

Part B – Our current consumer pricing plans

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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 Eligibility for various plans

2.1 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:

- a. charge any other person for any of the services or benefits provided to you under the offer;
- b. 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
- c. act as agent for any person in entering into an offer.

2.2 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).

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3 Calculating your early termination charge (“ETC”)

3.1 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

3.2 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.

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4 Mobile Plans

For new connections on and from 24 July 2018

Eligibility

- 4.1 To be eligible for a Mobile Plan on and from 24 July 2018, you must be a new customer or an existing customer with a 13 digit account number.
- 4.2 If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN
- 4.3 **Mobile BYO Plan \$49 (Companion Plan)** – To be eligible to take up the Mobile BYO Plan \$49, you must be invited to take up this plan and either be:
- a. a new customer who takes up two or more eligible services on a 12 or 24 month contract in the same transaction; or
 - b. an existing customer with an existing eligible primary fixed bundle service, or with two or more post-paid mobile services on their account. Existing customers cannot recontract their existing plan to a Companion Plan unless approved by us.
- 4.4 **JB Hi-Fi Mobile Plans** – To be eligible to take up a JB Hi-Fi Mobile BYO Plan or JB Hi-Fi Mobile Plan (**Plan**), you must:
- a. be a new or recontracting Telstra customer; and
 - b. purchase your Plan from a JB Hi-Fi store.
- 4.5 **\$49 Casual Plan** – The \$49 Casual Plan is available by invitation only.

Accessory Repayment Option

- 4.6 If you have taken up a Mobile Plan or Mobile BYO Plan, you can choose to buy mobile accessories that are compatible for use with a Mobile Plan or Mobile BYO Plan 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](#).

Availability

- 4.7 Mobile Plans are available until withdrawn by us. To connect your existing Telstra mobile service to a Mobile Plan, you must cancel your current plan and pay us any applicable early termination charge.
- 4.8 Mobile Plans are available as a:

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- a. **24 month handset plan (Mobile Plan):** You must purchase an eligible handset on a 24-month Device Payment Contract (“DPC”).
- b. **24 month handset plan (Ultimate Mobile Plan):** You must purchase an eligible handset on a 24-month Device Payment Contract.
- c. **12 month BYO Plan (Mobile BYO Plan):** You bring your own compatible handset or purchase a compatible handset from us.
- d. **12 month JB Hi-Fi Mobile BYO Plan or 24 month JB Hi-Fi Mobile Plan (JB Hi-Fi Plans):** You bring your own compatible handset or purchase a compatible handset from JB Hi-Fi respectively, (together, “Telstra Mobile Plans”)

Device Options

- 4.9 Telstra Mobile Plans are for personal use with compatible smartphones only. Other devices including tablets or mobile broadband devices are not eligible for use with Mobile Plans and may be blocked.
- 4.10 If take up a Mobile 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](#).
- 4.11 If you have taken up a Mobile BYO 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.
- 4.12 You can also take up a DPC for a handset if you take up a Mobile BYO Plan or a \$49 Casual Plan, but you will not receive a Device Plan Credit, unless approved by us.

JB Hi-Fi Plans – Phone Credit

- 4.13 If you are a new Telstra mobile customer and you take up a 24 month JB Hi-Fi Mobile Plan, JB Hi-Fi will provide either \$300 or \$500 credit to put against the value of the handset you choose (**Phone Credit**). The value of the Phone Credit will depend upon the value of the handset you purchase. This offer is not available on the 12 month JB Hi-Fi Mobile BYO plan. The Phone Credit must be used at the time you sign up to the plan and is not transferable or redeemable for cash (including any unused part). If you cancel your plan, you will have to pay back a pro-rated amount of the Phone Credit provided to you – see section 4.54.

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Device Plan Credit for Mobile Plans and Ultimate Mobile Plan

4.14 If you:

- a. purchase an eligible handset on a 24-month DPC; and
- b. your Mobile Plan or Ultimate Mobile 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 Mobile Plan.

