

Part B – Pricing Plans – Mobile data services

Contents

Click on the section that you are interested in.

1	About this Part	1
2	Go Mobile Data Plans	1
	Availability	1
	Device Options	1
	Device Credit for Data Plans	2
	Your Monthly Mobile Data Allowance and Extra Data	3
	Voice and Data Packs	4
	Voice calls and SMS	5
	Changing your Data Plan	5
	Early Termination Charges	5
	At the end of your Minimum Term	6
	Electronic Billing and Payment	7
3	Home Wireless Broadband Plans	8
	Availability	8
	Device Options	8
	Device Credit for HWB Plans	8
	Your Monthly Mobile Data Allowance and Extra Data	10
	Voice and Data Packs	11
	Voice calls and SMS	11
	Changing your HWB Plan	11
	Early Termination Charges	12
	At the end of your Minimum Term	13
	Electronic Billing and Payment	13

Part B – Pricing Plans – Mobile data services

Certain words are used with the specific meanings set in [Part A – General of the Telstra Mobile section](#), or in [the General Terms of Our Customer Terms](#).

1 About this Part

1.1 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](#) 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](#) for more detail on how the various parts of the Telstra Mobile section should be read together.

2 Go Mobile Data Plans

Availability

2.1 To be eligible for a Go Mobile Data Plan (**Data Plan**), you need a 13 digit account number.

2.2 Data Plans are available until withdrawn by us.

2.3 Data Plans are available as casual, 12 or 24-month plans.

Device Options

2.4 You can bring your own Telstra Mobile Network compatible device or, you can purchase an eligible device from us on a 24-month Device Payment Contract (“**DPC**”).

2.5 Data Plans are not available with non-mobile broadband and devices including telemetry devices and mobile phones.

2.6 If you have taken up a 24-month Data Plan, you can purchase an eligible device on a DPC, and you may be eligible to receive a monthly credit on your monthly device repayments if you meet the criteria set out in 2.8. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

2.7 If you have chosen to bring your own Telstra Mobile Network compatible device, to ensure you get the best possible experience on the Telstra Mobile Network, be sure to check that your device is Telstra Mobile Network compatible and supports 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

Part B – Pricing Plans – Mobile data services

Device Credit for Data Plans

- 2.8 If you:
- a. purchase an eligible device on a 24-month DPC; and
 - b. your Data Plan and your DPC commence on the same day,
- you may receive a credit towards your device repayments (“**Device Credit**”) each month for the 24 month term of your Data Plan.
- 2.9 We will tell you the amount of the Device Credit when you take up your Data Plan and eligible DPC.
- 2.10 The monthly device repayments (if any) on your bill are after the Device Credit has been applied.
- 2.11 If you cancel your Data Plan or your DPC, you will no longer be entitled to the Device Credit and you must pay the balance of any remaining device repayments in addition to any early termination charge (“**ETC**”) for your Data Plan.

Accessory Repayment Option

- 2.12 You can choose to buy device 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 <https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/special-promotions>.

Plan options

- 2.13 You can choose from the Data Plans set out in the table below.

	Go Mobile DataPlans - Casual, 12 and 24 months		
Minimum monthly charge	\$15	\$35	\$55
Monthly Mobile Data Allowance	1GB (1.46c/MB)	5GB (0.68c/MB)	10GB (0.54c/MB)
Total minimum cost for casual plans	\$15	\$35	\$55
Total minimum cost for 12 month plans	\$180	\$420	\$660
Total minimum cost for 24 month plans	\$360	\$840	\$1,320
Extra Data	\$10/GB to be used by the end of your billing month		
Standard national voice and video calls (per 60 seconds block)	\$1.00 per minute		

Part B – Pricing Plans – Mobile data services

	Go Mobile DataPlans - Casual, 12 and 24 months
Standard national SMS	25¢/message
Standard video messages to mobiles in Australia	75¢/message
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS
New Tablet Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .
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
All for use in Australia (excludes use overseas). Voice compatible device required for calls and SMS.	

- 2.14 Your Data Plan doesn't include a call or SMS allowance. If you make calls or send SMS when using a call /SMS capable device the charges set out in the table above will apply.
- 2.15 The terms and conditions for SMS/MMS are set out in [Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms](#).

