

Critical information summary

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

Optus Flex

Plan ID: 200501

Information about the Service

Optus Flex is a subscription plan allowing you to manage your service via the My Optus App. This plan allows you to select your recharge frequency, data inclusions, and purchase a range of add-ons to complement your plan.

All Optus Flex recharge options require you to establish AutoRecharge via the My Optus App. AutoRecharge will automatically recharge at 11.00pm Sydney time on the day of plan expiry. You can manage all AutoRecharge options, including switching off, via the My Optus App.

These recharges are only available via the My Optus App. Charges shown are all for use in Australia unless otherwise stated.

Optus Flex	\$1	\$1.50	\$7	\$8	\$14	\$17	\$30	\$35
Included Minutes (MyTalk) Standard Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute				Unlimited				
Included SMS/MMS (MyMessages) Standard national SMS and MMS				Unlimited				
Included Data (MyData) Charged per KB	1GB	1GB	7GB	7GB	14GB	14GB	30GB	30GB
International Talk from Australia to standard international numbers. For all rates see optus.com.au/prepaidint		Up to 300 minutes standard international talk to 50 selected destinations		Up to 300 minutes standard international talk to 50 selected destinations		Up to 300 minutes standard international talk to 50 selected destinations		Up to 300 minutes standard international talk to 50 selected destinations
Expiry	1 day	1 day	7 days	7 days	14 days	14 days	30 days	30 days
Data Rollover	Roll over unused included MyData up to a max of 200GB when you maintain an active AutoRecharge.							

Data Rollover

Roll over unused included MyData up to a max of 200GB when you maintain an active AutoRecharge. If you accrue over 200GB of MyData Rollover you will forfeit any data over that limit. MyData Rollover will be used after any Unlimited Data Day add-on, MyData add-on, MyData or MyData Bonus allowances you may have on your current recharge.

International Talk

Up to 300 minutes standard international talk to 50 selected destinations. Included destinations are 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. Excludes premium/special/satellite/overseas toll-free numbers and video calls. Any usage beyond the included value charged at standard rates, see optus.com.au/prepaidint for more info.

Optus Flex – add-ons

You can purchase a range of different add-ons to complement your plan from the My Optus App. See the My Optus App for terms and conditions of each add-on.

Information about pricing

Mobile calls & data usage

Minutes are counted in per minute increments. All data included in AutoRecharge is counted per KB, and includes uploads and downloads.

Other usage types

Calls to Directory Assistance 1223, 124YES, Standard national video calling, Premium messages to 19 numbers are not supported on this plan without the purchase of an add-on.

Service expiry

If you cancel your AutoRecharge subscription, you will be required to re-establish within 186 days from your credit expiry, otherwise your service will be disconnected from the Optus Network.

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

Recharge vouchers from Optus Stores or participating retailers around Australia are not supported on this plan.

All Optus Flex recharge options require you to establish AutoRecharge via the My Optus App. Upon first setup of AutoRecharge an immediate payment will be taken from your nominated account. AutoRecharge will then automatically recharge at 11.00pm Sydney time on the day of plan expiry. If you change your AutoRecharge, the updated AutoRecharge will take effect once the current recharge expires. You can manage all AutoRecharge options, including switching off, via the My Optus App.

Plan changes

If you change your rate plan to Optus Flex, no inclusions accumulated on your previous plan will transfer to or from this plan.

You have the option to change your rate plan to another Prepaid plan via:

- the My Optus App
- SMS: Text 'MENU' to 9999

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 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

Activating a Prepaid Mobile service

To use this service you need to purchase an Optus Prepaid \$2 SIM via online or retail store, and activate via the My Optus App.

Tracking your spend

The easiest way to manage your Optus Prepaid service, check your balance, usage and manage your AutoRecharge subscription is via the My Optus App.

Using your service overseas

For more info, roaming rates and coverage maps, check out optus.com.au/prepaidtravel

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.

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

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 at 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.