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Certain words are used with the specific meanings set in [Part A – General of the Telstra Mobile section](http://www.telstra.com.au/customerterms/home_mobile_general.htm), or in [the General Terms of Our Customer Terms](http://www.telstra.com.au/customerterms/home_family.htm).

# About this Part

## This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the [General Terms of Our Customer Terms](http://www.telstra.com.au/customerterms/home_family.htm) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Telstra Mobile section](http://www.telstra.com.au/customerterms/home_mobphone_services.htm) for more detail on how the various parts of the Telstra Mobile section should be read together.

# Eligibility for various plans

## In addition to our rights under the General Terms, you may not be eligible to apply for the offers listed below or we may disconnect you from an offer if you:

### charge any other person for any of the services or benefits provided to you under the offer;

### enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under an offer; or

### act as agent for any person in entering into an offer.

## The offers are Telstra Mobile Plan, Telstra Mobile Phone Plan, more4you, communic8, Corporate Staff, Direct Plan, Telstra Text Plan Telstra Talk Plans, Mobile Plans (Phone Plans, Member Plans and Casual Plans).

# Calculating your early termination charge (“ETC”)

## If you need to pay an ETC under the terms of your plan, it will be calculated according to the following formula:

## Base ETC x number of months (or part thereof) remaining in your minimum term Total number of months in the minimum term

## The Base ETC for your plan and the circumstances in which you may be required to pay an ETC are set out in the section of this part that relates to your plan.

# Go Mobile Plus Plans

## **For new connections on and from 5 September 2017**

Eligibility

## To be eligible for a Go Mobile Plus Plan (**Go Plus Plan**) on and from 5 September 2017, you must be a new customer or have a 13 digit account number.

## If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN.

## **Go Mobile Plus BYO Online Plan** – To be eligible to take up the Go Mobile Plus BYO Online Plan you must, within 30 days of activation of your service, sign up to the following:

### electronic billing and direct debit;

### activate MyAccount; and

### download the Telstra 24x7 ® App.

### To remain eligible for the Go Mobile Plus BYO Online Plan, you will need to continue to self-service via the Telstra self-care channels for the duration of your plan. Should you fail to comply with the above, you may be moved to an equivalent Go Mobile Plus BYO plan with a $10 increase in your minimum monthly charge.

## **Go Mobile Plus Pre to Postpaid BYO Plan** - To be eligible to take up the Go Mobile Plus Pre to Postpaid BYO Plan, you must have an activated pre-paid service with Telstra and be invited by us to take up this plan.

## **Accessory Repayment Option**

## If you have taken up a Go Mobile Plus Plan or Go mobile Plus BYO Plan, you can choose to buy mobile accessories with an Accessory Repayment Option (**ARO**). If you cancel your ARO, you’ll have to pay the remaining cost of the accessories. The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_mobile_specialprom.htm).

Availability

## Go Plus Plans are available until withdrawn by us. To connect your existing Telstra mobile service to a Go Plus Plan, you must cancel your current plan and pay us any applicable early termination.

## Go Plus Plans are available as a:

### **24 month handset plan (Go Mobile Plus Plan):** You must purchase an eligible handset on a 24-month Device Payment Contract (“**DPC**”).

### **12 month BYO Plan (Go Mobile Plus BYO Plan):** You bring your own compatible handset or purchase a compatible handset from us**.**

### **Month-to-Month Casual Plan (Go Mobile Plus Casual Plan):** You bring your own compatible handset or purchase a compatible handset from us.

Device Options

## If take up a Go Mobile Plus Plan, you must purchase an eligible device on a DPC, and you may be eligible to a Device Plan Credit (as defined in clause 4.11) if you meet the criteria set out in clause 4.11. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_mobile_specialprom.htm).

## If you have taken up a Go Mobile Plus BYO Plan or Go Mobile Plus Casual Plan, you need to bring your own (“**BYO”**) compatible handset or purchase a Telstra Mobile Network compatible handset. For the best possible experience on the Telstra Mobile Network, use a handset that supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding. Check your device manual or manufacturer’s website.

## You can also take up a DPC for a handset if you take up a Go Mobile Plus BYO Plan or Go Mobile Plus Casual Plan, but you will not receive a Device Plan Credit.

Device Plan Credit for Go Mobile Plus Plans

## If you:

### purchase an eligible handset on a 24-month DPC; and

### your Go Mobile Plus Plan and your DPC commence on the same day,

### you may receive a credit towards your handset repayments (“**Device Plan Credit**”) each month for the minimum term of your Go Mobile Plus Plan.

## We will tell you the amount of the Device Plan Credit when you take up your Go Mobile Plus Plan and eligible DPC.

## The monthly device repayments (if any) on your bill are the monthly amount you owe after the Device Plan Credit has been applied.

## If you cancel your Go Mobile Plus Plan or your DPC, you will no longer be entitled to the Device Plan Credit and you must pay the balance of any remaining device repayments in addition to any early termination charge (“**ETC**”) for your Go Mobile Plus Plan.

