

Telstra Pre-Paid Mobile Information (From 22 October 2024)



Telstra Pre-Paid Mobile

On 5 May 2026, our recharge prices are increasing. Visit telstra.com.au/consumer-advice/price-changes for more information.

Recharge Amount	\$13	\$39	\$49	\$59	\$69	\$180	\$350
Expiry	7 days	28 days	28 days	28 days	28 days	6 months	12 months
Data allowance For use in Australia only	3GB	15GB	25GB	35GB	70GB	70GB	165GB
What's included	Your plan is for a pre-paid mobile phone service that provides access to the Telstra Mobile Network (excluding 5G Standalone mobile sites). - An allowance of Mobile data - Calls to Australian Satellite numbers + 5min of international satellite calls - Operator assisted calls (eg. most 12xx numbers) and diverted calls						
Continuous Data Rollover Recharge before expiry to save up to 200GB of unused data	Yes	Yes	Yes	Yes	Yes	Not included	Not Included
Calls + Text + MMS + MessageBank® To standard Australian numbers	Unlimited						
International call inclusions to Zone 1	NA	300 minutes	500 minutes	1,000 minutes	1,500 minutes	3,000 minutes	6,000 minutes
International call inclusions to Zone 2	NA	60 minutes	100 minutes	150 minutes	250 minutes	350 minutes	800 minutes
International text + MMS to all countries	100	100	100	100	100	100	100
What's Not included	- Premium numbers (eg. 19xx numbers) - Third-party content or subscription charges - Telstra Air - International roaming						
International call inclusions to Zone 3	NA	5 minutes	10 minutes	15 minutes	20 minutes	50 minutes	100 minutes
4G and 5G Download Speed Cap	150Mbps	150Mbps	150Mbps	250Mbps	Uncapped Speed	150Mbps	150Mbps
150Mbps/250Mbps 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.							
All inclusions for use in Aus. Included calls and SMS are to standard numbers only.							

Telstra Pre-Paid Mobile Casual

On 5 May 2026, our recharge prices are increasing. Visit telstra.com.au/consumer-advice/price-changes for more information.

Recharge Amount	\$25	\$39	\$59	\$74	\$120
Expiry	60 days	6 months	6 months	12 months	12 months
Data allowance For use in Australia only	220MB	390MB	590MB	740MB	1.2GB
What's included	Your plan is for a pre-paid mobile phone service that provides access to the Telstra Mobile Network (excluding 5G Standalone mobile sites).				

Recharge Amount	\$25	\$39	\$59	\$74	\$120
	• An allowance of mobile data • Calls to Australian Satellite numbers + 5 min of international satellite calls • Operator assisted calls (eg. most 12xx numbers) and diverted calls				
Calls + Text + MMS + MessageBank® To standard Australian numbers	55 minutes of calls 70 Text + MMS	110 minutes of calls 140 Text + MMS	180 minutes of calls 200 Text + MMS	220 minutes of calls 220 Text + MMS	360 minutes of calls 360 Text + MMS
International call inclusions to Zone 1	5 minutes	10 minutes	10 minutes	20 minutes	20 minutes
International call inclusions to Zone 2	5 minutes	10 minutes	10 minutes	20 minutes	20 minutes
International text + MMS to all countries	5	10	10	20	20
What's Not included	• Premium numbers (eg. 19xx numbers) • Third-party content or subscription charges • Telstra Air • International roaming				
4G and 5G Download Speed Cap	150Mbps				
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.					
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 Pre-Paid 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.

Your coverage

5G network access: Your plan provides access to Telstra's non-standalone (5G NSA) coverage, which is available in most metro and many regional areas when using a 5G NSA compatible device. 5G standalone (5G SA) is available in limited areas but access to 5G SA is not currently available on your plan. In any new 5G SA only areas, you will continue to have access to 4G. Check our coverage maps at 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.

Sim Activation

Activate your SIM and choose a plan online at 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. You'll need an active recharge in order to purchase a Pack.

You must make sure your device is compatible with the Telstra network, including that it is able to make calls to emergency services. If your device is not compatible, it may be blocked and may not have access to voice or data services or be able to call emergency services (including triple zero). For more information on compatible devices, see telstra.com.au/support/mobiles-devices/enable-volte-mobile-phone

International Zones

For standard calls and sms from Australia to standard international numbers in selected destinations

Zone 1 Destinations: Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Spain, Sweden, UK, USA, US Virgin Islands, Vietnam.

Zone 2 Destinations: Argentina, Bahamas, Bangladesh, Bermuda, Brazil, Brunei, Cambodia, Chile, Columbia, Costa Rica, Cyprus, Czech Republic, Dominican Republic, Faroe Islands, France, French Guiana, Greece, Greenland, Hungary, Iceland, Iran, Israel, Italy, Kenya, Kuwait, Laos, Lebanon, Liechtenstein, Mexico, Mongolia, Nepal, Netherlands, Nigeria, Pakistan, Palestinian Authority, Philippines, Peru, Saudi Arabia, Slovak Republic, Sri Lanka, South Africa, Taiwan, Thailand, UAE, Venezuela.

Zone 3 Destinations: Austria, Comoros, Croatia, East Timor, Egypt, Fiji, Ghana, Mauritius, Papua New Guinea, Poland, Russia, Samoa, Serbia, Solomon Islands, Surinam, Switzerland, Tonga, Turkey, Vanuatu, Zimbabwe.

International Roaming

Add on an International Roaming Pack to use your service in selected overseas destinations. For more info, visit telstra.com/prepaidroam

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.

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?

- Sign in to My Telstra at **www.telstra.com/my-telstra**
- My Telstra app on iPhone™ and Android™
- SMS 125 100 from your Telstra mobile with the word 'recharge' (Account Balance and Recharge voucher)
- Call 125 100 from your Telstra mobile (Recharge by credit or debit card only)
- Call 125 8887 from your Telstra mobile
- Recharge at **telstra.com/recharge**

Need help? We're here for you.

Visit **telstra.com/contactus** for our support options. Call 125 8887, 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**.

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 full legal terms for this plan are available at **telstra.com/customer-terms**