GB	60GB	80GB	130GB	280GB
<b>Standard Data</b>	3GB	20GB	30GB	40GB	80GB	200GB
<b>International Talk (Zone 1)</b> Standard calls from Australia to Zone 1 destinations. Charged per minute. Full list of destinations go to <a href="https://optus.com.au/prepaidint">optus.com.au/ prepaidint</a>	–	400 minutes	800 minutes	1,200 minutes	3,000 minutes	6,000 minutes
<b>International Talk (Zone 2)</b> Standard calls from Australia to Zone 2 destinations. Charged per minute. Full list of destinations go to <a href="https://optus.com.au/prepaidint">optus.com.au/ prepaidint</a>	–	100 minutes	200 minutes	400 minutes	400 minutes	800 minutes
<b>International SMS</b> Standard international SMS to any country (160 characters per SMS). Excludes MMS.	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS	50 SMS
<b>Expiry (minimum term)</b>	7 days	28 days	28 days	28 days	186 days	365 days
<b>4G and 5G Speed Cap</b>	150Mbps	150Mbps	150Mbps	250Mbps	150Mbps	150Mbps
<b>Data Rollover</b>	Roll over unused MyData up to 200GB when you recharge before expiry or maintain an active AutoRecharge					

### Voucher only recharges

**\$15 Recharge Voucher** gives you 4GB MyData and unlimited MyTalk/MyMessages for 7 days (this option will be unavailable from 17 Oct 24).

**\$20 Recharge Voucher** gives you 6GB MyData and unlimited MyTalk/MyMessages for 7 days. Roll over unused MyData up to 200GB when you recharge before expiry or with AutoRecharge. Speed capped at 150Mbps. Cannot be used to activate your service.

### Eligibility

Optus Flex Plus plans are available to new customers joining Optus for the first time and 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 10 Oct 24, this plan was updated. The above inclusions apply to activations and recharges on or after that date. For activations prior to 10 Oct 24, the data on first three recharges will continue to be 120GB for \$160 recharge, even if the second and third recharges occur after 10 Oct 24. For details of previous plan inclusions, see our Standard Agreement available at [optus.com.au/standardagreement](https://optus.com.au/standardagreement)

### 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](https://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 (eg premium, special, satellite and overseas toll-free numbers).

### Recharge Expiry

Any unused data not eligible for Data Rollover will expire in the time frames specified above. Unused International Talk and International SMS will expire in the time frames specified above, or on the next recharge, whichever is earlier.

## Network Access and Speed Caps

These plans provide access to the 4G and 5G Network. Network speeds are capped at the maximum potential speeds specified in the above table in relation to each recharge option. 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](https://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 My Data up to a max of 200GB when you recharge before expiry or maintain an active AutoRecharge. 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).

## 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

You can choose to turn on AutoRecharge to automatically recharge on the day of expiry. You must save a payment method (credit card or debit card) at the time of activation or at any time via My Optus app. We will deduct payment on the day of expiry (any time from 5.30am, Sydney time) and your service will automatically recharge between 11.00pm and 11.30pm (Sydney time) on that day. If you cancel your AutoRecharge after you have been charged, but before midnight on the day of expiry, we will refund you within 2–10 business days.

Low Balance AutoRecharge will be turned on by default when you turn on AutoRecharge. If your data balance is reduced to 200MB before your next scheduled recharge, we will automatically recharge your account (limited to once per day). This will reset your inclusions and start a new expiry period. You can turn this off and continue to use AutoRecharge only, but you must have AutoRecharge turned on to use Low Balance AutoRecharge.

You can manage your AutoRecharge options 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](https://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](https://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](https://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 mobile phone and SIM card or eSIM to use this service. You may bring your own compatible mobile 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 online or via a retail store, or get an eSIM. You can activate your physical SIM or eSIM via My Optus app. Physical SIMs can also be activated online.

### 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've reached 50%, 85% and 100% of your plan inclusions.

### 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](https://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](https://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](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.

### 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](https://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.