Go Plus Plan options

## You can choose from the Go Plus Plans set out in the tables below.

## **Go Mobile Plus Plans**

|  | **Go Mobile Plus Plans (24 months)** | **Telstra Premium Plus Plan (24 months)** |
| --- | --- | --- |
| Minimum monthly charge | $59 | $79 | $99 | **$129** | **$149** | **$199** |
| Minimum cost over 24 months | $1,416 | $1,896 | $2,376 | $3,096 | $3,576 | $4,776 |
| **Monthly Call Allowance to standard fixed and mobile numbers** | Unlimited |
| **Monthly SMS and MMS Allowance to standard fixed and mobile numbers** | Unlimited |
| **Monthly Data Allowance (Mobile Data)** | 2GB | 5GB | 12GB | 25GB | 50GB | 100GB |
| **Extra Data**  | $10/GB (or part thereof) until the end of your billing month |
| **Mobile Data Sharing** | Share your Mobile Data and Extra Data with other data share plans on the same account |
| **MessageBank® retrieval and diversion** | Unlimited |
| **MessageBank Plus for iPhone (compatible iPhone required)** | Included |
| **Included Content** | Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time |
| **Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)** | Standard rates apply.See [Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf)   | Unlimited to 15 Eligible Countries | Unlimited to all countries |
| **Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)**  | International Day Pass for an additional charge per day, unlimited calls/SMS and 100MB of data to use in Eligible Roaming Countries For charges visit [Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf).  | Unlimited calls and SMS, and 1GB of mobile data.  | Unlimited calls and SMS, and 2GB of mobile data.  | Unlimited calls, SMS and MMS, and 4GB of mobile data.  |
| To use in Eligible Roaming Countries. Extra Data $10/GB (or part thereof) until the end of your billing month.  |
| **New Phone Feeling** | See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms. | Included |
|  | **All to standard Australian numbers and all for use in Australia unless stated otherwise. If you use your International calls/SMS Allowance for things not included in your allowance or to call non-eligible countries, International call/SMS rates will apply. Eligible Countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.. For Eligible Roaming Countries visit visit** [**Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms**](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf).  |

## **Go Mobile Plus BYO Plans**

|  | **Go Mobile Plus BYO Plans (12 months)** | **Go Mobile Plus BYO Online Plan****(12 months)** | **Go Mobile Plus Pre to Postpaid BYO Plan****(12 months)** |
| --- | --- | --- | --- |
| Minimum monthly charge | $39 | $49 | $79 | $99 | $49 | **$50** |
| Minimum cost over 12 months | $468 | $708 | $948 | $1,188 | $588 | $600 |
| **Monthly Call Allowance to standard fixed and mobile numbers** | $500 | Unlimited | Unlimited |
| **Standard and satellite calls per 60 second block or part** | $1 per minute | N/A |
| **SMS and MMS Allowance to standard fixed and mobile numbers** | 25¢ per SMS. 50¢ per standard MMS. | Unlimited |
| **Standard video messages to standard mobile numbers** | 75¢ per standard MMS | Unlimited |
| **Monthly Data Allowance (Mobile Data)** | 2GB | 15GB | 20GB | 30GB | 10GB | 10GB |
| **Extra Data**  | $10/GB (or part thereof) until the end of your billing month |
| **Mobile Data Sharing** | Share your Mobile Data and Extra Data with other data share plans on the same account |
| **MessageBank® retrieval and diversion** | Unlimited |
| **MessageBank Plus for iPhone (compatible iPhone required)** | Included |
| **Included Content** | Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time |
| **Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)** | Standard rates apply. See [Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf)  | Unlimited to 15 Eligible Countries | Unlimited to all Countries | Standard rates apply. See [Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf)  | Unlimited to 10 Eligible Countries  |
| **Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)**  | International Day Passfor an additional charge per day, unlimited calls/SMS and 100MB of data to use in Eligible Roaming Countries For charges and a list of Eligible Roaming Countires, visit [Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf)  |
| **All to standard Australian numbers and all for use in Australia unless stated otherwise. If you use your International calls/SMS Allowance for things not included in your allowance or to call non-eligible countries, International call/SMS/MMS rates will apply. Eligible Countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.**  |

**Go Mobile Plus Casual Plans**

|  | **Go Mobile Plus Casual Plans (month to month)** |
| --- | --- |
| Minimum monthly charge | $20 | $49 | $69 | **$89** | **$109** |
| Minimum cost | $20 | $35 | $50 | $70 | $90 |
| **Monthly Call Allowance to standard fixed and mobile numbers** | N/A | $500 | Unlimited |
| **Standard and satellite calls per 60 second block or part** | $1 per minute | Unlimited |
| **SMS and MMS Allowance to standard fixed and mobile numbers** | 25¢ per SMS. 50¢ per standard MMS. | Unlimited |
| **Standard video messages to standard mobile numbers** | 75¢ per standard MMS | Unlimited |
| **Monthly Data Allowance (Mobile Data)** | N/A | 2GB | 15GB | 20GB | 30GB |
| **Extra Data (Share)** | $10/GB (or part thereof) until the end of your billing month |
| **Mobile Data Sharing** | Share your Mobile Data and Extra Data with other data share plans on the same account |
| **MessageBank® retrieval and diversion** | $1 per minute | Unlimited |
| **MessageBank Plus for iPhone (compatible iPhone required)** | N/A | Included |
| **Included Content** | Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time |
| **Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)** | Standard rates apply. See [Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf)  | Unlimited to 15 Eligible Countries | Unlimited to all countries |
| **Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseeas)** | International Day Passfor an additional charge per day, unlimited calls/SMS and 100MB of data to use in Eligible Roaming Countries For charges and a list of Eligible Roaming Countires, visit Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms  |
| **New Phone Feeling** | See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms. |
| **All to standard Australian numbers and all for use in Australia unless stated otherwise. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible countries, International Call/SMS/MMS rates will apply. Eligible Countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.**  |

What you must pay each month

## Each month you must pay us:

### the minimum monthly charge for your Go Plus Plan;

### for all usage in excess of your included allowances;

### for all usage not eligible to draw from your included allowances;

### for any Extra Data;

### if you have a DPC, for any handset or device repayments (taking into account any Device Plan Credit, if eligible);

### any additional Companion Plans or Data Share SIMs you may take up (if eligible);

### any accessory repayments under any ARO; and

### any other value added services.

## In addition to your minimum monthly charge you must pay for eligible calls (as defined below) in excess of your Monthly Call Allowance (if not unlimited) up to a maximum of $69 per month.