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

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

4.17 If you cancel your Mobile 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 Mobile Plan.

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Telstra Mobile Plan options

4.18 You can choose from the Telstra Mobile Plans set out in the tables below.

Mobile Plans

	Mobile Plans (24 months)				Ultimate Mobile Plan (24 months)
Minimum monthly charge	\$59	\$79	\$99	\$129	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$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) (non-shared)	3GB	10GB	30GB	60GB	Unlimited GB
Peace of Mind data (non-shared)	Opt-in to Peace of Mind data for additional \$10/mth until cancelled			Included at no additional cost	N/A
	Peace of mind data: After your Monthly Data Allowance is consumed, data speeds are capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content may take longer to load) and slowed further during busy periods. For personal use in a smartphone only. FairPlay policy applies. For use in Australia.				
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks for use until the end of your billing month			Opt-out of Peace of Mind data and switch to Extra Data at \$10/GB auto added in 1GB blocks for	N/A

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		use until the end of your billing month	
MessageBank® retrieval and diversion	Included		
MessageBank Plus for iPhone (compatible iPhone required)	Included at not cost		
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 PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms	Unlimited to 15 Destinations	Unlimited to all destinations
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 200MB/day of data to use that day while in Eligible Roaming Destinations. For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas .	Unlimited calls and SMS, and 2GB of mobile data.	Unlimited calls and SMS, and 10GB of mobile data.
		To use in Eligible Roaming Destinations. Extra Data \$10/500MB auto added in 500MB blocks to use within 31 days.	
Telstra New Phone Feeling® Redemption	\$149 - See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.		Included
StayConnected Advanced™	Optional \$15/month		Included at \$0 cost
Unlimited Telstra Air® WI-fi Data Allowance	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 destinations, International call/SMS rates will apply. Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.		

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Mobile BYO Plans

	Mobile BYO Plans (12 months)				Companion Mobile BYO Plan \$49 (12 months)
Minimum monthly charge	\$29	\$49	\$69	\$89	\$49
Minimum cost over 12 months	\$348	\$588	\$828	\$1,068	\$588
Monthly Call Allowance to standard fixed and mobile numbers	Unlimited				Unlimited
SMS and MMS Allowance to standard fixed and mobile numbers	Unlimited				
	Mobile BYO Plans (12 months)				Companion Mobile BYO Plan \$49 (12 months)
Standard video messages to standard mobile numbers	Unlimited				
Monthly Data Allowance (Mobile Data) (non-shared)	1GB	15GB	30GB	60GB	15GB

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Peace of Mind data (non-shared)	Not Available	Included at no additional cost Peace of mind data: After your Monthly Data Allowance is consumed, data speeds are capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content may take longer to load) and slowed further during busy periods. For personal use in a smartphone only. FairPlay Policy applies. For use in Australia.	
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks for use until the end of your billing month	If you opt-out of Peace of Mind data and use more than your Monthly Data Allowance, Extra Data at \$10/GB auto added in 1GB blocks for use until the end of your billing month	
MessageBank® retrieval and diversion	Included		
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		
	Mobile BYO Plans (12 months)		Companion Mobile BYO Plan \$49 (12 months)
Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)	Standard PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms	Unlimited to 15 Eligible destinations	Standard PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 Eligible Destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms

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<p>Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)</p>	<p>International Day Pass for an additional charge per day, unlimited calls/SMS and 200MB/day of data to use in Eligible Roaming Destinations For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas.</p>	<p>Unlimited calls and SMS, and 2GB of mobile data. To use in Eligible Roaming Destinations. Extra Data \$10/500MB auto added in 500MB blocks to use with 31 days.</p>	<p>International Day Pass for an additional charge per day, unlimited calls/SMS and 200MB/day of data to use in Eligible Roaming Destinations For charges and a list of Eligible Roaming Destinations, visit telstra.com/overseas.</p>
	<p>Mobile BYO Plans (12 months)</p>		<p>Companion Mobile BYO Plan \$49 (12 months)</p>
<p>Unlimited Telstra Air® Allowance</p>	<p>Included</p>		
<p>StayConnected Advanced™</p>	<p>Optional \$15/month</p>		
<p>Telstra New Phone Feeling® Redemption (only with DPC)</p>	<p>\$149</p>		
<p>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 destinations, International call/SMS/MMS rates will apply. Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>			

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JB Hi-Fi Mobile Plans (exclusive to JB Hi-Fi)

	JB Hi-Fi Mobile BYO Plans (12 months)	JB Hi-Fi Mobile Plans with Phone Credit (24 months)	
Minimum monthly charge	\$45	\$65	\$65
Phone Credit Amount (for new Telstra customers only)	N/A	\$300	\$500
Monthly Call Allowance to standard fixed and mobile numbers	Unlimited		
SMS and MMS Allowance to standard fixed and mobile numbers	Unlimited		
Monthly Data Allowance (Mobile Data) (non-shared)	15GB	40GB	40GB
Extra Data	\$10/GB auto added in 1GB blocks for use until the end of your billing month		
MessageBank® retrieval and diversion	Included		
MessageBank Plus for iPhone (compatible iPhone required)	Included		
Monthly International Calls and SMS Allowance to standard fixed and mobile numbers (from Australia)	Standard PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms		
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 200MB/day of data to use in Eligible Roaming Destinations For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas .		

