

The Good Guys Mobile Upfront Plans

Critical Information Summary

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

| Plans | Good | Better | Best |
|---|---|--|--|
| Minimum Monthly Charge | \$52 | \$69 | \$99 |
| Monthly Data Allowance | 60GB | 120GB | 300GB |
| Network Access | 3G, 4G/4GX, 5G | | |
| Plan Speeds | Capped Speeds | Uncapped 4G & 5G Speeds for usage within the allowance | Uncapped 4G & 5G Speeds for usage within the allowance |
| Minimum Term | 1 month | 24 months | 24 months |
| Calls + SMS + MMS + MessageBank® To standard Australian numbers | Unlimited | | |
| Calls + SMS + MMS 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 https://www.thegoodguys.com.au/international-calling-packs | | |
| Roaming Calls + SMS + MMS For use while overseas | Refer to Using your service overseas | | |
| What's Included | 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"> • Receive calls, MMS, SMS and access data • Make calls and send SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers • Share data between up to 20 eligible The Good Guys Upfront Mobile services on your account • SMS and MMS to standard international numbers | | |
| What's Not Included | <ul style="list-style-type: none"> • Calls to standard international numbers • Use while overseas (also known as international roaming) • SMS & calls to premium numbers (e.g., 19xx numbers) • Calls to some satellite numbers • Joining Telstra Plus, earning and redeeming points | | |
| Voucher For eligible customers (see below for eligibility criteria) | N/A | \$450 | \$800 |
| Maximum Voucher Repayment Fee | N/A | \$450 | \$800 |

All for use in Australia. For use in a smartphone or tablet only.

Capped Speed: Download speeds for included data are capped at 250Mbps on our 4G and 5G network. This speed cap is great for most customers' regular usage including streaming, browsing and social media.

Uncapped 4G and 5G Speeds: Included data comes with access to uncapped download speeds on our 4G and 5G network. Our 5G coverage now reaches 80% of Australians. Compatible devices required. For 5G coverage information, see [Telstra.com/coverage](https://www.telstra.com/coverage)

Information about the service

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.

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.

Plan Speeds

Download speeds for included data are capped at 250Mbps on our 4G and 5G network on our Good 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 Good 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 The Good Guys Mobile app on your smartphone or tablet.

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. If you've been invited to receive a bill for this plan, you'll be charged on your next bill. 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?

AutoPay

You'll pay for your plan by automatic deduction from your 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 Good Guys Mobile app. For an additional charge per day an International 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://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:

- We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- 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. 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 available at telstra.com/customer-terms