

# Mobile Broadband Plans



## Critical Information Summary

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

Plans		Small (S)	Medium (M)	Large (L)
<b>Minimum Monthly Charge</b> 12 or 24 month term		\$29/mth	\$59/mth	\$89/mth
<b>Data (non Shareable)</b>		10GB	30GB	80GB
<b>Cost per Megabyte (MB)</b>		0.28c/MB	0.19c/MB	0.11c/MB
<b>Calls + SMS + MMS</b> To standard Australian numbers		<ul style="list-style-type: none"> <li>Your plan doesn't include a call, SMS and MMS allowance. If you make calls or send SMS or MMS from a capable device, PAYG rates apply:</li> <li>National calls – \$1 per 60 second block</li> <li>Standard national SMS – 25¢ per message sent per recipient in Australia</li> <li>Standard national MMS – 50¢ per message sent per recipient</li> </ul>		
<b>Calls + SMS + MMS</b> To international numbers		<ul style="list-style-type: none"> <li>Your plan doesn't include a call, SMS or MMS allowance to international numbers. If you make calls or send SMS or MMS from a capable device, PAYG rates apply:</li> <li>Calls to international numbers – See <a href="https://telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia">telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia</a></li> <li>SMS to international numbers – 50¢ per message sent per recipient</li> <li>MMS to international numbers - 75¢ per message sent per recipient</li> <li>For more information on calls, SMS and MMS rates, see <a href="https://telstra.com/mobile-other-call-types">telstra.com/mobile-other-call-types</a></li> </ul>		
<b>What's Included</b>		<ul style="list-style-type: none"> <li>Data-free Apple Music</li> <li>Data-free live sports. For details, visit <a href="https://telstra.com.au/tv-movies-music/sports-offer">telstra.com.au/tv-movies-music/sports-offer</a></li> <li>Telstra Air® – Included for customers with an eligible service type and device. For details, visit <a href="https://telstra.com/air">telstra.com/air</a></li> </ul>		
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>Overseas usage</li> <li>Third-party content or subscription charges</li> <li>PAYG data</li> </ul>		
<b>Minimum Cost</b>	12 month term	\$348	\$708	\$1068
	24 month term	\$696	\$1416	\$2136
<b>Maximum Early Termination Charges (ETC)</b>	12 month term	\$174	\$354	\$534
	24 month term	\$348	\$708	\$1068

Data for use in Australia. 1GB (Gigabyte) = 1,024MB (Megabytes).

## Information about the service

Your plan is for a mobile data service that provides access to the Telstra Mobile Network. You can't share the mobile data with other services on your account. You cannot use your SIM in a mobile handset.

### Your Device Payment Contract

You may purchase an eligible device with this plan, payable over 12 or 24 interest-free monthly payments. If you cancel your Plan or Device Payment Contract early, you'll need to pay the balance of any remaining device payments.

### Bring your own (BYO) device

You can bring your own compatible device with this plan. You'll get the best experience if your device supports 3G-850MHz, 4G-1800MHz and 4G-700MHz banding. Check your device manual or manufacturer's website for details.

### Extra Data

If you use more than your monthly data allowance, we will automatically add extra data to your service in blocks of 1GB for \$10 (Extra Data). Extra Data is for use in Australia and expires at the end of your billing month and is not sharable with other services on your account. We will notify you if Extra Data is added to your service.

## Information about pricing

Refer to the Plan Cost table. If you use your mobile for things not included in your Plan or exceed your Monthly Data allowance, you'll have to pay more than the Minimum Monthly Charge set out in the Plan Cost table.

### Bill Payment Charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](https://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

## Early Termination Charge

If you cancel your plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining device and accessory payments.

The maximum ETC at the start of your plan is set out in the above table.

## Other Information

### Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

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

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We'll also send you an alert if Extra Data is added to your service.

To check your usage:

- use the Telstra 24x7® App on your phone (available to download via [telstra.com/app](https://telstra.com/app))
- login to Telstra 24x7 My Account at [telstra.com/myaccount](https://telstra.com/myaccount)

Find out more at [telstra.com/myusage](https://telstra.com/myusage)

### Using your service overseas

Unless you are re-contracting your existing service or have chosen to opt out, your plan is automatically activated with International Roaming and International Day Pass. You can deactivate this by calling us on 125 109.

Your monthly plan allowance does not include usage while you're overseas so you will be charged separately for this usage. The following charges apply:

- Calls/SMS/MMS – visit [telstra.com.au/international-roaming](https://telstra.com.au/international-roaming)
- Mobile Data - \$3.00 per MB (charged per KB or part thereof)

For information about using your service overseas visit [telstra.com.au/overseas](https://telstra.com.au/overseas)

For information on monitoring your estimated usage while overseas, visit [telstra.com/manageirusage](https://telstra.com/manageirusage)

### Need help? We're here for you.

Visit [telstra.com/contactus](https://telstra.com/contactus) for our support options. Call 13 22 00 or 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://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://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](https://telstra.com/customer-terms)