

# JB Hi-Fi Mobile Upfront Plans



## Critical Information Summary

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

Plans	Starter	Everyday	Premium
<b>Minimum Monthly Charge</b>	\$64	\$79	\$99
<b>Monthly Data Allowance</b>	60GB	150GB	300GB
<b>Network Access</b>	Telstra Mobile Network		
<b>Plan Speeds</b>	Capped Speeds	Uncapped Speeds for usage within the allowance	Uncapped Speeds for usage within the allowance
<b>Minimum Term</b>	1 month	24 months	24 months
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited		
<b>Calls + SMS + MMS</b> To international numbers	Unlimited SMS and MMS to all standard international numbers. Add on an International Calling Pack to make calls from Australia to standard numbers in selected destinations. For more info, visit <a href="https://www.jbhifi.com.au/pages/upfront-mobile-plans">https://www.jbhifi.com.au/pages/upfront-mobile-plans</a>		
<b>Roaming Calls + SMS + MMS</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>• Receive calls, MMS, SMS and access data</li> <li>• Make calls and send SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers</li> <li>• Share data between eligible JB Hi-Fi Upfront Mobile services on your account</li> <li>• SMS and MMS to standard international numbers</li> </ul>		
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• Calls to standard international numbers</li> <li>• Use while overseas (also known as international roaming)</li> <li>• SMS &amp; calls to premium numbers (e.g., 19xx numbers)</li> <li>• Calls to some satellite numbers</li> <li>• Joining Telstra Plus, earning and redeeming points</li> <li>• Telstra Satellite Messaging</li> </ul>		
<b>Voucher</b> For eligible customers (see below for eligibility criteria)	N/A	\$550 base voucher (always offered as part of plan) and up to \$50 bonus voucher (only offered during select promotional windows)	\$800 base voucher (always offered as part of plan) and up to \$200 bonus voucher (only offered during select promotional windows)
<b>Maximum Voucher Repayment Fee</b> (Inclusive of base and bonus Vouchers)	N/A	Up to \$600	Up to \$1,000
All for use in Australia. For use in a smartphone or tablet only. <b>Capped Speed:</b> Download speeds for included data are capped at 250Mbps. This speed cap is great for most customers' regular usage including streaming, browsing and social media. <b>Uncapped Speeds:</b> Included data comes with access to uncapped download speeds			

## Information about the service

### Voucher

To be eligible for a voucher, you must connect to a new JB Hi-Fi Mobile service or transfer an existing service from another provider (excluding The Good Guys, Telstra or Boost) and sign up to an Everyday or Premium Plan. **Bonus voucher is only available when offered.** The voucher will entitle you to the purchase of goods from JB Hi-Fi stores (if you are a JB Hi-Fi business customer who is eligible to

receive a voucher, you may receive an equivalent value by way of a credit on your JB business account in place of the voucher). 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. You can view the remaining months in your term in the JB Hi-Fi Mobile App, to find out the Voucher Repayment Fee that applies to you, contact 13 50 75, or visit your local JB

Hi-Fi Store.

### Your device

You may bring your own compatible device with this plan, or may purchase an eligible device from JB Hi-Fi. Important: You must make sure your device is compatible, or it may not be able to make calls, including calls to emergency services. See [telstra.com/support/mobile-devices/enable-volte-mobile-phone](https://www.telstra.com/support/mobile-devices/enable-volte-mobile-phone) for more information on compatible devices.

### Plan Speeds

Download speeds for included data are capped at 250Mbps on our Starter Plan, this speed cap is great for most customers' regular usage including streaming, browsing and social media. 250Mbps is the maximum potential download speed for data included in the Starter Plan and typical speeds may often be slower. 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.

### 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 JB Hi-Fi Mobile app on your smartphone or tablet.

## Information about pricing

### When will I pay

**Autopay:** You'll be charged for the first month when you order. After that:

- If you're new to Autopay, you'll pay on the same day each month.
- If you already have other JB Hi-Fi Mobile services on AutoPay, charges will start from your next AutoPay payment date.

Check the JB Hi-Fi Mobile app for payment dates.

**JB Hi-Fi Bill:** JB Hi-Fi Mobile charges will appear on your monthly bill, starting from your next bill after your order.

### How do I Pay?

**Autopay:** Your plan will be paid automatically from your credit/debit card (Visa, MasterCard, American Express) or bank account. Check the Direct Debit Payment Terms for details.

**JB Hi-Fi Mobile Bill:** Pay your bill online, over the phone, via BPAY, or in person at Australia Post. Part payments are allowed after your bill is issued (minimum \$1). Overpayments are not accepted. Charges may apply for paper bill delivery (and is subject to invitation) and payment (fee free options are available). More info at [telstra.com/payment-fees](https://www.telstra.com/payment-fees).

### 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 JB Hi-Fi Mobile app. For an additional charge per day an International Roaming Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 2GB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If your daily data allowance of 2GB within the Day Pass runs out, you'll get a text with the option for a 2GB 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://www.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 75 or visiting a JB Hi-Fi 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 and Bonus Voucher if offered during the promotional period 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.

### Telstra One Number

Telstra One Number allows you to connect your cellular-enabled smart watch to the Telstra mobile network for use while in Australia. You can then use your smart watch to make/receive calls and use data without your phone. You need an compatible mobile device, smart watch and an eligible consumer Upfront Mobile Plan to use Telstra One Number. For a list of compatible devices please visit [Telstra.com](https://www.telstra.com) Telstra One Number costs \$5 per month, which is charged to your existing account payment method in addition to the cost of your mobile 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 the **JB Hi-Fi Mobile app** for support or call 13 50 75 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://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://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)**