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Standard video messages to standard mobile numbers	Unlimited		
Unlimited Telstra Air® Allowance	Included		
Maximum Phone Credit Cancellation Fee	N/A	\$300	\$500
Total Minimum cost	\$540	\$1,560	\$1,560
All to standard Australian numbers and all for use in Australia unless stated otherwise.			

Mobile Casual Plan \$49

	Mobile Casual Plan \$49
Minimum monthly charge	\$49
Monthly Call Allowance to standard fixed and mobile numbers	Unlimited
SMS and MMS Allowance to standard fixed and mobile numbers	Unlimited
Standard video messages to standard mobile numbers	Unlimited

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Monthly Data Allowance (Mobile Data) (non-shared)	15GB
Peace of Mind data (non-shared)	Not Available
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks for use until the end of your billing month
MessageBank® retrieval and diversion	Included
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 PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms
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 200MB/day of data to use in Eligible Roaming Destinations For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas .
Unlimited Telstra Air® Allowance	Included

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StayConnected Advanced™	Optional \$15/month
Telstra New Phone Feeling® Redemption (only with DPC)	Not available on the \$49 Casual Plan
All to standard Australian numbers and all for use in Australia unless stated otherwise.	

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What you must pay each month

4.19 Each month you must pay us:

- a. the minimum monthly charge for your Telstra Mobile Plan;
- b. for all usage in excess of your included allowances;
- c. for all usage not eligible to draw from your included allowances;
- d. for any Extra Data;
- e. for Peace of Mind data (if available to add as an option with your plan and you have chosen to opt-in)
- f. if you have a DPC, for any handset or device repayments (taking into account any Device Plan Credit, if eligible);
- g. any additional Companion Plans you may take up (if eligible);
- h. any accessory repayments under any ARO; and
- i. any other value added services; and
- j. any amounts for usage outside Australia.

Monthly Call Allowance and unlimited SMS and MMS

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

- a. subject to clause 4.16 any eligible calls in excess of your Monthly Call Allowance; and
- b. calls and messages that aren't standard calls and messages.

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

- a. 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);
- b. most '12' calls (excluding the 12 numbers below);
- c. all '11' calls;
- d. all '13' calls (6 and 10 digit);
- e. all '1800' calls;

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- f. call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only;
- g. MessageBank® diversion and retrieval charges (voice and video) within Australia;
- h. national mobile originating text, picture and video messages; and
- i. any other calls determined as eligible by us.

4.22 Call types that are not eligible calls include:

- a. calls/SMS to premium numbers (such as 19xx and 0055 calls and Wake-up and Reminder calls);
- b. calls to 1234, 12455 and 12456;
- c. most operator assisted calls not listed above as eligible calls (eg, 1223 is not an eligible call);
- d. calls and SMS to international numbers from Australia (unless your Telstra Mobile Plan includes a Standard International Call and SMS Allowance);
- e. video calls and video messages to international numbers;
- f. call diversions to international numbers;
- g. all use (such as calls made and received) while overseas (unless your Telstra Mobile Plan includes a Monthly International Roaming Allowance);
- h. reverse charge calls;
- i. third party content charges, WAP, GRPS and data usage;
- j. information calls; and
- k. any other calls determined by us not to be eligible calls.

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

Monthly International Call and SMS Allowance (from Australia)

- 4.24 Your \$99 and \$129 Mobile Plan, \$69 and \$89 Mobile BYO 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 Destinations set out in clause 4.22 (**Monthly International Call and SMS Allowance**), while your \$199 Ultimate Mobile Plan includes a Monthly International Call and SMS

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Allowance to make unlimited calls, and SMS while you are in Australia to standard fixed and mobile international numbers in any destinations.

- 4.25 Eligible destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (“**Eligible Destinations**”).
- 4.26 If you make non-standard international calls, or call destinations 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 will apply.

International Roaming

- 4.27 International roaming is automatically activated on new Telstra Mobile 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

- 4.28 Your \$129 Mobile Plan, \$89 Mobile BYO Plan and \$199 Ultimate Mobile Plan include a Monthly International Roaming Allowance to make unlimited calls/SMS and 2GB (\$129 and \$89 plan) and 10GB (\$199 plan) of mobile data in the following overseas destinations:

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu and Vietnam (each an “**Eligible Roaming Destinations**”).