Monthly Call Allowance and unlimited SMS and MMS

## In addition to your minimum monthly charge you must pay for:

### subject to clause 4.16 any eligible calls in excess of your Monthly Call Allowance; and

### calls and messages that aren’t standard calls and messages.

## You will not pay for calls of the type that are included in your Monthly Call Allowance (“**eligible calls**”), which are:

### standard national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia and calls to Telstra and Optus Satellite Mobiles);

### most ‘12’ calls (excluding the 12 numbers below);

### all ‘11’ calls;

### all ‘13’ calls (6 and 10 digit);

### all ‘1800’ calls;

### call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only;

### MessageBank diversion and retrieval charges (voice and video) within Australia;

### national mobile originating text, picture and video messages; and

### any other calls determined as eligible by us.

## If your Go Plus Plan does not include unlimited calls, your eligible calls will be deducted from your Monthly Call Allowance. The cost of an eligible call for each plan is set out in relevant table at clause 4.15.

## Call types that are not eligible calls include:

### calls/SMS to premium numbers (such as 19xx and 0055 calls and Wake-up and Reminder calls);

### calls to 1234, 12455 and 12456;

### most operator assisted calls not listed above as eligible calls (eg, 1223 is not an eligible call);

### calls, SMS and MMS to international numbers from Australia (unless your Go Plus Plan includes a Standard International Call Allowance);

### video calls and video messages to international numbers;

### call diversions to international numbers;

### all use (such as calls made and received) while overseas (unless your Go Plus Plan includes a Monthly International Roaming Allowance);

### reverse charge calls;

### third party content charges, WAP, GRPS and data usage;

### information calls; and

### any other calls determined by us not to be eligible calls.

## You must pay for any calls that are not eligible calls.

## Any unused Monthly Call Allowance expires each month.

Monthly International Calls and SMS Allowance (from Australia)

## Your $99, $129 and $149 Go Mobile Plus Plans, $79 Go Mobile Plus BYO Plan, and $89 Go Mobile Plus Casual Plan all include a Monthly International Call and SMS Allowance to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible countries set out in clause 4.25 (**Monthly International Call and SMS Allowance**), while your $199 Telstra Premium Plus Plan, $99 Go Mobile Plus BYO Plan, and $109 Go Mobile Plus Casual Plan includes aMonthly International Call and SMS Allowance to make unlimited calls, and SMS while you are in Australia to standard fixed and mobile international numbers in any country.

## Eligible countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (“**Eligible Countries**”).

## If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf) of the Telstra Mobile Section of Our Customer Terms will apply.

International Roaming

## International roaming is automatically activated on new Go Plus Plans (unless you’re recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. See Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

Monthly International Roaming Allowance

## Your $129 and $149 Go Mobile Plus Plan, and $199 Telstra Premium Plus Plan include a Monthly International Roaming Allowance to make unlimited calls/SMS and 1GB ($129 plan), 2GB ($149 plan) and 4GB ($199 plan) of mobile data in the following overseas countries:

## Argentina, Austria, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu(each an “**Eligible Roaming Country**”).

## If you exceed your data Monthly International Roaming Allowance, you’ll be charged 3c per MB until the end of your billing period. Any mobile data used to send or receive MMS while you are in Eligible Roaming Countries will use your Monthly International Roaming Allowance.

## If you make calls, send SMS and use data in countries other than Eligible Roaming Countries, you will be charged extra. Charges for international roaming calls/SMS/MMS and mobile data are set out at Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

## Your $59, $79 or $99 Go Mobile Plus Plan, $39 and $59 Go Mobile Plus BYO Plan, all Go Mobile Plus BYO Plans and $49 Go Mobile Plus Online Plan and $50 Pre-to-Post Plan, all have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 100MB data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data allowance on your International Day Pass, we’ll automatically add extra data to your service in blocks of 500MB for $10. For more information refer to Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

## Standard international roaming calls, SMS and MMS rates and mobile data at $3 per MB (charged per KB or part) applies where you:

### use your mobile outside of Eligible Roaming Countries; or

### choose to opt out of your International Day Pass.

## Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

Monthly Mobile Data Allowance

## Your Monthly Mobile Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Go Plus Plans which are connected to any of the following plans, including:

|  |
| --- |
| all other Go Plus Plans;Go Mobile Swap Plans;Go Mobile Data Plus PlansGo Mobile Data Plans;Go Mobile Plans;Go Mobile BYO Plans;Go Mobile Casual Plans; |
| Companion Plans; |
| Data Share SIM plans |
| Mobile Accelerate Data Share Plans; andEveryday Connect Data Share Plans,  |

##  (“**Eligible Services**”).

## The combined mobile data allowance of all Eligible Services on your account is your ‘**Shared Monthly Mobile Data Allowance’**.

