

# The Good Guys Mobile Upfront Data Plans



## Critical Information Summary

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

Plans	Good	Better	Best	
<b>Minimum Monthly Charge</b>	\$19	\$49	\$69	
<b>Monthly Data Allowance</b>	25GB	80GB	200GB	
<b>Network Access</b>	3G, 4G/4GX, 5G			
<b>Plan Speeds</b>	Uncapped 4G & 5G Speeds			
<b>Minimum Term</b>	1 month	24 months	24 months	
<b>Roaming Data Allowance</b> For use while overseas	Refer to Using your service overseas			
<b>What's Included</b>	Your plan is for an Upfront mobile phone service that provides access to the Telstra Mobile Network. In taking up this plan, you are entering into a contract with Telstra and it can be used within Australia to: <ul style="list-style-type: none"> <li>• Access data</li> <li>• Share data between up to 10 eligible The Good Guys Mobile Upfront services on your account</li> </ul>			
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• To make calls, SMS or MMS</li> <li>• With an eSIM</li> <li>• Joining Telstra Plus, earning and redeeming points</li> </ul>			
<b>Minimum Cost</b>	24 month term	N/A	\$1176	\$1656
<b>Voucher</b> For eligible customers (see below for eligibility criteria)	N/A	\$250	\$500	\$500
<b>Maximum Voucher Repayment Fee</b>	N/A	\$250	\$500	\$500
<p>All for use in Australia.</p> <p><b>Uncapped 4G and 5G Speeds:</b> Included data comes with access to our fastest download speeds on our 4G and 5G network. Our 5G coverage now reaches 80% of Australians. Compatible devices required. For 5G coverage information, see <a href="https://www.telstra.com/coverage">Telstra.com/coverage</a></p>				

## Information about the service

### Your device

You may bring your own compatible device or purchase a compatible device outright from The Good Guys. See [Telstra.com/device](https://www.telstra.com/device) for more information on compatible devices.

### Your data usage

If 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 and 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.

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.

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

check your usage, install the My Telstra app on your smartphone or tablet.

### Plan Speeds

Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

### Voucher

To be eligible for a voucher, you must connect to a new The Good Guys Mobile service or transfer an existing service from another provider (excluding JB Hi-Fi, Telstra or Boost) and sign up to a Better or Best plan.

The voucher will entitle you to the purchase of goods from The Good Guys stores. It's not transferable or redeemable for cash (including any unused part). If you cancel or move to a lower cost plan then you'll need to pay a Voucher Repayment Fee pro-rated against the remaining months of your plan's minimum term.

## Information about pricing

### Your first month's charges

When you start your plan, you will be charged for the first month when you place your order.

### When will I pay?

You make an initial payment when you order this plan. The minimum monthly plan charge (see above table) is charged in advance, on the same day each month. You can view your upcoming payment dates in the My Telstra app.

### **I already have a Service on a The Good Guys plan**

If you already have an existing Service(s) which you pay for using AutoPay, when you add another Service, your first monthly payment for the new Service will start on your upcoming AutoPay monthly payment date for your existing Service, after your new Service has been connected.

If you have an existing Service(s) for which you receive a bill, when you add another Service, your first monthly payment for the new Service will start on the first day of your billing cycle for your existing Service, after your new Service has been connected.

### **How do I pay?**

You'll need to pay for this plan via AutoPay from a credit or debit card (Visa, MasterCard or American Express) or a bank account. See our **Direct Debit Payment Terms** for more details.

## **Information about the service**

### **Using your service overseas**

If you are moving your existing service and it currently has International Roaming blocked this will continue to apply on your new Plan, otherwise, International Roaming and International Day Pass are activated by default on your plan. You can deactivate them using the My Telstra app. For an additional charge per day an International Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 1GB data for use each day (AEST) when traveling in Eligible Roaming Destinations. If your daily data allowance of 1GB within the Day Pass runs out, you'll get a text with the option for a 1GB data top-up for \$10 that stays active for 31 days. For more information see the International Day Pass Critical Information Summary. For more information visit [Telstra.com/overseas](https://telstra.com/overseas) or see the International Day Pass Critical Information Summary. Visit **Can I reduce my bill costs when I'm travelling overseas?** for information on spend management tools while you're overseas.

### **Can i cancel my plan?**

Yes, you can cancel your plan at any time by calling us on 13 50 88 or visiting a The Good Guys store. When you cancel, your service will be disconnected immediately. We won't

refund any money you've already paid and you'll need to pay out any remaining Voucher Repayment Fee.

### **What happens when I cancel my plan early?**

You'll need to repay Telstra for any vouchers you received when you purchased your plan. The Voucher Repayment Fee (if applicable) is pro-rated, equal to the total amount of the base voucher divided by 24 and multiplied by months (or part months) remaining in your plan term.

### **Can Telstra change my 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). If we change your plan or move you to a new plan and we reasonably consider that change or move has more than a minor detrimental impact on you:

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 cancel your plan.

### **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**

Message us through **My Telstra** for support or call 13 50 88 or 133 677 (TTY), 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://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://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://telstra.com/customer-terms)