Critical Information Summary | OnePass mobile

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

Information about the Service

Applies to purchases made after 11am AEST on 31st of March 2026.

Service Description: This service is a Prepaid mobile service, offered by OnePass mobile using the Optus network. OnePass mobile plans have different inclusions depending on the amount you choose to recharge. OnePass mobile plans include the following standard plan inclusions for use within Australia:

OnePass Mobile Plans 365 days	$250	$300
Expiry	365 days	365 days
Included minutes (Talk) to Standard Australian mobiles and landlines, 13/1300 numbers and voicemail retrieval.	Unlimited	
Included standard national SMS/MMS (Text)	Unlimited	
Included data. Charged per KB. Unused plan inclusion data does not rollover even if you recharge before expiry.	280 GB	360 GB
Network	4G only	4G & 5G / 150Mbps download speed cap
Flybuys Points (included with your OnePass membership)	Flybuys points = 5 x recharge price (activation is first recharge)	
OnePass membership (max 1 per OnePass Mobile account)	Included	

Exclusions: International roaming, SMS/MMS to overseas numbers, directory assistance, SMS to premium numbers and International calls are not included with your plan but can be purchased using different Extras packs. You cannot make calls to premium numbers using our services.

Extras: OnePass mobile plans offer Data Extras, International Extras OnePass mobile Extras and Roaming Pay As You Go Credit. Extras packs have their own expiry dates.

Data Extras	$10	$15
Data Extras can be used for data in Australia. Charged per KB. Unused Data Extras credit can be rolled over, up to a maximum of 20GB, if you add additional Data Extras to your service before the expiry of your current Data Extras pack. Data Extras are used before any data included in your plan.	1GB	2GB
Expiry	30 days	30 days

International Extras	$5	$10
International Extras can be used in Australia for calls and SMS/MMS to standard international numbers in 32 selected destinations. Calls charged per minute. Excludes premium/special/satellite /overseas toll-free numbers, roaming, video calls, and any calls and SMS/MMS to non-included destinations. Unused International Extras can be rolled over, up to a maximum of 500 minutes, if you add additional International Extras to your service before the expiry of your current International Extras pack.	100 standard international minutes Unlimited standard international SMS/MMS	300 standard international minutes Unlimited standard international SMS/MMS
Expiry	30 days	30 days

International Extras: 32 selected destinations are: Austria, Bangladesh, Cambodia, Canada, Chile, mainland China, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, the United States of America and Vietnam. Calls to other international destinations can be made by purchasing OnePass mobile Extras credit, at the rates described at onepassmobile/pricing.

Roaming Pay As You Go Credit	
Included value: $25 Credit to selected countries and networks. Unused Roaming Pay As You Go credit can be rolled over, up to a maximum of $500, if you add additional Roaming Pay As You Go Credit to your service before the expiry of your current Roaming Pay As You Go Credit. For use overseas. Check out onepassmobile/roaming	**$25**
Expiry	**30 days**
OnePass mobile Extras	
OnePass mobile Extras credit can be used for standard international calls and SMS/MMS on selected services. Calls charged per minute. Excludes standard national calls/SMS/MMS and domestic data, roaming, video calls, premium calls, overseas premium and overseas toll-free services. OnePass mobile Extras credit does not roll over and cannot be used on data only plans.	**$15 recharge**
Expiry	**14 days**

OnePass mobile Extras Rates	
Standard international SMS	**25c per 160 characters**
Standard international MMS	**75c per MMS**
Standard international calls	**Varies. See Appendix J**
Premium SMS	**Varies per service provider**

Premium SMS: From 08/12/2020 new customers will have a $20 spend limit apply every 30 days. 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, contact the OnePass mobile Customer Care Team.

Mandatory Goods

You must supply your own compatible device with the SIM card we will provide you to use this service. Coverage availability will vary depending on your device compatibility and location. To check your device is compatible, go to optus.com.au/support/checkdevice.

Coverage

Coverage availability varies depending on your device compatibility and location. Please refer to onepassmobile.com.au/coverage-map to check if your device can take full advantage of the Optus network.

Activation

To use this service you need to purchase and activate a OnePass mobile SIM. You need to activate your SIM within 30 days of purchase or by the date advertised in a promotion (whichever is earlier) in order to take advantage of the inclusions in any advertised plans.

Fair Go Policy

Our Fair Go Policy applies to this service. The Fair Go Policy ensures that all 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 these services. 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.

Cancellation Fees

There are no cancellation fees.

Data Usage

Data is counted in 1KB increments and includes uploads and downloads. After you've used your included data, you will no longer be able to use your data service until you recharge again, unless you have an active Data Extras pack. Unused plan inclusion data will not rollover when you recharge before credit expiry.

Service Expiry

To make standard national calls and send standard national SMS and MMS, you need to have recharge available on your service. If your plan is not set to AutoRecharge and you do not recharge your plan, your SIM will remain active for 90 days after your last recharge expires. If you do not recharge again during that time, your SIM will be cancelled. You will require a new SIM card to use the service, and you may not be able to continue using your mobile number.

Recharging

You can recharge your account:

AutoRecharge: AutoRecharge is applied when you activate your sim. You can turn off AutoRecharge and manage your recharges by logging in to your OnePass mobile account online at onepassmobile.com.au/login or via the OnePass mobile App. AutoRecharge will automatically apply at 11.00pm AEST/ AEDT on the day of plan expiry.

Online: Manage your recharges manually by logging in to your OnePass mobile account online at onepassmobile.com.au/login

App: Download the OnePass mobile app from Google Play or App store (data charges apply to download the app).

OnePass membership: OnePass membership is only valid while the eligible mobile plan service is active. Maximum of one OnePass membership permitted per OnePass Mobile account, regardless of number of eligible OnePass Mobile plans on that account. Full terms at: https://onepassmobile.com.au/terms.

Flybuys points (included in OnePass membership): Flybuys points equal to five times the recharge amount will be awarded on both the initial purchase (known as "first recharge") and each subsequent recharge of the eligible OnePass mobile plan. You must link your Flybuys and OnePass accounts within 21 days of activation of your first eligible OnePass Mobile Plan and your Flybuys account must remain linked as points are allocated on a 15 day cycle. Points may take up to 30 days to appear in your account.

Plan Changes

You can swap to a different OnePass mobile plan at any time. When you swap, you will keep any unexpired Extras packs and unexpired Extras credit, but you will lose your existing plan inclusions and any other credit, minutes, SMS/MMS, data, bonuses or discounts.

Calls to 1800 Numbers

If you have zero active recharge, you will be able to make calls to 1800 numbers up until the time your plan recharge expires. Services that connect you to premium numbers may be charged to you or a third party.

Tracking Your Spend

You can track your account balance, and usage of your included data and any Extras, 24/7 through the online dashboard for your OnePass mobile account, accessible at onepassmobile.com.au/login or via the OnePass mobile App. When you're in Australia or overseas with Roaming Pay As You Go Credit, we will send you alerts when you have used 50%, 85% and 100% of your included data. We will not send you alerts for usage of Extras (including Extras data packs) or any bonus data you may have received.

Customer Service

For assistance, you can refer to the help section on the website at onepassmobile.com.au/help, or contact us via the webchat tool on onepassmobile.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 222 825 or by emailing us at complaints@onepassmobile.com.au. 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