The list of Eligible Roaming Destinations may change from time to time. For a current list please visit telstra.com/overseas

- 4.29 If you exceed your data Monthly International Roaming Allowance, you’ll be charged \$10 or each additional 500MB block to use within 30 days. Any mobile data used to send or receive MMS while you are in Eligible Roaming Destinations will use your Monthly International Roaming Allowance.

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- 4.30 If you make calls, send SMS/MMS and use data in destinations other than Eligible Roaming Destinations, 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.
- 4.31 Your \$59, \$79 or \$99 Mobile Plan, \$29, \$49 and \$69 Mobile BYO Plan, Companion Mobile BYO Plan \$49, JB Hi-Fi Mobile BYO and JB Hi-Fi Mobile Plans, all have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. 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 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 4.32 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- a. use your mobile outside of Eligible Roaming Destinations; or
 - b. choose to opt out of your International Day Pass.
- 4.33 Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

Monthly Mobile Data Allowance

- 4.34 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Telstra Mobile Plans.

Extra Data

- 4.35 For the \$59, \$79 and \$99 Mobile Plans and the \$29 and \$49 Mobile BYO Plans, JB Hi-Fi Mobile BYO and JB Hi-Fi Mobile Plans and Mobile Casual Plan \$49, if you use more than your Monthly Mobile Data Allowance in a month, we will automatically add extra data to your 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**”).
- 4.36 For the \$129 Mobile Plan and the \$69 and \$89, if you choose to opt out of Peace of Mind Data and you use more than your Monthly Mobile Data Allowance in a month, we will automatically add Extra Data to your 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).
- 4.37 Extra Data cannot be shared amongst Eligible Services on your account.

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Unless you have Peace of Mind data on your service, if you use more than your Monthly Mobile Data Allowance, we will automatically add extra data to your 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**").

- 4.38 Extra Data cannot be shared amongst Eligible Services on your account.
- 4.39 Extra Data can only be used in Australia, if you use your service overseas, additional charges will apply.
- 4.40 Any unused Monthly Mobile Data Allowance and Extra Data expire at the end of each billing month.
- 4.41 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).

Peace of Mind data

- 4.42 For Peace of Mind data, if you use more than your Monthly Mobile Data Allowance in a month, you will continue to receive additional data with speeds capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content and may take longer to load). We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.
- 4.43 Peace of Mind data:
 - a. is included with the \$129 Mobile Plan, \$69 and \$89 Mobile BYO Plans, and Mobile BYO Plan \$49; and
 - b. can be added to the \$59, \$79 or \$99 Mobile Plans for an additional \$10/mth until cancelled. You will be charged for Peace of Mind data each month until you cancel even if you don't use all your Monthly Mobile Data Allowance in a month.
- 4.44 For the \$129 Mobile Plan, \$69 and \$89 Mobile BYO Plans, and Mobile BYO Plan \$49, you can choose to opt-out of Peace of Mind data once every 30 days, and will then pay Extra Data at \$10/1GB.
- 4.45 If you do not add Peace of Mind Data to the \$59, \$79 or \$99 Mobile Plan, you will be charged Extra Data if you use more than your Monthly Mobile Data Allowance in a month.

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4.46 Peace of Mind Data can only be used in Australia. If you use your service overseas, additional charges will apply.

4.47 You cannot share your Peace of Mind data with other services on your account.

FairPlay Policy

4.48 Our FairPlay Policy (set out in the [General Terms for Consumer Customers](#)) applies to your Telstra Mobile Plan.

4.49 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.

Changing your plan or your minimum monthly spend

4.50 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 Telstra Mobile Plans are still available for recontracting.

Change	Consequence
If you move to the same type of Telstra Mobile 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 Telstra Mobile 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 Mobile Plan with a DPC to a Mobile Plan with a DPC with a higher minimum monthly charge	<p>If you transfer your existing DPC onto a Mobile 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).</p> <p>If you take up a new eligible handset on a DPC with your new Mobile 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.</p>
If you move from a Mobile BYO Plan to a Mobile Plan with a DPC	You must restart your minimum term and pay an early termination charge.

Part B – Our current consumer pricing plans

Change	Consequence
If you move from a Mobile Plan with a DPC to a Mobile 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 Telstra Mobile 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

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

- a. you cancel your Telstra Mobile Plan (other than as a result of our material breach);
- b. we cancel your Telstra Mobile Plan in accordance with the [General Terms for Consumer Customers](#); or
- c. 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.

