

Telstra Upfront Mobile Plans

Critical Information Summary



Telstra Upfront Mobile Plans give you access to the Telstra Mobile Network. You can switch plans once each month or leave any time. You can buy a phone from us or bring your own. If you reach your data limit, there are no excess data charges, but your speed will be slowed.

Plan	Basic	Essential	Premium	Mobile Bundle Plan
Minimum cost	\$74 per month	\$84 per month	\$99 per month	\$61/mth (\$145/mth with Essential Plan)
Monthly data allowance	50GB	180GB	300GB	25GB
Network access	Telstra Mobile Network			
Minimum term	1 month			
Cancellation costs	If you cancel your plan early there are no early cancellation charges, but any service charges or remaining repayments associated with the service (e.g. on devices or accessories) will need to be paid in full.			
Plan speeds	Included data has access to uncapped download speeds. Network speeds Speeds may vary due to location, local conditions, number of other users, hardware and software configuration.			
What's included	Your plan can be used within Australia to: • receive calls, MMS, SMS and access data • share data between eligible mobile or data plans on your account • make unlimited calls and send unlimited SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers • send unlimited SMS and MMS to all standard international numbers • access Telstra Satellite. This service also includes 30 minutes of calls to any standard international number.			
Important things you should know about your service	Plan prices may change. Your plan is for use with a smartphone only. Only for use in Australia. Your plan can't be used for: • SMS & calls to premium numbers (e.g. 19xx numbers) • calls to some satellite numbers • data (except for Select Satellite Apps as described below) or calls via Satellite to Mobile connectivity.			

Information about the service

Your coverage

5G network access: Your plan provides access to Telstra's 5G network, including coverage from both 5G Standalone (5G SA) and 5G Non-standalone (5G NSA) mobile sites. 5G NSA is available in most metro and many regional areas when using any 5G NSA compatible device, while 5G SA is available in limited areas but continues to expand. To access 5G SA mobile sites, you will need to have a 5G SA compatible device and SIM (see <https://www.telstra.com/coverage-networks/our-coverage/5g-standalone>).

Devices and SIMs that do not support 5G SA will continue to have access to 4G in new 5G SA only areas.

Check our **coverage maps** at [telstra.com/our-coverage](https://www.telstra.com/our-coverage) to see what network coverage is predicted to be available in the areas where you intend to use your service, as well as information about factors that may impact coverage.

Your device

Bring your own compatible device or buy one outright or with 12, 24, or 36 monthly payments (some exclusions apply). If you cancel early, you'll need to pay the rest of your device repayments in full. Make sure your device works with our network - especially for emergency calls.

Check compatibility at [telstra.com/support/mobiles-devices/enable-volte-mobile-phone](https://www.telstra.com/support/mobiles-devices/enable-volte-mobile-phone).

Your data

Your data allowance is for personal use. The FairPlay Policy applies.

You won't be charged if you go over your monthly data allowance. Instead, your data will be slowed to 1.5Mbps or below, making some content slower to load - such as HD video or high-speed applications. Heavy data users may experience slower speeds during busy periods.

You'll get alerts at 50%, 85%, and 100% usage. Check your usage in the My Telstra app.

Bundle Plan

You're eligible to add on up to 5 Bundle Plans if you're on an Essential or Premium Mobile plan. If you cancel or change your Essential or

Premium Mobile plan you will no longer be eligible for Bundle Plans and existing Mobile Bundle Plans or Data Bundle Plans will be moved to an in-market plan. We'll be in touch to let you know about these changes.

Your payment options

You can manage your payment methods in the My Telstra app. If you have chosen AutoPay, we'll automatically debit your service payments each month. View our Direct Debit Services Agreement at telstra.com/setupdirectdebit.

There are no payment fees if you pay using AutoPay via Bank Account, or BPAY to pay your Telstra bill. More info about additional payment options including any applicable fees at telstra.com/payment-fees.

Changes to your plan

We may change your plan including price and inclusions or move you to a new one (which may cost more). If it has a detrimental impact on you, we'll give you at least 30 days' notice. You can cancel if you're not happy, but you'll need to pay off any remaining device, accessory or service costs.

Cancelling your plan

You can cancel your plan at any time by calling us, messaging us or visiting a Telstra store. When you cancel, your service will be disconnected immediately, and we won't refund any money you've already paid. Cancellation of your service will impact other services, accessories or device repayments linked with it. We will let you know if any other charges apply when you cancel.

To check early cancellation fees, log in at telstra.com/myaccount or to the My Telstra app, go to your service details, and review your plan or contract for any charges or remaining device payments.

Telstra Satellite

Telstra Satellite requires: (a) a compatible device with the latest version of the required software; and (b) an eligible Telstra Upfront Mobile Plan. It is available within the satellite network only when outside the range of Telstra's mobile network and when used outdoors with a clear view of the sky. Telstra Satellite includes:

- **Satellite Messaging** – sending and receiving text messages via satellite.
- **Select Satellite Apps** – limited access to a small set of low-bandwidth satellite-enabled apps in approved categories such as safety, navigation, messaging, and weather.