## You acknowledge and agree that any user of an Eligible Service (“**Eligible Service User**”) is able to make certain changes to your account that may affect your Go Plus Plan and how much you pay each month. It is your responsibility to control how the Eligible Services Users use and manage their Eligible Services.

Extra Data

## If you use more than your Shared Monthly Mobile Data Allowance, we will automatically add extra data to your Shared Monthly Mobile Data Allowance in blocks of 1GB, and you’ll be charged $10 per block (even if you only use part of that block) (“**Extra Data**”).

## Extra Data will be automatically added to the Eligible Service that first uses data in excess of the Shared Monthly Mobile Data Allowance and can be shared amongst Eligible Services on your account.

## Extra Data can only be used in Australia, if you use your service overseas, additional charges will apply.

## Any unused Monthly Mobile Data Allowance and Extra Data expire at the end of each billing month.

## When calculating mobile data volumes:

### if the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and

### 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

**Data Share SIM Plan**

* 1. If you have a Go Plus Plan, Go Mobile Swap Plan, Go Plan, Go Mobile Data Plus Plan, Go Mobile Data Plan, Every Day Connect Data Share Plan, Every Day Connect Data Share BYO Plan or Mobile Accelerate Data Share Plan, Mobile Accelerate Data Share BYO Plan (or any other eligible plans as determined by us) you have the option to add a month-to-month Data Share SIM Plan to your account:

|  |  |
| --- | --- |
| **Data Share SIM Plan (data only)** | **$5/mth** |
| **Mobile Data**  | 100MB data included but you can access your Share Monthly Mobile Data Allowance |
| **All for use in Australia. Extra Data $10/GB automatically added to use in that month.** |

## You can purchase up to a total of five Data Share SIM Plans per service. We may set a maximum limit on the number of Data Share SIM Plans of a particular value per account from time to time. For more information refer to the [Data Share SIM Plan Critical Information Summary](https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-personal/mobile/personal-critical-information-summary-data-share-sim-5.pdf).

## You may buy an eligible device on a DPC to use with your Data Share SIM Plan. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_mobile_specialprom.htm).

## Extra Data is applied to Data Share SIM Plan that uses data in excess of the Shared Monthly Mobile Data Allowance.

## The Data Share SIM Plans are casual plans and you can cancel them at any time. If you have a DPC attached to either plan you will need to repay the balance of any outstanding device payments.

FairPlay Policy

## Our FairPlay Policy (set out in the [General Terms for Consumer Customers](https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/general)) applies to your Go Plus Plan.

Changing your plan or your minimum monthly spend

## If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if Go Plus Plans are still available for recontracting.

| **Change** | **Consequence** |
| --- | --- |
| If you move to the same type of Go Plus Plan (i.e. BYO Plan to BYO Plan) with a lower minimum monthly charge | You must restart your minimum term, pay the balance of any DPC, and pay an early termination charge.  |
| If you move to the same type of Go Plus Plan (i.e. BYO Plan to BYO Plan) with a higher minimum monthly charge | You will not need to restart your minimum term and no early termination charge will apply.  |
| If you move from a Go Mobile Plus Plan with a DPC to a Go Mobile Plus Plan with a DPC with a higher minimum monthly charge | If you transfer your existing DPC onto a Go Mobile Plus Plan of a higher value, you will not need to restart your minimum term and no early termination charge will apply. There will be no change to your original DPC or Device Plan Credit (if applicable).If you take up a new eligible handset on a DPC with your new Go Mobile Plus Plan, you will need to restart your minimum term, pay the balance of any existing DPC, and you will also need to pay an early termination charge. |
| If you move from a Go Mobile Plus BYO Plan to a Go Mobile Plus Plan with a DPC | You must restart your minimum term and pay an early termination charge.  |
| If you move from a Go Mobile Plus Plan with a DPC to a Go Mobile Plus BYO Plan  | You must restart your minimum term. You must pay the balance of your DPC and your Device Plan Credit (if any) will cease, and you must pay an early termination charge.  |
| If you move from a Go Mobile Casual Plus Plan to any other Go Plus Plan | You must start a new minimum term with your new Go Mobile Plus Plan or Go Mobile Plus BYO Plan and no early termination charge will apply.  |
| If you move from a Go Plus Plan to another Telstra plan or Telstra offer  | You must pay an early termination charge and the balance of your DPC, and your Device Plan Credit (if any) will cease. |

Early termination charges

## If, at any time before the end of the 12-month or 24-month term (as applicable) of your Go Plus Plan (“**Minimum Term**”):

### you cancel your Go Plus Plan (other than as a result of our material breach);

### we cancel your Go Plus Plan in accordance the [General Terms for Consumer Customers](https://www.telstra.com.au/customer-terms/home-family); or

### you change your minimum monthly spend and the table above specifies you will have to pay an early termination charge,

### then you must pay an early termination charge (“**ETC**”) and any costs incurred up to the point of cancellation.

## The amount of any ETC payable is calculated in accordance with the formula in clause 3 of this [Part B of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/pricing-plans).

