

## Critical information summary

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

# Optus Prepaid Epic Data

Plan ID: 200106

## Information about the Service

These recharges are available online, via the My Optus App 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 Data	\$10	\$20	\$30	\$40	\$50	\$60	\$70	\$80	\$100
<b>Included Minutes (MyTalk)</b> Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute	Up to 100 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	–	–	On first three recharges and must occur within 90 days of activation. Data reverts to standard inclusion after 3rd recharge.						
<b>Standard Data</b> Charged per KB	5GB	12GB	40GB	50GB	60GB	70GB	75GB	80GB	90GB
<b>International Talk</b> from Australia to standard international numbers. For all rates see <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>	–	–	10GB	20GB	30GB	40GB	45GB	50GB	60GB
<b>Extras Credit</b> for international calls, roaming and selected premium SMS services	–	–	\$5	\$10	\$15	\$20	\$20	\$20	\$20
<b>Expiry</b>	5 days	10 days	28 days						
<b>Data Rollover</b>	Roll over your unused data up to 200GB when you recharge before expiry.								

**Data Rollover:** Unused included MyData will roll over to the next recharge as MyData Rollover if you recharge before credit expires. If you accrue over 200GB 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:** Video streaming data, Extras Credit and included minutes will expire in the time frames specified above, or on the next recharge, whichever is earlier. **Expiry Extension:** allows you to accumulate up to a maximum of 84 days if you recharge before expiry. Video streaming data, Extras Credit and included minutes will not accumulate if you recharge before expiry. **\$180 SIM Swap:** \$180 recharge is not available on this plan, however, if you perform a SIM swap with the \$180 SIM Starter Kit you will receive unlimited MyTalk, SMS/MMS, 65GB data and \$20 Extras Credit for use in Australia within 28 days.

### Usage deducted from Extras Credit

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	Usage type	Cost
Directory Assistance 1223	50c per call	International calls	See <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>
Standard national video calling	10c per min.	Standard international SMS	20c per 160 characters
124YES	10c per min. + \$1.75 flagfall	Standard international MMS	75c per MMS
Premium messages to 19 numbers	Charged as advertised by provider	Standard international video calling	\$3.60 per min.

**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		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 24 days ago with \$40, you've used 9.7GB of your 10GB 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 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 the My Optus App. You must be within your standard recharge period to redeem any MyData Add-ons.

**Voucher only recharge options** These recharges are only available for purchase by voucher in participating retail stores.

Recharge	\$5	\$15	\$45	\$85	\$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 150 mins	Unlimited	Unlimited	Unlimited
<b>Included SMS/MMS (MyMessages)</b> Standard national SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Included Data (MyData)</b> Charged per KB	–	–	On first three recharges and must occur within 90 days of activation. Data reverts to standard inclusion after 3rd recharge.		
<b>Standard Data</b> Charged per KB	300MB	8GB	55GB	85GB	95GB
<b>International Talk</b> From Australia to standard international numbers. For all rates see <a href="http://optus.com.au/prepaidint">optus.com.au/prepaidint</a>	–	–	25GB	55GB	65GB
<b>Extras Credit</b> For international calls, roaming and selected premium SMS services	–	–	\$10	\$20	\$20
<b>Expiry</b>	3 days	5 days	28 days		
<b>Data Rollover</b>	Roll over your unused data up to 200GB 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 200GB 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:** Video streaming data, Extras Credit and included minutes will expire in the time frames specified above, or on next recharge, whichever is earlier. **Expiry Extension:** allows you to accumulate up to a maximum of 84 days if you recharge before expiry. Video streaming data, Extras Credit and included minutes will not accumulate if you recharge before expiry.

### Video streaming data

Requires positive MyData balance to access. Expires at the end of your recharge period or on your next recharge, whichever is earliest. Streaming services subject to change and may not have apps available on all mobile operating systems. Content such as ads, authentication and app analytics are excluded and will be deducted from any MyData balance you have. Tethering and downloads not permitted.

## 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 Data minutes, SMS/MMS or data value (e.g. you have changed to Optus Prepaid Epic Data 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	10c per minute
Standard national SMS	10c per 160 characters
Standard national MMS	10c 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 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
- **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
- 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 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)
- When you're in Australia, we will send you alerts when:
- You have less than 500MB and 100MB of MyData;
  - You have less than 4GB, 2GB and 500MB of MyVideo Selected Apps;
  - 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; and
  - You have less than \$15 and \$2 of MyCredit.

### Using your service overseas

Extras Credit and Extras Credit Add-ons can be used while roaming overseas (excludes MMS). Optus Prepaid Epic Data recharges \$30 and above come with Extras Credit. The credit amount depends on the amount you recharge with. 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)

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.

