

Critical information summary

Optus Prepaid Add-ons

You can add any of these extras from My Optus app or when you recharge at optus.com.au/recharge (unless otherwise stated in the terms below). Refer to each add-on for eligibility criteria.

MyTalk	\$5
Included value	Up to 200 minutes to standard Australian mobiles and landlines, 13/1300 numbers and voicemail. 25 cents per minute for calls to standard Australian mobiles and landlines, 13/1300 and voicemail.
Expiry	28 days
Eligible plans	Optus Prepaid Long Expiry. For use in Australia.
Terms and Conditions	Purchase via My Optus app or at optus.com.au/recharge and can only be purchased if you are within an active recharge

MyData	\$5	\$10	\$20
Included value	500MB	1.5GB	3.5GB
Expiry	3 days	7 days	7 days
	14 days (Optus Prepaid Long Expiry only)	14 days (Optus Prepaid Long Expiry only)	-
Eligible plans	Optus Prepaid Epic Data and Optus Prepaid Epic Value. For use in Australia.		
Terms and Conditions	Used before the same usage type in your plan recharge. If you recharge with the same add-on before it expires, the inclusions in that add-on will roll over. Roll over unused data up to 50GB if you recharge with any MyData Add-on before expiry. For use in Australia. Charged per KB.		

MyData Add-on	\$10
Included value	5GB
Expiry	5 days
Eligible plans	Optus Flex Plus*, Optus Flex Plus Casual*, Optus Flex and Optus Flex 5G. For use in Australia.
Terms and Conditions	Used before the same usage type in your plan recharge. If you recharge with the same add-on before it expires, the inclusions in that add-on will roll over. Roll over unused data up to 50GB if you recharge with a Data Add-on before expiry. For use in Aus. Charged per KB. Any speed caps applicable to your plan will also apply to this Add-on. Only available via My Optus app on Optus Flex and Optus Flex 5G.

Extras Credit	\$5	\$10	\$20
Included value	\$5 credit	\$10 credit	\$20 credit
Expiry	14 days	14 days	28 days
Eligible plans	Optus Flex and Optus Flex 5G	Optus Flex Plus*, Optus Flex Plus Casual*, Optus Flex, Optus Flex 5G, Optus Epic Data, Optus Epic Value, Prepaid Ultra, Prepaid Ultra Plus, My Prepaid Ultimate and Prepaid Ultimate Plus	Optus Epic Data and Optus Epic Value

Terms and Conditions Extras Credit can be used for international calls and messages from within Australia, roaming (excluding MMS) while overseas in selected destinations and selected premium SMS services. Extras Credit cannot be used for standard national calls and standard national SMS. For international call rates, visit optus.com.au/prepaidint. For roaming rates go to optus.com.au/prepaidtravel. Compatible device required for roaming, details at optus.com.au/VoLTEroaming

International Talk	\$5
Included value	Up to 300 minutes standard International Talk to 50 selected destinations
Included destinations	Argentina, Bangladesh, Brazil, Brunei, Cambodia, Canada, mainland China, Colombia, Czech Republic, Egypt, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Iran, Ireland, Italy, Japan, Jordan, Kuwait, Laos, Lebanon, Malaysia, Mexico, New Zealand, Pakistan, Paraguay, Philippines, Poland, Puerto Rico, Romania, Saudi Arabia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Taiwan, Thailand, Turkey, UAE, UK, Uruguay, USA, Venezuela and Vietnam
Expiry	28 days
Eligible plans	Optus Flex Plus*, Optus Flex Plus Casual*, Optus Prepaid Epic Data, Optus Prepaid Epic Value, Prepaid Ultra, Prepaid Ultra Plus, My Prepaid Ultimate, My Prepaid Long Expiry, Optus Prepaid Long Expiry, Optus Flex and Optus Flex 5G

Terms and Conditions Purchase via My Optus app or at optus.com.au/recharge and can only be purchased if you are within an active recharge. Calls are rounded to the nearest minute. Excludes premium/special/satellite/overseas toll-free numbers and video calls. Any usage beyond the included value charged at standard rates,deducted from any available Extras Credit (see optus.com.au/prepaidint for more info) or will require purchase of another Add-on.

International Roaming Add-on	\$5	\$35
Included value	1GB of standard roaming data Up to 100 minutes of standard international roaming talk 100 standard international roaming text	7GB of standard roaming data Up to 700 minutes of standard international roaming talk 700 standard international roaming text
Expiry	1 day	7 days
Included destinations	Zone 1 countries see optus.com.au/prepaidtravel	
Eligible plans	Optus Flex Plus*, Optus Flex Plus Casual*, Optus Flex and Optus Flex 5G.	

