

Telstra Mobile Starter Plan



Plan	Starter
Minimum Monthly Charge	\$50/mth
Monthly data allowance	5GB
Roaming data allowance	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.
Network access	4G, 5G
Plan Speeds	Uncapped 4G & 5G download speeds within data allowance
What's included	<p>Calls, SMS and MMS to standard Australian numbers, as well as most 11xx, 12xx, 13xx, and 1800 numbers for use in Australia.</p> <p>Telstra Directory Services (including 1223, 1234, 12456): \$1.50 connection fee for through connection, plus standard rates for the connected call.</p> <p>Monthly Data Allowance to use in Australia.</p> <p>Your plan also includes Satellite Messaging. It can be used outdoors in Australia within the satellite network when the Telstra Mobile Network is unavailable to send and receive SMS to standard Australian and international numbers from a compatible mobile phone via satellite.</p>
Calls + SMS + MMS + MessageBank® To standard Australian numbers	Unlimited
Calls + SMS + MMS To international numbers	<p>Pay as you go or purchase an International Call & SMS Pack</p> <p>Standard international call rates can be found at https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia</p>
Roaming Calls + SMS + MMS For use while overseas	International Roaming Day Pass or opt out. Standard international roaming rates apply if you don't have International Roaming Day Pass or travel in a country not covered by International Day Pass.
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) • Calls and data via Satellite to Mobile connectivity <p>Visit telstra.com/customer-terms for information on rates</p>
Devices	You can bring your own compatible device or purchase an eligible device with this plan, payable outright, or over 12, 24 or 36 monthly payments. Some devices may not have a 36 month repayment option.
<p>Plan price may change.</p> <p>All for use in Australia. For use in a smartphone only. FairPlay Policy applies.</p>	

Information about the service

Your device

You may bring your own compatible device with this plan, or may purchase an eligible device with this plan, payable outright or over 12, 24 or 36 interest-free monthly payments. Some devices may not have a 36 month repayment option. If you cancel your device payment contract early, you must pay any remaining device repayments in full.

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 for more information on compatible devices.

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.

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.

Accessory Repayment Options

You can choose to repay the cost of eligible accessories over a fixed period of time. This applies to accessories with a cost of \$120 or more and can be paid over a 12 month period. The charge for accessories will appear as a separate line item on your bill. There are 3 tiers

available and if the total value of the accessory is more than one of these tiers, you'll need to pay the difference upfront. If you cancel your accessory repayment early or cancel your service(s), your accessory repayment will also terminate and you will be required to pay out the remainder of your accessory repayments.

What happens if I cancel my plan early?

You'll need to pay out any remaining device and accessory 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 on your next bill.

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.

Satellite Messaging

Satellite Messaging is powered by satellite to mobile technology that allows you to send and receive SMS using a compatible device via the satellite network when the Telstra Mobile Network is not available. Satellite Messaging is available from most outdoor areas in mainland Australia with a direct line of sight to the sky, excluding the Australian Radio Quiet Zone in Western Australia and remote offshore territories and islands of Australia.

Satellite Messaging is not suitable for use in emergencies, as it cannot be used to contact emergency services, nor does it support one-way messaging (e.g., emergency broadcast message). Your experience with Satellite Messaging will be different to the mobile messaging experience. Some messages may take minutes or longer, depending on your location, device and Starlink Direct to Cell satellite position. More info, including a list of compatible devices, at <https://www.telstra.com.au/coverage-networks/mobile-technology/satellite-to-mobile>

What happens if I go 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 Roaming Day Pass are activated by default on your plan. You can deactivate them using the MyTelstra app (data charges may apply), or by calling us between 8am-7pm AEST Monday to Friday on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. 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 you use more than the International Roaming Day Pass data allowance, we will automatically add extra data in blocks of 2GB for \$10 each.

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

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

Eligible Roaming Destinations

Visit [telstra.com/overseas](https://www.telstra.com.au/overseas) for the latest list or for more information on using your device overseas.

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](https://www.telstra.com.au/payment-fees)

Business: [telstra.com/fees-on-payment-methods](https://www.telstra.com.au/fees-on-payment-methods)

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 My Telstra app on your compatible smartphone or tablet
- sign in to My Telstra at [telstra.com/my-telstra](https://www.telstra.com.au/my-telstra)

Find out how to check your usage at [telstra.com/myusage](https://www.telstra.com.au/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](https://www.telstra.com.au/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.au/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.au/customer-terms)