

Telstra Pre-Paid Complete Information




Critical Information Summary

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

Telstra Pre-Paid Complete

Recharge Amount	\$10	\$30	\$40	\$50	\$150	\$300
Expiry	7 days	28 days	28 days	28 days	186 days	365 days
Data Allowance	1GB	8GB	18GB	28GB	60GB	150GB
Data Bank	Save up to 200GB of unused data when you recharge \$30+ before expiry. Active recharge required to access Data Bank.					
Calls + Text + MMS + MessageBank® To standard Australian numbers	Unlimited Calls, Text, MMS & Messagebank Retrieval					
Calls + Text + MMS To international numbers	Not included	Standard International call minutes from Australia to selected destinations in both Zone 1 and Zone 2: Zone 1 up to 300 minutes Zone 2 up to 60 minutes Included call minutes are consumed in 60 second blocks. Text to international numbers – 20c /text MMS to international numbers – 75c /MMS	Standard International call minutes from Australia to selected destinations in both Zone 1 and Zone 2: Zone 1 up to 500 minutes Zone 2 up to 100 minutes Included call minutes are consumed in 60 second blocks. Text to international numbers – 20c /text MMS to international numbers – 75c /MMS	Standard International call minutes from Australia to selected destinations in both Zone 1 and Zone 2: Zone 1 up to 1000 minutes Zone 2 up to 150 minutes Included call minutes are consumed in 60 second blocks. Text to international numbers – 20c /text MMS to international numbers – 75c /MMS	Standard International call minutes from Australia to selected destinations in both Zone 1 and Zone 2: Zone 1 up to 3000 minutes Zone 2 up to 350 minutes Included call minutes are consumed in 60 second blocks. Text to international numbers – 20c /text MMS to international numbers – 75c /MMS	Standard International call minutes from Australia to selected destinations in both Zone 1 and Zone 2: Zone 1 up to 6000 minutes Zone 2 up to 800 minutes Included call minutes are consumed in 60 second blocks. Text to international numbers – 20c /text MMS to international numbers – 75c /MMS
Extra Credit	\$0	\$5 Credit	\$10 Credit	\$15 Credit	\$50 Credit	\$100 Credit
<p>\$60 recharge includes 38GB data, 28 day expiry & \$20 Extra Credit, along with all the standard inclusions mentioned above. Recharge is all for use within Australia. Extra Credit is for (1) calls & text to standard international numbers, (2) Premium SMS in Australia, and (3) standard calls, text and data usage while overseas. International Calling: Zone 1 countries include: Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam Zone 2 countries include: Argentina, Bangladesh, Brazil, Cambodia, Chile, Columbia, Iceland, Greece, Italy, Lebanon,, France, Iran, Israel, Kenya, Kuwait, Mexico, Nepal, Netherlands, Nigeria, Pakistan, Philippines, Peru, Sri Lanka, Saudi Arabia, South Africa, Spain, Sweden, Taiwan, Thailand, UAE. International call rates apply for all other countries – see telstra.com/prepaid</p>						

Telstra Pre-Paid Long Life Plus

Recharge Amount	\$20	\$30	\$50	\$70	\$100
Expiry	45 days	186 days	186 days	365 days	365 days
 Data Allowance	7c per 1MB (rounded to the nearest MB)				
Calls + Text + MMS + MessageBank® To standard Australian numbers	<ul style="list-style-type: none"> • Calls – 30c/min or part • Text – 30c/text • MMS – 30c/MMS • MessageBank® retrieval 30c/min or part 				
Calls + Text + MMS To international numbers	<ul style="list-style-type: none"> • International call rates apply – see telstra.com/prepaid • Text to international numbers – 35c/text • MMS to international numbers – 75c/MMS 				
All for use in Australia. Recharge before your expiry date and roll over your unused recharge credit, to use within your next recharge period.					

Information about the service

This is a Pre-Paid service with a mobile phone number and access to the Telstra 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 [telstra.com/activate](https://www.telstra.com/activate).

Choosing a plan

Choose a Pre-Paid mobile plan when you activate your SIM and recharge as you need to. You can change your Pre-Paid offer when you want to but note that inclusions and credit do not rollover when you switch plans and you'll need to recharge to get the benefits of the new plan.

What's Included

- Data free Apple Music
- Data free live sports on \$30+ recharges

What's Not Included

- Satellite numbers
- Premium numbers (eg 19xx numbers)
- Operated assisted calls (eg most 12xx numbers)
- Third-party content or subscription charges
- Diverted calls

Additionally the following is not included for Telstra Pre-Paid Complete

- Extra Credit excludes calls/texts to Australian numbers and MessageBank retrieval.

What's changing from 1 October 2020

- International Roaming - Accessing roaming or purchasing new data packs and recharges will no longer be an option. A new version of this will launch mid-2021
- Credit Me2U - You'll no longer be able to transfer credit from one account to another. However, until 1 October, we've upped your maximum to \$200/transfer, up to \$1,000/day, to enable you to transfer your balance before then
- Telstra Air - Our Telstra Air Wi-Fi spots will no longer be accessible on our Pre-Paid services
- SMS or BPAY recharge payment - After 1 October, please use #100# to recharge, change plans or view your balance

Information about pricing

Refer to the Plan Cost table.

Unlocking fee

If you want to use your Telstra purchased Pre-Paid Mobile device on another network, you'll need to pay a network unlocking fee.

Other Information

How can I monitor and manage my usage?

- My Account at [telstra.com/myaccount](https://www.telstra.com/myaccount)
- My Telstra app on iPhone and Android
- Dial #100# from your mobile
- Visit m.telstra.com on your mobile's browser
- Call 125 8888 from your Telstra mobile
- Recharge at [telstra.com/recharge](https://www.telstra.com/recharge)

Need help? We're here for you.

Visit [telstra.com/contactus](https://www.telstra.com/contactus) for our support options. Call 125 8880, 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/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 full legal terms for this plan are available at [telstra.com/customer-terms](https://www.telstra.com/customer-terms)