Terms and Conditions International roaming talk can be used for standard outgoing calls within and between Zone 1 destinations, from Zone 1 destinations to Australia, and incoming calls from any destination. Calls are rounded up to nearest minute. Excludes satellite, Aerospace and Maritime destinations. Only available via My Optus app on Optus Flex and Optus Flex 5G. Optus makes no guarantee regarding the quality and availability of coverage or any roaming services. Any usage beyond Roaming Add-on will be charged at rates specified at optus.com.au/prepaidtravel to be deducted from any available Extras Credit,or will require purchase of another Add-on. Activation of SIM must be completed in Australia. For a full list of Zone 1 destinations, see optus.com.au/prepaidtravel. Compatible device required to make calls whilst roaming, details at optus.com.au/VoLTEroaming

Travel Credit		\$10	\$10
Included value	\$10 credit that can be used for international roaming (excluding MMS)		
Rate	Zone 1	Zone 2	
Data rate	\$0.02/MB	\$0.15/MB	
Calling rate	\$0.50/min.	\$1.00/min.	
SMS rate	\$0.20/SMS	\$0.20/SMS	
Expiry	14 days expiry		
Eligible plans	Prepaid Epic Data, Prepaid Epic Value, Prepaid Ultra, Prepaid Ultra Plus, My Prepaid Ultimate, Prepaid Ultimate Plus, My Prepaid Long Expiry, Optus Prepaid Long Expiry, Optus Flex and Optus Flex 5G		
Terms and conditions	Purchase via My Optus app or at optus.com.au/recharge . Any usage beyond the included value charged at standard rates. See optus.com.au/prepaidtravel for the standard rates that apply to Zone 1 and Zone 2 destinations. Compatible device required, details at optus.com.au/VoLTEroaming		

Data Roaming		\$20
Included value	Roam with up to \$210 value – equivalent to 10GB. Data is charged at \$0.02/MB.	
Expiry	14 days	
Included destinations	Mainland China, Hong Kong, Indonesia, Japan, Malaysia, New Zealand, Singapore, Thailand, UK and USA	
Eligible plans	Optus Prepaid Epic Data, Optus Prepaid Epic Value, Prepaid Ultra, Prepaid Ultra Plus, My Prepaid Ultimate, Prepaid Ultimate Plus, My Prepaid Long Expiry, Optus Prepaid Long Expiry, Optus Flex and Optus Flex 5G	
Terms and Conditions	Purchase when recharging and activating at optus.com.au/activate , or when recharging via My Optus app or at optus.com.au/recharge . Excludes Satellite, Aerospace and Maritime destinations. Optus makes no guarantee regarding the quality and availability of coverage or any roaming services. Any additional usage will be charged at rates specified at optus.com.au/prepaidtravel or require purchase of an Extras Credit or Travel Credit add-on. Rates may change frequently due to international exchange rates and the rates we are charged by overseas providers. Rollover: Accumulate up to a maximum \$2,100 worth of value or the equivalent of 100GB over 140 days. If you recharge over this amount you will forfeit additional days and data limits. Compatible device required, details at optus.com.au/VoLTEroaming	

Optus Sport Add-on		\$12
Included value	Access to content on the Optus Sport App	
Expiry	28 days	
Eligible plans	All Optus Prepaid plans (excluding Coles Mobile, Catch Connect, and Mobile Broadband)	
Terms and Conditions	Personal viewing in Australia only. Content and features may change. Activation may take up to 15 minutes once purchased. Purchase via My Optus App only. Internet connectivity required. You must be within an active recharge period, and have a positive MyData balance (which will be used up when you watch Optus Sport). Optus Sport compatible device required, see optus.com.au/for-you/support/answer?id=6989 for more info. Streaming quality dependent on your device and service provider and on the speed of your internet connection, including bandwidth. For full Optus Sport terms, visit sport.optus.com.au/terms	

Unlimited Data Day Add-on		\$5
Included value	Unlimited data for a day	
Expiry	24 hours from time of purchase.	
Eligible plans	Optus Flex Plus*, Optus Flex Plus Casual*, Optus Prepaid Epic Data, Optus Prepaid Epic Value, Prepaid Ultimate Plus, My Prepaid Ultimate, Optus Flex and Optus Flex 5G	
Terms and Conditions	You must be within an active recharge expiry period. Unlimited Data is for use in one day in Australia only on mobilephone devices. Whilst active, this Add-on provides access to uncapped network speeds even if speed caps apply to your plan. Fair Go Policy applies. Limit one purchase at a time. Not for commercial use. Add-on may be withdrawn from sale without notice. Optus Flex and Flex 5G customers can purchase via My Optus app only.	

*Must be within an active recharge period

Other information

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

Using your service overseas

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.

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

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.