## The ETC decreases over the Minimum Term. The maximum ETC for each Go Plus Plan is set out in the tables below. Please contact us for the amount of ETC payable.

|  |  |
| --- | --- |
| **Go Mobile Plus Plans**  | **Maximum ETC (incl. GST)** **(24 month term)** |
| **$59 Plan** | $708 |
| **$79 Plan** | $948 |
| **$99 Plan** | $1,188 |
| **$129 Plan** | $1,548 |
| **$149 Plan** | $1,788 |
| **$199 Premium Plan** | $2,388 |

|  |  |
| --- | --- |
| **Go Mobile Plus BYO Plans** | **Maximum ETC (incl. GST)** **(12 month term)** |
| **$39 Plan** | $234 |
| **$59 Plan** | $354 |
| **$79 Plan** | $474 |
| **$99 Plan** | $594 |
| **Go Mobile Plus BYO Online Plans** |
| **$49 Plan** | $294 |

|  |  |
| --- | --- |
| **Go Mobile Plus Pre to Postpaid BYO Plan** | **Maximum ETC (incl. GST)****(12 month term)** |
| **$50 Plan** | $300 |

## The Go Mobile Plus Casual Plan is a month to month plan and you can cancel it at any time. There is no ETC but you must pay any costs incurred up to the point of cancellation. If you change or cancel a Go Mobile Plus Casual Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

## If you have taken up a DPC, any Device Plan Credit you were receiving will end when your Go Mobile Plus Plan is cancelled and you must pay back the balance of any remaining DPC repayments.

At the end of your minimum term

## At the end of your minimum term your service will remain on your chosen Go Plus Plan, however if you are on a Go Mobile Plus Plan, you will no longer be entitled to the Device Plan Credit.You cannot move to another Go Plus Plan unless the plans are still available for recontracting and you recontract for another minimum term.

## At any time, after the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Electronic Billing and Payment

## Your Go Plus Plan requires paperless billing and electronic payment. A $2.20 fee will apply each month in arrears if you receive a paper bill. A $1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.

## Exemptions from these fees are available for:

### Telstra Pensioner Discount customers;

### Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;

### Australian Government Health Care Card Holder customers; and

### customers who do not have an email address or internet access.

## **Paperless Bill**: You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.

## **Electronic Payment**: You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) *® Registered to BPAY Pty Ltd ABN 69 079 137 518*

# Go Mobile Swap Plans

## For new connections from 5 September 2017.

Eligibility

## To be eligible for a Go Mobile Swap Plan (**Swap Plan**) on and from 5 September 2017, you must be a new customer or have a 13 digit account number.

## If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN.

Availability

## Swap Plans are available until withdrawn by us. To connect your existing Telstra mobile service to a Swap Plan, you must cancel your current plan and pay us any applicable early termination charges.

Device Options

## If take up a 24 month Swap Plan, you must lease an eligible device on a Device Lease Contract (“**DLC**”), and you may be eligible to a Device Plan Credit (as defined in clause 5.5) if you meet the criteria set out in clause 5.5. The DLC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_mobile_specialprom.htm).

Device Plan Credit for Swap Plans

## If you:

### lease an eligible device on a 24-month DLC; and

### your Swap Plan and your DLC commence on the same day,

### you may receive a credit towards your monthly device lease payments (“**Device Plan Credit**”) each month for the minimum term of your Swap Plan.

## We will tell you the amount of the Device Plan Credit (if applicable) when you take up your Swap Plan and eligible DLC.

## The monthly device lease payments (if any) on your bill are the monthly amount after the Device Plan Credit has been applied.

## If you cancel your Swap Plan or your DLC, you will no longer be entitled to the Device Plan Credit and you must pay the relevant payments under your DLC in addition to any early termination charge (“**ETC**”) for your Swap Plan or any accessories.

## **Accessory Repayment Option**

## If you have taken up a Swap Plan, you can choose to buy mobile accessories with an Accessory Repayment Option (**ARO**). If you cancel your ARO, you’ll have to pay the remaining cost of the accessories. The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_mobile_specialprom.htm).

Go Mobile Swap Plan options

## You can choose from the Swap Plans set out in the table below.

## **Go Mobile Swap Plans**

|  | **Go Mobile Swap Plans(24 months)** | **Telstra Premium Swap Plan** **(24 months)** |
| --- | --- | --- |
| Minimum monthly charge | $59 | $79 | $99 | **$129** | **$149** | **$199** |
| Minimum cost over 24 months | $1,416 | $1,896 | $2,376 | $3,096 | $3,576 | $4,776 |
| **Monthly Call Allowance to standard fixed and mobile numbers** | Unlimited |
| **Monthly SMS and MMS Allowance to standard fixed and mobile numbers** | Unlimited |
| **Monthly Data Allowance (Mobile Share Data)** | 2GB | 5GB | 12GB | 25GB | 50GB | 100GB |
| **Extra Data**  | $10/GB (or part thereof) until the end of your billing month |
| **Mobile Data Sharing** | Share your Mobile Data and Extra Data with other data share plans on the same account |
| **MessageBank® retrieval and diversion** | Unlimited |
| **MessageBank Plus for iPhone (compatible iPhone required)** | Included |
| **Included Content** | Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time |
| **Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)** | Standard rates apply.See [Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf)   | Unlimited to 15 Eligible Countries | Unlimited to all countries |
| **Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)** | International Day Passfor an additional charge per day, unlimited calls/SMS and 100MB of data to use in Eligible Roaming Countries For charges visit [Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf).  | Unlimited calls and SMS, and 1GB of mobile data.  | Unlimited calls and SMS, and 2GB of mobile data.  | Unlimited calls, SMS and MMS, and 4GB of mobile data.  |
| To use in Eligible Roaming Countries. Extra Data $10/GB (or part thereof) until the end of your billing month.  |
| **Mobile Swap Assure** | $10 per monthSee [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/promotions.pdf). | Included |
|  | **All to standard Australian numbers and all for use in Australia unless stated otherwise. If you use your International calls/SMS Allowance for things not included in your allowance or to call non-eligible countries, International call/SMS/MMS rates will apply. Eligible Countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam. For Eligible Roaming Countries visit visit** [**Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms**](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf) |

What you must pay each month

## Each month you must pay us:

### the minimum monthly charge for your Swap Plan;

### for all usage in excess of your included allowances;

### for all usage not eligible to draw from your included allowances;

### for any Extra Data;

### under your DLC, any device lease payments (taking into account any Device Plan Credit, if eligible);

### any additional Companion Plans or Data Share SIMs you may take up (if eligible);

### any accessory repayments under any ARO; and

### any other value added services.

## In addition to your minimum monthly charge you must pay for eligible calls (as defined below) in excess of your Monthly Call Allowance (if not unlimited) up to a maximum of $69 per month.