Telstra Satellite cannot be used for full internet access or traditional voice calls, and it is not intended to support streaming, large downloads, app-based video calls, always-on services or cloud syncing. The messaging and app experience may differ from a standard mobile service and connections may be slow, delayed, intermittent or unavailable at times. Availability is not guaranteed and depends on third party satellite coverage, location, device and conditions.

Telstra Satellite is not designed to be an emergency service and should not be relied on in an emergency. You cannot call Triple Zero from a Telstra Satellite service; nor can you text Triple Zero directly or receive one-way emergency broadcasts. The latest phone software and app versions should be downloaded prior to traveling and leaving Telstra's mobile network area. If you intend to visit remote regions, it's always recommended to plan ahead and take extra precautions in the case of an emergency. Device compatibility may differ between Satellite Messaging and Select Satellite Apps. To check device compatibility and for more information on Telstra Satellite, visit: telstra.com/coverage-networks/mobile-technology/satellite-to-mobile

International Calling Pack

Telstra Upfront Mobile Plans include 30 minutes of calls from Australia to standard international numbers and unlimited SMS and MMS to standard international numbers.

If you use up the included international calls, you can add an International Calling Pack from \$10 per month. You can add or remove it at any time in the My Telstra app. An International Calling Pack includes an allowance of calls from Australia to standard international numbers in eligible destinations. View eligible destinations at telstra.com/shop/international-calling-packs.

International Roaming

To use your Telstra service overseas you need an International Roaming Day Pass. Unless already switched off, International Roaming and Day Pass will be automatically enabled on all mobile plans for selected overseas destinations. You can disable International Roaming in the My Telstra app (charges may apply outside of Australia). Cost and data allowances depend on the zone of your destination. 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. Read about destinations and zones at telstra.com/international-roaming.

If you're travelling to a destination where our International Roaming Day Pass isn't available, you cannot use your Telstra service.

Telstra One Number

Telstra One Number lets you use your smart watch to make calls and send messages in Australia without needing your phone nearby. You just need a smart watch that can connect to the Telstra Mobile Network, a compatible phone, and an eligible plan. Telstra One Number costs \$8 a month in addition to the cost of your plan and is added to your existing account payment. For a list of compatible devices, visit telstra.com/TelstraOneNumber.

FairPlay Policy

All customers must adhere to our FairPlay Policy. This means you shouldn't use your service in an unacceptable, unfair, or dishonest way, or do anything that interferes with the network or causes significant congestion. If you breach the policy, we might stop or cancel your service. For more details, visit telstra.com/customer-terms.

Privacy statement

Telstra collects your personal information to provide you with products and services. Without it, we may not be able to give you these products or services. We also use it for things like administration, security and fraud protection, communications and marketing, and analysis to help us improve and create products and services.

To find more details on what personal information we collect, how we use it, how to access or correct your personal information, or to make a complaint, please visit our privacy statement at telstra.com/privacy.

Online Safety

Learn about staying safe online at telstra.com/online-safety-wellbeing including the safe use of devices and content filters, the role of eSafety and how to report harmful online content. To learn about the Family Friendly Filter program, go to the Australian Telecommunications Alliance (ATA) website at austelco.org.au/news-and-resources/family-friendly-filter/.

Need help? We're here for you

Get help in the My Telstra app

Contact us in the My Telstra app. Troubleshoot problems, manage your account and more. To sign in, visit telstra.com/my-telstra.

Other contact options

To find out how to get in touch online, on the phone, or in person visit telstra.com/contact-us or call us on **13 22 00**.

For support for your business needs visit telstra.com/small-business/support/contact-us or call us on **13 20 00**.

Speak with us in your language

For help in languages other than English, call the Telstra Interpreter Service on **1800 241 600** Monday to Friday 8am – 6pm (AEST):

- ڀڙوڦال ڌمڃرتل تامدڃ
- Servicios de interpretación
- Dịch vụ phiên dịch
- 口譯服務
- 口译服务
- ਦੁਭਾਸ਼ੀਏ ਸੇਵਾਵਾਂ

National Relay Service (NRS)

If you are Deaf, hard of hearing or have a speech or communication difficulty you can use the National Relay Service (NRS) to contact us. First, choose your NRS access option.

Next, tell the relay officer our number: **13 22 00**. For information about the NRS, visit accesshub.gov.au, call **1800 555 660** or text 0416 001 350.

If you have a complaint

If you're not happy with something and want to make a complaint, visit telstra.com/complaints. We appreciate your feedback and are dedicated to resolving your complaint in a timely, fair, and transparent way.

If you're not happy with how your complaint has been resolved you can contact the Telecommunications Industry Ombudsman (TIO), go to tio.com.au or call **1800 062 058**. The TIO is a free and independent service.

Full customer terms and conditions

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms.