

# JB Hi-Fi Pre-Paid Mobile Information



## Critical Information Summary

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

<b>Recharge Amount</b>	<b>\$39</b>
<b>Expiry</b>	30 days
<b>Data Allowance</b> For use in Australia only	30GB
<b>Continuous Data Rollover</b> Recharge before expiry to save up to 200GB of unused data	Yes
<b>Calls + Text + MMS + MessageBank®</b> To standard Australian numbers	Unlimited
<b>International call inclusions to Zone 1</b>	300 min
<b>International text + MMS to all countries</b>	100 messages
<b>What's Included</b>	Your plan is for a pre-paid mobile phone service that provides access to the Telstra Mobile Network. <ul style="list-style-type: none"><li>• An allowance of Mobile data</li><li>• Up to 5min of calls to Satellite numbers</li><li>• Operator assisted calls (eg. most 12xx numbers) and diverted calls</li></ul>
<b>What's Not Included</b>	<ul style="list-style-type: none"><li>• Premium numbers (eg. 19xx numbers)</li><li>• Third-party content or subscription charges</li><li>• Earning Telstra Plus points</li><li>• International roaming</li></ul>
<b>4G and 5G Download Speed Cap</b>	150Mbps

150Mbps speed cap is great for most customers' regular usage including streaming, browsing and social media. Your capped download speed is the maximum potential download speed for data included in your recharge. Typical speeds may often be slower and will vary due to factors including location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. Telstra 5G now reaches 80% of Australians. Compatible device required. For 5G coverage information, [check our coverage map](#).

**All inclusions for use in Aus.** Included calls and SMS are to standard numbers only.

## Information about the service

This is a Pre-Paid service with a mobile phone number and access to the Telstra Mobile network for you to make and receive calls, send and receive texts and use mobile data. Your Pre-Paid mobile service is for personal use only.

### Sim Activation

Activate your SIM and choose a plan online at [jbhifi.com.au/jbmobile](http://jbhifi.com.au/jbmobile)

### International Calls and Messaging

You can purchase an International Calling Pack. See [jbhifi.com.au/jbmobile](http://jbhifi.com.au/jbmobile) for details.

Zone 1 JB Hi-Fi destinations include: India, China, New Zealand, UK, USA, U.S Virgin Islands, Malaysia, Hong Kong, Singapore, Taiwan, Canada, Germany, Ireland, Indonesia, South Korea and Thailand.

### Using my service overseas

You can purchase an International Roaming pass. See [jbhifi.com.au/jbmobile](http://jbhifi.com.au/jbmobile) for details.

### 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.

## Other Information

### How can I monitor and manage my usage?

- Sign in to JB Hi-Fi Mobile at [jbmobile.jbhifi.com.au](http://jbmobile.jbhifi.com.au)
- JB Hi-Fi Mobile app on iPhone and Android
- Recharge at [jbhifi.com.au/jbmobile](http://jbhifi.com.au/jbmobile)

### 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](http://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](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)