What you must pay each month

- 2.16 Each month you must pay us:
- the minimum monthly charge for your Data Plan;
 - for data you use in excess of your Monthly Mobile Data Allowance;
 - any Extra Data;
 - all usage not eligible to draw from your included allowances (for example calls and SMS);
 - if you have a DPC, for any device repayments (taking into account any Device Credit, if eligible); and
 - any accessory repayments under any ARO.

Your Monthly Mobile Data Allowance and Extra Data

- 2.17 Your Monthly Mobile Data Allowance will be automatically pooled and shared with the

Part B – Pricing Plans – Mobile data services

data allowances of eligible services on the same account, including:

- a. other Go Mobile Data Plans;
- b. Go Plans (Go Mobile Plans, Go Mobile BYO Plans and Go Mobile Casual Plans);
- c. Mobile Accelerate Data Share Plans;
- d. Companion Plans;
- e. Data Share SIM plans; and
- f. Everyday Connect Data Share Plans,

(“**Eligible Services**”).

- 2.18 The combined mobile data allowance of all Eligible Services on your account is your ‘Shared Monthly Data Allowance’.
- 2.19 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 Data 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.
- 2.20 Your Monthly Mobile Data Allowance excludes content charges (including third party charges) and use while overseas. You may use your Monthly Mobile Data Allowance to access data in Australia over the Telstra Mobile Network.
- 2.21 If you use more than your Monthly Mobile Data Allowance, 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**”).
- 2.22 Any unused Monthly Mobile Data and Extra Data expires each month.
- 2.23 When calculating mobile data volumes:
- a. 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
 - b. 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

Voice and Data Packs

- 2.24 If you need more data each month, you can purchase a Voice & Data Pack to add to your Data Plan which includes a monthly data allowance for use on the Telstra Mobile Network in Australia. Data can be shared across Eligible Services on the same account.

Part B – Pricing Plans – Mobile data services

2.25 The Voice & Data Pack terms and conditions are set out in [Part B – Our current consumer pricing plans of the Telstra Mobile Section of Our Customer Terms](#).

Voice calls and SMS

2.26 You cannot remove your SIM from your compatible tablet or mobile broadband device and insert it into a mobile handset for the purposes of accessing data over the Telstra Mobile Network with that mobile handset. If you insert your SIM in a mobile handset, we will block your access to data from that mobile handset. If this occurs, you will need to return the SIM to your compatible tablet or mobile broadband device to resume data access.

2.27 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet/mobile broadband devices have this functionality.

FairPlay Policy

2.28 Our FairPlay Policy (set out in [General Terms of the Telstra Mobile Section of Our Customer Terms](#)) applies to your Go Data Plan.

Changing your Data Plan

2.29 If you have a 12 or 24 month plan, we may allow you to change your minimum monthly charge or move to another Data Plan during your minimum term. If we do, the terms in the table below will apply.

Change	Consequence
If you move to another Data Plan with the same minimum term and a higher monthly charge	You will not need to restart your minimum term and will not have to pay an early termination charge. You can also move back to your original plan value without paying an early termination charge.
If you move to another Data Plan with the same minimum term and a lower monthly charge	You will need to restart your minimum term, and you will also need to pay an early termination charge.
If you move from a 24-month Data Plan to another Data Plan with a 12-month minimum term or vice versa	You will need to restart your minimum term, and you will also need to pay an early termination charge and the balance of any existing DPC (if applicable).

Early Termination Charges

2.30 If you have a casual Data Plan, you can cancel your plan at any time without having to pay an early termination charge (“ETC”) but you must pay any charges up to the point of

Part B – Pricing Plans – Mobile data services

cancellation.

2.31 If you have a 12 or 24 month Data Plan, and at any time before the end of your 12 or 24-month term (as applicable) (“**Minimum Term**”):

- a. you cancel your Data Plan (other than as a result of our material breach);
- b. we cancel your Data Plan in accordance the [General Terms for Consumer Customers](#) ; or
- c. you change your Data Plan and the table above specifies you will have to pay an ETC,

then you must pay an ETC and any costs incurred up to the point of cancellation.

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

$$\frac{\text{Base ETC x number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in the minimum term}}$$

2.33 The ETC decreases over the Minimum Term. The maximum ETC for each Data Plan is set out in the table below. Please contact us for the amount of ETC payable.