Monthly Call Allowance and unlimited SMS and MMS

## In addition to your minimum monthly charge you must pay for:

### subject to clause 5.11 any eligible calls in excess of your Monthly Call Allowance; and

### calls and messages that aren’t standard calls and messages.

## You will not pay for calls of the type that are included in your Monthly Call Allowance (“**eligible calls**”), which are:

### standard national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia and calls to Telstra and Optus Satellite Mobiles);

### most ‘12’ calls (excluding the 12 numbers below);

### all ‘11’ calls;

### all ‘13’ calls (6 and 10 digit);

### all ‘1800’ calls;

### call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only;

### MessageBank diversion and retrieval charges (voice and video) within Australia;

### national mobile originating text, picture and video messages; and

### any other calls determined as eligible by us.

## If your Swap Plan does not include unlimited calls, your eligible calls will be deducted from your Monthly Call Allowance. The cost of an eligible call for each plan is set out in relevant table at clause 5.10.

## Call types that are not eligible calls include:

### calls/SMS to premium numbers (such as 19xx and 0055 calls and Wake-up and Reminder calls);

### calls to 1234, 12455 and 12456;

### most operator assisted calls not listed above as eligible calls (eg, 1223 is not an eligible call);

### calls, SMS and MMS to international numbers from Australia (unless your Go Plus Plan includes a Standard International Call Allowance);

### video calls and video messages to international numbers;

### call diversions to international numbers;

### all use (such as calls made and received) while overseas (unless your Go Plus Plan includes a Monthly International Roaming Allowance);

### reverse charge calls;

### third party content charges, WAP, GRPS and data usage;

### information calls; and

### any other calls determined by us not to be eligible calls.

## You must pay for any calls that are not eligible calls.

## Any unused Monthly Call Allowance expires each month.

Monthly International Calls and SMS Allowance (from Australia)

## Your $99, $129 and $149 Swap Plans include a Monthly International Call and SMS Allowance to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible countries set out in clause 5.20 (**Monthly International Call and SMS Allowance**), while your $199 Telstra Premium Swap Plan includes an unlimited Monthly International Call and SMS Allowance to make unlimited calls and SMS while you are in Australia to standard fixed and mobile international numbers in any country.

## Eligible countries are listed in clause 4.25.

## If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/othercalltypes.pdf) will apply.

International Roaming

## International roaming is automatically activated on new Swap Plans (unless you’re recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. See Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

Monthly International Roaming Allowance

## Your $129 and $149 Go Mobile Swap Plan, and $199 Telstra Premium Swap Plan all include a Monthly International Roaming Allowance to make unlimited calls/SMSand 1GB ($129 plan), 2GB ($149 plan) and 4GB ($199 plan) of mobile data in Eligible Roaming Countries (listed in clause 4.28).

## If you exceed your data Monthly International Roaming Allowance, you’ll be charged 3c per MB until the end of your billing period. Any mobile data used to send or receive MMS while you are in Eligible Roaming Countries will use your Monthly International Roaming Allowance.

## If you make calls, send SMS/MMS and use data in countries other than Eligible Roaming Countries, you will be charged extra. Charges for international roaming calls/SMS/MMS and mobile data are set out at [Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf).

## Your $59, $79 or $99 Go Mobile Swap Plan have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 100MB data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data allowance on your International Day Pass, we’ll automatically add extra data to your service in blocks of 500MB for $10. For more information refer to [Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/intl-roaming.pdf).

## Standard international roaming calls, SMS and MMS rates and mobile data at $3 per MB (charged per KB or part) applies where you:

### use your mobile outside of Eligible Roaming Countries; or

### choose to opt out of your International Day Pass.

## Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

Monthly Mobile Data Allowance

## Your Monthly Mobile Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Swap Plans which are connected to any of the Eligible Services listed in clause 4.34.

## The combined mobile data allowance of all Eligible Services on your account is your ‘Shared Monthly Mobile Data Allowance’.

## You acknowledge and agree that any user of an Eligible Service (“**Eligible Service User**”) is able to make certain changes to your account that may affect your Swap Plan and how much you pay each month. It is your responsibility to control how the Eligible Services Users use and manage their Eligible Services.

Extra Data

## If you use more than your Shared Monthly Mobile Data Allowance, we will automatically add extra data to your Shared Monthly Mobile Data Allowance in blocks of 1GB, and you’ll be charged $10 per block (even if you only use part of that block) (“**Extra Data**”).

## Extra Data will be automatically added to the Eligible Service that first uses data in excess of the Shared Monthly Mobile Data Allowance and can be shared amongst Eligible Services on your account.

