

JB Hi-Fi and The Good Guys BYO Mobile Plans



Critical Information Summary

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

Plans	\$49 BYO Plan	\$69 BYO Plan	\$69 BYO Plan	
Minimum Monthly Charge	\$49	\$69 - No longer available for Sale as of 14 April 2023	\$69	
Monthly Data Allowance	60GB	60GB	60GB	
Network Access	3G, 4G/4GX	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G	
Minimum Term	12 months	12 months	24 months	
Calls + SMS + MMS + MessageBank® To standard Australian numbers	Unlimited			
Calls + SMS + MMS To international numbers	PAYG			
Roaming Calls + SMS + MMS For use while overseas	Refer to Using your service overseas			
Roaming Data Allowance For use while overseas	Refer to Using your service overseas			
What's Not Included	<ul style="list-style-type: none"> SMS & calls to premium numbers (e.g. 19xx numbers) Some satellite numbers Content charges (including third party charges) Visit telstra.com/customer-terms for information on rates.			
Minimum Cost	12 month term	\$588	\$828	N/A
	24 month term	N/A	N/A	\$1656
Maximum Early Termination Charges (ETC)	\$294 (plus any Voucher Reimbursement Cancellation Fees (if applicable))	\$414 (plus any Voucher Reimbursement Cancellation Fees (if applicable))	\$828 (plus any Voucher Reimbursement Cancellation Fees (if applicable))	
Voucher for new customers (Excluding bonus voucher if applicable)	N/A	\$300	\$400	
Maximum Voucher Reimbursement Cancellation Fee	N/A	\$300	\$400	
For personal use in a smartphone only. Fair Play Policy applies. Domestic allowances: Calls, SMS and MMS to standard Australian numbers. All for use in Australia. Roaming allowances: For details refer to Monthly Roaming allowance section.				

Information about the service

Your JB Hi-Fi and The Good Guys BYO Mobile Plan ('Plan') is for a post-paid mobile phone service. It gives you access to the Telstra Mobile Network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data.

Minimum Term

12 or 24 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.

Monthly Calls

Your Monthly Calls are set out in the table above. Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers.

BYO handset

You can bring your own (BYO) Telstra Mobile Network compatible handset to take up a 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. After switch off you'll still be able to

access the Telstra Mobile Network if your handset is 4G voice enabled and 4G 700MHz compatible. See: tel.st/goodbye3G

Voucher

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

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. It's 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 and music in SD, 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 Inclusions can't be used overseas and don't include 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 SMS and MMS not included in your Plan can be found at 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 services and vouchers 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 in the 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
- SMS to international numbers – **50¢** per standard message sent per recipient; and
- MMS to international numbers – **75¢** per standard message sent per recipient.

Bill payment charges

Fees and charges may apply for bill delivery and payment of your invoice, depending on the method.

We do have fee free options available - more information is available at:

Personal: telstra.com/payment-fees

Business: telstra.com/fees-on-payment-methods

What happens when I cancel my plan early?

You'll need to pay an Early Termination Charge (ETC) 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. This Voucher Reimbursement Cancellation Fee is pro-rated, equal to the total amount of the base voucher divided by 12 or 24 (based on your minimum term) and multiplied by 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 table.

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. See telstra.com/myusage on how to check your usage.

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 1GB data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data, we'll automatically add extra data to your service in blocks of 1GB for \$10. For more information see the International Day Pass Critical Information Summary.

Calls/SMS/MMS will be charged at international roaming rates (refer to 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 visit 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.

You can disable International Roaming in the JB Hi-Fi Mobile App or the relevant app which services the The Good Guys Mobile Upfront Plans.

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 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. 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 if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are