Go Mobile Data Plans	Maximum ETC (incl. GST)	
	12 month plan	24 month plan
\$15 Plan	\$90	\$180
\$35 Plan	\$210	\$420
\$55 Plan	\$330	\$660

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

At the end of your Minimum Term

2.35 If you have taken up a 12 or 24 month Data Plan, at the end of your Minimum Term (as applicable), your service will remain on your selected Data Plan on a month to month basis. If that Data Plan is no longer available, we may roll your service onto any other monthly plan which is reasonably comparable. We will tell you before this happens. If you are not happy with your new plan, you may terminate that plan by giving us notice



Part B – Pricing Plans – Mobile data services

and without being charged an ETC.

Electronic Billing and Payment

- 2.36 Your Data Plan requires paperless billing and electronic payment A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 2.37 Exemptions from this fee are available for:
- a. Telstra Pensioner Discount customers;
 - b. Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
 - c. Australian Government Health Care Card Holder customers; and
 - d. customers who do not have an email address or internet access.
- 2.38 **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.
- 2.39 **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

Part B – Pricing Plans – Mobile data services

3 Home Wireless Broadband Plans

Availability

- 3.1 To be eligible for a Home Wireless Broadband Plan (**HWB Plan**), you need a 13 digit account number.
- 3.2 HWB Plans are available until withdrawn by us.
- 3.3 HWB Plans are available as casual, 12 or 24-month plans.

Device Options

- 3.4 You can bring your own Telstra Mobile Network compatible mobile broadband device or, you can purchase an eligible device from us on a 24-month Device Payment Contract (“**DPC**”).
- 3.5 HWB Plans are not available with non-mobile broadband devices including telemetry devices and mobile phones.
- 3.6 If you have taken up a 24-month HWB Plan, you can purchase an eligible device on a DPC, and you may be eligible to a Device Credit if you meet the criteria set out in clause 2.8. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- 3.7 If you have chosen to bring your own Telstra Mobile Network compatible device, to ensure you get the best possible experience on the Telstra Mobile Network, be sure to check that your device is Telstra Mobile Network compatible and supports 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

Device Credit for HWB Plans

- 3.8 If you:
 - a. purchase an eligible device on a 24-month DPC; and
 - b. your HWB Plan and your DPC commence on the same day,you may receive a credit towards your device repayments (“**Device Credit**”) each month of your 24 month term of you HWB Plan.
- 3.9 We will tell you the amount of the Device Credit when you take up your HWB Plan and eligible DPC.
- 3.10 The monthly device repayments (if any) on your bill are after the Device Credit has been

Part B – Pricing Plans – Mobile data services

applied.

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

Accessory Repayment Option

- 3.12 You can choose to buy device 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 <https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/special-promotions>.

Plan options

- 3.13 You can choose from the Home Wireless Broadband Plans set out in the table below.

	Home Wireless Broadband Plans – Casual, 12 or 24 month Plans	
Minimum monthly charge	\$105	\$150
Monthly Mobile Data Allowance	25GB (0.41c/MB)	50GB (0.29c/MB)
Total minimum cost for casual plans	\$105	\$150
Total minimum cost for 12 month plans	\$1,260	\$1,800
Total minimum cost for 24 month plans	\$2,520	\$3,600
Extra Data	\$10/GB to be used by the end of your billing month	
Standard national voice and video calls	\$1.00 per minute	
Standard national SMS	25¢/message	
Standard video messages to mobiles in Australia	75¢/message	
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS	
New Tablet Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	

Part B – Pricing Plans – Mobile data services

Home Wireless Broadband Plans – Causal, 12 or 24 month Plans	
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
All for use in Australia (excludes use overseas). Voice compatible device required for calls and SMS.	

- 3.14 Your HWB Plan doesn't include a call or SMS allowance. If you make calls or send SMS when using a call /SMS capable device the charges set out in the table above will apply.
- 3.15 The terms and conditions for SMS/MMS are set out in [Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms](#).

What you must pay each month

- 3.16 Each month you must pay us:
- the minimum monthly charge for your HWB Plan;
 - for data you use in excess of your Monthly Mobile Data Allowance;
 - any Extra Data;
 - all usage not eligible to draw from your included allowances (for example calls and SMS);
 - if you have a DPC, for any device repayments (taking into account any Device Credit, if eligible); and
 - any accessory repayments under any ARO.