## Extra Data can only be used in Australia, if you use your service overseas, additional charges will apply.

## Any unused Monthly Mobile Data Allowance and Extra Data expire at the end of each billing month.

## When calculating mobile data volumes:

### if the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and

### 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

Changing your plan or your minimum monthly spend

## If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if the relevant plan is still available for recontracting.

| **Change** | **Consequence** |
| --- | --- |
| If you move to another Swap Plan with a lower minimum monthly charge | You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending upon when you change took effect, and your Device Plan Credit (if any) will cease. |
| If you move to another Swap Plan with a higher minimum monthly charge | You will not need to restart your minimum term (unless you take up a new handset with your plan) and no early termination charge will apply. You may keep your existing DLC.If you lease a new handset with your plan, you will need to restart your minimum term, pay any Early Termination Charges for your plan and any applicable fees included in your DLC depending upon when the change took effect and your Device Plan Credit (if any) will cease. |
| If you move from a Swap Plan to another Telstra plan or Telstra offer  | You will need to restart your minimum term. You must pay an Early Termination Charge and any applicable fees included in your DLC depending upon when your change took effect and your Device Plan Credit (if any) will cease. |

Early termination charges

## If, at any time before the end of the 24-month term (as applicable) of your Swap Plan (“**Minimum Term**”):

### you cancel your Swap Plan (other than as a result of our material breach);

### we cancel your Swap Plan in accordance the [General Terms for Consumer Customers](https://www.telstra.com.au/customer-terms/home-family); or

### you change your minimum monthly spend and the table above specifies you will have to pay an early termination charge,

### then you must pay an early termination charge (“**ETC**”) and any costs incurred up to the point of cancellation.

## The amount of any ETC payable is calculated in accordance with the formula in clause 3 of this [Part B of the Telstra Mobile Section of Our Customer Terms](https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/pricing-plans).

## The ETC decreases over the Minimum Term. The maximum ETC for each Swap Plan is set out in the tables below. Please contact us for the amount of ETC payable.

|  |  |
| --- | --- |
| **Swap Plans**  | **Maximum ETC (incl. GST)** **(24 month term)** |
| **$59 Plan** | $708 |
| **$79 Plan** | $948 |
| **$99 Plan** | $1,188 |
| **$129 Plan** | $1,548 |
| **$149 Plan** | $1,788 |
| **$199 Premium Plan** | $2,388 |

## In addition to any ETC’s, you will also have to pay any other relevant fees set out under your DLC and any Device Plan Credit you were receiving will end when your Swap Plan is cancelled.

At the end of your minimum term

## At the end of your minimum term, your service will remain on your chosen Swap Plan and you will continue to pay the minimum monthly charge for your Swap Plan (unless you return your device or you offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.

## At any time, after the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Electronic Billing and Payment

## Your Swap Plan requires paperless billing and electronic payment. A $2.20 fee will apply each month in arrears if you receive a paper bill. A $1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.

## Exemptions from these fees are available for:

### Telstra Pensioner Discount customers;

### Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;

### Australian Government Health Care Card Holder customers; and

### customers who do not have an email address or internet access.

## **Paperless Bill**: You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.

## **Electronic Payment**: You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) *® Registered to BPAY Pty Ltd ABN 69 079 137 518*

# Voice & Mobile Data Packs

## If you have a consumer post-paid mobile plan (except the $20 Go Mobile Plus Casual Plan and other plans determined by us) or a consumer post-paid mobile broadband plan, you can purchase a Voice & Mobile Data Pack which includes a monthly mobile data allowance, and unlimited eligible calls, SMS and MMS for use on the Telstra Mobile Network in Australia.

## If you have a data share mobile plans or shareable mobile broadband data plans (any Go Plus Plan, Go Mobile Plan, Go Mobile Data Plus Plan, Go Mobile Data Plan, Mobile Accelerate Data Share Plan, Mobile Accelerate Data Share BYO Plan, Telstra Every Day Connect Data Share Plan or a Telstra Every Day Connect Data Share BYO Plan or any other plan we allow to share data from time to time) you’ll be able to share the mobile data from your Voice and Mobile Data Pack between all eligible data share services on the same account (**Eligible Services**).

## Where you have a non-share mobile or mobile broadband plan, you can still apply a Voice & Mobile Data Pack to your plan (but you will not be able to share the data with other services).

## **Cost and inclusions**

## The monthly fee and included monthly allowance for Voice & Mobile Data Packs are set out in the table below:

**Voice & Mobile Data Packs available on and from 8 December 2015**

|  |  |  |  |
| --- | --- | --- | --- |
| **Voice & Mobile Data Pack** | **$15/mth** | **$35/mth** | **$55/mth** |
| **Monthly service fee** | **GST excl.** | **GST incl.** | **GST excl.** | **GST incl.** | **GST excl.** | **GST incl.** |
| $13.64 | $15.00 | $31.82 | $35.00 | $50.00 | $55.00 |
| **Monthly mobile data allowance (calculated per KB)** | **2GB** on and from 29 March 2016 (1GB pre 29 March 2016) | **5GB** on and from 29 March 2016(4GB pre 29 March 2016) | 8GB |
| **Unlimited eligible calls, SMS and MMS** | Yes | Yes | Yes |

## When calculating mobile data volumes:

(a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;

(b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 megabytes = 1 Gigabyte (GB)

## Voice & Mobile Data Packs also include unlimited eligible calls, SMS and MMS. Eligible calls are those calls defined in clause 4.19 above for use within Australia. You will have to pay more for excluded call types.

