

# JB Hi-Fi and The Good Guys Mobile Broadband Plans



## Critical Information Summary

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

Plans		\$49 Plan	\$69 Plan
<b>Minimum Monthly Charge</b> 12 month term		\$49	\$69
<b>Monthly Data Allowance</b>		60GB	150GB
<b>Network Access</b>		3G, 4G/4GX, 5G	
<b>Minimum Term</b>		12 months	
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers		Your plan doesn't include a call, SMS and MMS allowance. If you make calls or send SMS using a call/SMS capable device, PAYG rates apply. National calls – \$1 per 60 second block. Standard national SMS – 25¢ per message sent per recipient in Australia. Standard national MMS – 50¢ per message sent per recipient in Australia	
<b>Calls + SMS + MMS</b> To international numbers		<ul style="list-style-type: none"> <li>Your plan is not able to make calls to international numbers. Your plan doesn't include an allowance for SMS and MMS to international numbers. If you send SMS/MMS to an international number using a capable device, PAYG rates apply</li> <li>SMS to international numbers – 50¢ per message sent per recipient</li> <li>MMS to international numbers - 75¢ per message sent per recipient</li> <li><b>For more info on calls, SMS and MMS rates, see <a href="https://telstra.com.au/mobile-other-call-types">telstra.com.au/mobile-other-call-types</a></b></li> </ul>	
<b>Roaming Calls + SMS + MMS</b> For use while overseas		Refer to Using your service overseas	
<b>Roaming Data Allowance</b> For use while overseas		Refer to Using your service overseas	
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>Calls to premium numbers</li> <li>Some satellite numbers</li> <li>Content charges (including third party charges)</li> <li>Visit <a href="https://telstra.com/customer-terms">telstra.com/customer-terms</a> for information on rates.</li> </ul>	
<b>Minimum Cost</b>	12 month term	\$588	\$828
<b>Maximum Early Termination Charges (ETC)</b>	12 month term	\$294 (plus any Voucher Reimbursement Cancellation Fees (if applicable))	\$414 (plus any Voucher Reimbursement Cancellation Fees (if applicable))
<b>Voucher</b> for new/eligible customers (Excluding bonus voucher if applicable)		\$150	\$250
<b>Maximum Voucher Reimbursement Cancellation Fee</b>		\$150	\$250
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. The total Minimum Monthly Charge does not include additional monthly payments.			

## Information about the service

Your JB Hi-Fi and The Good Guys Mobile Broadband Plan is for a post-paid mobile broadband service. It gives you access to the Telstra Mobile Network, a mobile phone number and lets you access mobile data. Telstra will be switching off 3G in 2024. After switch off you will still be able to access the Telstra Mobile Network provided your handset is 4G voice enabled and 4G 700MHz compatible. Find out more: [tel.st/goodbye3G](https://tel.st/goodbye3G)

### BYO handset

You can bring your own (BYO) Telstra Mobile Network compatible handset to take up a JB Hi-Fi and The Good Guys BYO Mobile Plan. Telstra will be switching off 3G in 2024. Before switch off, you can use handsets supporting 3G on 850MHz and 4G minimally on 700MHz and 1800MHz. See [telstra.com/device](https://telstra.com/device) for more information. After switch off you will still be able to access the Telstra Mobile Network provided your handset is 4G voice enabled and 4G 700MHz compatible. Find out more: [tel.st/goodbye3G](https://tel.st/goodbye3G)

## Voucher

For new Telstra customers signing up to a mobile broadband plan, you may be eligible to receive a voucher to put towards the purchase of goods from JB Hi-Fi or The Good Guys stores. It is not transferable or redeemable for cash (including any unused part). If you cancel, recontract or move to an ineligible plan then you will need to pay a Voucher Reimbursement Cancellation Fee pro-rated against the remaining months on your Plan. This is in addition to any Early Termination Charges set out in the above table and accessory payments.

## Minimum Term

12 months

## Monthly Data

All data expires at the end of the month and is not shareable. Data is for personal use in a smartphone only. Our FairPlay policy applies. Data is for use in Australia.

## No Excess Data Charges In Australia

Once you exceed your included data allowance, your speed will be capped at 1.5Mbps, and slowed further in busy periods. This means it is not suitable for HD video or high speed applications and means that some webpages, videos, social media content and files may take longer to load, but you can still stream video in standard definition, listen to music, browse the web and access social media, even if the experience is slower sometimes. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods.

## What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international numbers, premium numbers (e.g. 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges. Charges for all calls, SMS and MMS not included in your Plan can be found at [telstra.com/customer-terms](https://telstra.com/customer-terms). This plan is not compatible with Accessory Repayment Options.

## Changes to your plan

From time to time we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more). If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it. If you don't like the change you can change or cancel your plan or add-ons and just pay out your device, accessories and services in full.

## Information about pricing

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

## Calls and SMS to International numbers

Your Plan does not include an International Call and SMS allowance. The following charges apply:

- calls to international numbers – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](https://telstra.com.au/mobile-other-call-types)
- SMS to international numbers – **50¢** per standard message sent per recipient; and
- MMS to international numbers – **75¢** per standard message sent per recipient.

## What happens when I cancel my plan early?

You'll need to pay an Early Termination Charge (ETC) if you cancel your plan early, equal to 50% of your monthly fee for the months (or part months) remaining in your plan term. The maximum ETC for your plan is set out in the above table. In addition to this, you'll also need to reimburse Telstra for any vouchers you received for entering into your plan if you cancel your plan early. This Voucher Reimbursement Cancellation Fee will be pro-rated, equal to the total amount of the base voucher divided by 12 and multiplied by the months (or part months) remaining in your plan term. This charge will appear on your Telstra bill, the maximum of which is also set out in the above table.

## 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](https://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://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.

### Call and mobile data usage information

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data Allowance. We will also send you an alert if Extra Data is added to your service. Find out how to check your usage at [telstra.com/myusage](https://telstra.com/myusage)

### Using your service overseas

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming.

You have an International Day Pass activated, which for an additional \$10 per day lets you make and receive unlimited standard voice calls and SMS and includes 500MB data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 1GB for \$10. For more information refer to the International Day Pass Critical Information Summary.

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

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

For more information and pricing visit [telstra.com/overseas](https://telstra.com/overseas) or refer to the International Day Pass Critical Information Summary.

Visit [telstra.com/manageirusage](https://telstra.com/manageirusage) for information on spend management tools while you're overseas.

To de-activate International Roaming call us on 12 5109.

### 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](https://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](https://www.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](https://www.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](https://www.telstra.com/customer-terms)