

# Telstra Mobile Plans



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Plan	Small (S)	Medium (M)	Large (L)	Extra Large (XL)
<b>Minimum Monthly Charge</b> Casual month to month	\$50/mth	\$60/mth	\$80/mth	\$100/mth
<b>Monthly Data Allowance</b>	15GB	60GB	100GB	150GB
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited			
<b>Calls + SMS + MMS</b> To international numbers	Pay as you go or purchase an International Call & SMS Pack			
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply.			
<b>Roaming Data Allowance</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply.			
<b>What's Included</b>	<ul style="list-style-type: none"> <li>• <b>5G Network Access</b> Free and automatically included until 30 June 2020. A 5G compatible device is required.</li> <li>• <b>Data-free Apple Music</b></li> <li>• <b>Data-free live sports</b> For details, visit <a href="https://telstra.com.au/tv-movies-music/sports-offer">telstra.com.au/tv-movies-music/sports-offer</a></li> <li>• <b>Free Telstra Air.</b> You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit <a href="https://telstra.com/air">telstra.com/air</a> to activate</li> </ul>			
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• Calls to premium numbers (e.g. 19xx numbers)</li> <li>• Some satellite numbers</li> <li>• 1234, 12 455 and 12 456 numbers</li> <li>• Content charges (including third party charges)</li> </ul> <p>Visit <a href="https://telstra.com/customer-terms">telstra.com/customer-terms</a> for information on rates.</p>			
<p>Domestic allowances: Calls, SMS and MMS to standard Australian numbers for use in Australia.            Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded.            All allowances: for personal use in a smartphone only. FairPlay Policy applies.            The total Minimum Monthly Charge does not include additional monthly device payments.            Standard international call rates can be found at <a href="https://telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia">telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia</a></p>				

## Information about the service

Your plan is for a post-paid mobile phone service that provides access to the Telstra Mobile Network. You can't share the mobile data with other services on your account.

### Your Device Payment Contract

You may purchase an eligible device with this plan, payable over 24 or 36 interest-free monthly payments. If you receive a monthly credit and cancel your Plan or Device Payment Contract early, you will lose your credit and must pay the balance of any remaining device repayments.

### Bring Your Own (BYO) Device

You can bring your own compatible device with this plan. For the best possible experience on the Telstra Mobile Network, use a handset that supports 3G-850MHz, both 4G 1800MHz and 4G 700MHz and 5G 3500 MHz banding. Check your device manual or manufacturer's website

### Telstra New Phone Feeling

This service allows you to buy a new device on a 24 or 36 month Device Payment Contract (DPC) within the final 12 months of a DPC when you return the current device undamaged and in good working order and pay the upgrade fee. You won't need to pay out the remaining amount for your existing device. Available to eligible Telstra mobile or data plans.

### No Excess Data Charges

With no excess data charging, if you exceed your included data allowance, your data speeds are capped at 1.5Mbps until the end of your bill cycle (not suitable for HD video or high speed applications, and means that some web pages, video/social media content and some large files may take longer to load) and slowed further during busy periods.

## Information about pricing

Refer to the plan cost table. If you use your mobile for things not included in your Plan, you'll have to pay more than the Minimum Monthly Charge set out in the Plan Cost table.

### What happens if I cancel my plan early?

You'll need to pay out any remaining device and accessory payments.

### Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:

(a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

(b) If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel your plan, you'll need to pay out the remaining cost of your devices, accessories or services in full.

### What happens if I go overseas?

Unless you are re-contracting your existing service or have chosen to opt-out, your plan is automatically activated with International Roaming and International Day Pass. You can deactivate this by calling us on 125 109. International Day Pass, for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we will automatically add extra data to your service in blocks of 500MB for \$10.

Calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](http://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part) where you:

- use your service outside of Eligible Roaming Destinations
- choose to opt out of your International Day Pass

### Eligible Roaming Destinations

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam (Eligible Roaming Destinations). These countries may change from time to time. Visit [telstra.com/overseas](http://telstra.com/overseas) for the latest list or for more information on using your device overseas.

### Bill Payment Charges

- Paperless bills and electronic payments – **Free**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](http://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](http://telstra.com/billpay).

## Other Information

### Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

### How can I monitor and manage my usage?

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance.

To check your usage:

- use the Telstra 24x7 App on your compatible smartphone or tablet
- login to Telstra 24x7 My Account at [telstra.com/myaccount](http://telstra.com/myaccount)

Find out how to check your usage at [telstra.com/myusage](http://telstra.com/myusage)

### FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

### Need help? We're here for you

Visit [telstra.com/contactus](http://telstra.com/contactus) for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](http://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)