## A voice-capable device is required to access the unlimited eligible calls, SMS and MMS.

## Voice & Mobile Data Packs are for use in Australia and cannot be used for content charges or used overseas.

## Any unused monthly mobile data allowance from a Voice & Mobile Data Pack will expire at the end of the month.

## Your first Voice & Mobile Data Pack will not be pro-rated and you will be charged the full monthly charge for your first month and you will receive the full mobile data allowance until the end of your first bill cycle.

## If you want to change the value of your Voice & Mobile Data Pack part way through your bill cycle, you will need to pay the full amount for the new Pack. You may receive a pro-rated credit for the Pack you have cancelled.

## If you have a Shared Data Pack purchased before 12 May 2015 on your service it will continue to apply (and count towards your monthly data allowance) until you cancel it. If you cancel your pre-12 May data pack, you will not be able to reinstate it, you will only be able to purchase a Data Pack available from 24 September 2015.

## **Extra Data**

## If you exceed the monthly mobile data allowance of your Voice and Mobile Data Pack, we will automatically add extra data to your service in blocks of 1GB, and you’ll be charged $10 per block (even if you only use part of that block) (“**Extra Data**”).

## If you are being charged per MB for excess data on your mobile or mobile broadband plan, when you purchase a Data Pack, your plan will automatically be opted in to Extra Data. If you cancel your Voice and Mobile Data Pack, Extra Data will remain on your service unless you opt out.

## If you have added a Voice and Mobile Data Pack to a data sharing mobile plan, Extra Data will be automatically added to the Eligible Service that first uses data in excess of the Voice and Mobile Data Pack’s monthly data allowance and can be shared amongst Eligible Services on your account.

## If you go over your initial block of Extra Data, we’ll add another block of Extra Data to your service.

## Extra Data is for use in Australia and expires at the end of that billing month.

# International Packs

Availability

## You have a choice of two International Packs;

### $10 monthly subscription fee; or

### $15 monthly subscription fee.

What is the International Pack?

## The International Packs allow you call the countries in the tables below from Australia at the low rates specified in the tables.

## The International Packs also allow you to send international SMS (MMS and all other types of messaging service excluded) from Australia at the discounted rate of 25 cents per SMS per recipient to international destinations. A single SMS is up to 160 characters. For longer SMS, we charge the SMS fee for each 153 standard characters or part thereof.

## You can only subscribe to one $10 International Pack per service and you can only subscribe to one $15 International Pack per service.

## The $10 per month International Pack includes $10 credit each month for international voice calls and standard SMS. The $15 per month International Pack includes $15 credit each month for international voice calls and standard SMS. MMS, video calls and use overseas is excluded from the allowance. Your unused allowance will expire monthly.

## You will be charged the following international direct dial rates for voice calls made in Australia to the countries listed in the table if you subscribe to the $10 International Pack:

|  |  |
| --- | --- |
| **Included Countries** | Per minute rate to fixed lines and mobile numbers(charged per 60 second block)GST Inc |
| China | $0.02 |
| Singapore | $0.02 |
| Thailand | $0.02 |
| India | $0.02 |
| Hong Kong | $0.02 |

## You will be charged the following international direct dial rates for voice calls made in Australia to the countries listed in the table if you subscribe to the $15 International Pack:

|  |  |
| --- | --- |
| **Included Countries** | Per minute rate to fixed lines and mobile numbers (charged per 60 second block)GST Inc |
| Israel | $0.07 |
| Brunei | $0.07 |
| Taiwan | $0.07 |
| South Korea | $0.07 |
| Malaysia | $0.07 |
| Vietnam | $0.07 |
| Bangladesh | $0.07 |
| Iran | $0.07 |
| Turkey | $0.07 |
| Mongolia | $0.07 |

## If you subscribe to either the $10 International Pack or the $15 International Pack, a connection fee of 0 cents per voice call applies to the countries included in the tables. Calls to all other international destinations are charged at the standard international direct dial rates and connection fees.

## Rates are charged in one minute blocks. This means, for example, if you make a 30 second call, you will be charged for the whole minute.

Cancelling your International Pack

## You may cancel your International Pack at any time by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rated basis. You will not receive any credit or rebate or refund in respect of any unused amount of included credit.

## If you stop being eligible for the International Pack, you will stop receiving the reduced rates to selected countries, discounted SMS rate and credit allowance and the monthly subscription fee will be rebated on a pro-rata basis during the same billing period.

# International Connect Packs

## You have a choice of two International Connect Packs (except customers on the Data+ or Tablet Plan);

### $10 monthly subscription fee; or

### $30 monthly subscription fee.

## **$10 International Connect Pack**

## A $10 International Connect Pack costs $10 per month and gives you $40 of standard voice calls and texts to standard international numbers from Australia to use in that month.

## All other usage types (including MMS, video calls and use overseas) are not included.

## You can cancel your $10 International Connect Pack at any time. If you do not cancel your $10 International Connect Pack it will continue on a monthly basis, and you will be charged $10 each month until you cancel.

## Any unused allowance will expire each month.

## **$30 International Connect Pack**

## A $30 International Connect Pack costs $30 per month and gives you $150 of standard voice calls and texts to standard international numbers from Australia to use in that month.

## All other usage types (including MMS, video calls and use overseas) are not included.

## You can cancel your $30 International Connect Pack at any time. If you do not cancel your $30 International Connect Pack it will continue on a monthly basis, and you will be charged $30 each month until you cancel.

## Any unused allowance will expire each month.