Your Monthly Mobile Data Allowance and Extra Data

- 3.17 Your Monthly Mobile Data Allowance excludes content charges (including third party charges) and use while overseas. You may use your Monthly Mobile Data Allowance to access data in Australia over the Telstra Mobile Network.
- 3.18 If you use more than your Monthly Mobile Data Allowance, 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**").
- 3.19 Any unused Monthly Mobile Data Allowance and Extra Data expires each month.

Part B – Pricing Plans – Mobile data services

- 3.20 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).

Voice and Data Packs

- 3.21 If you need more data each month, you can purchase a Voice & Data Pack to add to your HWB Plan which includes a monthly data allowance for use on the Telstra Mobile Network in Australia. Data cannot be shared across with other HWB Plans or other services with shareable data.
- 3.22 The Voice & Data Pack terms and conditions are set out in [Part B – Our current consumer pricing plans of the Telstra Mobile Section of Our Customer Terms](#).

Voice calls and SMS

- 3.23 You cannot remove your SIM from your compatible mobile broadband or tablet device and insert it into a mobile handset for the purposes of accessing data over the Telstra Mobile Network with that mobile handset. If you insert your SIM in a mobile handset, we will block your access to data from that mobile handset. If this occurs, you will need to return the SIM to your compatible mobile broadband or tablet device to resume data access.
- 3.24 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality.

FairPlay Policy

- 3.25 Our FairPlay Policy (set out in [General Terms of the Telstra Mobile Section of Our Customer Terms](#)) applies to your Home Wireless Broadband Plan.

Changing your HWB Plan

- 3.26 If you have a 12 or 24 month plan, we may allow you to change your minimum monthly charge or move to another HWB Plan during your minimum term. If we do, the terms in the table below will apply.

Change	Consequence
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Part B – Pricing Plans – Mobile data services

Change	Consequence
If you move to another HWB Plan with the same minimum term and a higher monthly charge	You will not need to restart your minimum term and will not have to pay an early termination charge. You can also move back to your original plan value without paying an early termination charge.
If you move to another HWB Plan with the same minimum term and a lower monthly charge	You will need to restart your minimum term, and you will also need to pay an early termination charge.
If you move from a 24-month HWB Plan to another HWB Plan with a 12-month minimum term or vice versa	You will need to restart your minimum term, and you will also need to pay an early termination charge and the balance of any existing DPC (if applicable).

Early Termination Charges

3.27 If you have a casual HWB Plan, you can cancel your plan at any time without having to pay an early termination charge (“**ETC**”) but you must pay any charges up to the point of cancellation.

3.28 If you have a 12 or 24 month HWB Plan, and at any time before the end of the 12 or 24-month term (as applicable) (“**Minimum Term**”):

- a. you cancel your HWB Plan (other than as a result of our material breach);
- b. we cancel your HWB Plan in accordance the [General Terms for Consumer Customers](#) ; or
- c. you change your HWB Plan and the table above specifies you will have to pay an early termination charge,

then you must pay an ETC and any costs incurred up to the point of cancellation.

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

$$\frac{\text{Base ETC x number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in the minimum term}}$$

3.30 The ETC decreases over the Minimum Term. The maximum ETC for each Home Wireless Broadband Plan is set out in the table below. Please contact us for the amount of ETC payable.

Part B – Pricing Plans – Mobile data services

Home Wireless Broadband Plans	Maximum ETC (incl. GST)	
	12 month plans	24 month plans
\$105 Plan	\$1,260	\$2,520
\$150 Plan	\$1,800	\$3,600

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

At the end of your Minimum Term

- 3.32 If you have taken up a 12 or 24 month HWB Plan, at the end of your Minimum Term (as applicable), your service will remain on your selected HWB Plan on a month to month basis. If that HWB Plan is no longer available, we may roll your service onto any other monthly plan which is reasonably comparable. We will tell you before this happens. If you are not happy with your new plan, you may terminate that plan by giving us notice and without being charged an ETC.

Electronic Billing and Payment

- 3.33 Your Home Wireless Broadband Plan requires paperless billing and electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 3.34 Exemptions from this fee 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.
- 3.35 **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.

Part B – Pricing Plans – Mobile data services

- 3.36 **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
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