4.52 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](#).

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

Mobile Plans	Maximum ETC (incl. GST) (24 month term)
\$59 Plan	\$708
\$79 Plan	\$948
\$99 Plan	\$1,188
\$129 Plan	\$1,548
\$199 Ultimate Mobile Plan	\$2,388

Part B – Our current consumer pricing plans

Mobile BYO Plans	Maximum ETC (incl. GST) (12 month term)
\$29 Plan	\$174
\$49 Plan	\$294
\$69 Plan	\$414
\$89 Plan	\$534
Companion Mobile BYO Plan \$49	
\$49 Plan	\$294

JB Hi-Fi Mobile Plans	
\$45 Plan (12 months)	\$270
\$65 Plan (\$24 months)	\$780

- 4.54 If you cancel your 24 month JB Hi-Fi Mobile Plan \$65 before the end of the 24 month term and you received a Phone Credit, you will need to pay a pro-rated amount of the applicable Phone Credit based on the number of months remaining on your 24 month term. For example, if you were provided with \$500 Phone Credit to put towards a JB Hi-Fi handset and you cancelled your 24 month term at month 18, you would have to pay JB Hi-Fi $\frac{6}{24} \times \$500 = \125 . This pro-rated amount is in addition to any ETC's for your Telstra Mobile Plan that you may also have to pay.
- 4.55 If you have taken up a DPC, any Device Plan Credit you were receiving will end when your Mobile Plan is cancelled and you must pay back the balance of any remaining DPC repayments.

At the end of your minimum term

- 4.56 At the end of your minimum term your service will remain on your chosen Telstra Mobile Plan, however if you are on a Mobile Plan, you will no longer be entitled to the Device Plan Credit. You cannot move to another Telstra Mobile Plan unless the plans are still available for recontracting and you recontract for another minimum term.
- 4.57 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.

Part B – Our current consumer pricing plans

Electronic Billing and Payment

- 4.58 A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 4.59 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.
- 4.60 **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.
- 4.61 **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

5 Mobile Lease Plans

For new connections on and from 24 July 2018.

Eligibility

- 5.1 To be eligible for a Mobile Lease Plan on and from 24 July 2018, you must be a new customer or have a 13 digit account number.
- 5.2 If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN.

Availability

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

Part B – Our current consumer pricing plans

Device Options

- 5.4 Mobile Lease Plans are for personal use with compatible smartphones only. Other devices including tablets or mobile broadband devices are not eligible for use with Mobile Plans and may be blocked.
- 5.5 If you take up a 24 month Mobile Lease 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 5.6) if you meet the criteria set out in clause 5.6. The DLC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Device Plan Credit for Mobile Lease Plans

- 5.6 If you:
- a. lease an eligible device on a 24-month DLC; and
 - b. your Mobile Lease 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 Mobile Lease Plan.
- 5.7 We will tell you the amount of the Device Plan Credit (if applicable) when you take up your Mobile Lease Plan and eligible DLC.
- 5.8 The monthly device lease payments (if any) on your bill are the monthly amount after the Device Plan Credit has been applied.
- 5.9 If you cancel your Mobile Lease 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 Mobile Lease Plan or any accessories.

Accessory Repayment Option

- 5.10 If you have taken up a Mobile Lease Plan, you can choose to buy mobile accessories that are compatible for use with a Mobile Lease Plan 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](#).

Mobile Lease Plan options

5.11 You can choose from the Mobile Lease Plans set out in the table below.

Mobile Lease Plans

	Mobile Lease Plans (24 months)				Ultimate Mobile Lease Plan (24 months)
Minimum monthly charge	\$59	\$79	\$99	\$129	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$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) (non-shared)	3GB	10GB	30GB	60GB	Unlimited GB
Peace of Mind data (non-shared) –	Opt-in to Peace of Mind data for additional \$10/mth until cancelled			Included at no additional cost	N/A
	Peace of Mind data: After your Monthly Data Allowance is consumed, data speeds are capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content and may take longer to load) and slowed further during busy periods. For personal use in a smartphone only. FairPlay Policy applies. For use in Australia.				
Extra Data (non-shared)	Unless you've opted into Peace of Mind data, if you use more than your Monthly Data Allowance, Extra Data at \$10/GB auto added in 1GB blocks for use until the end of your billing month		If you opt-out of Peace of Mind data and use more than your Monthly Data Allowance, Extra Data at \$10/GB auto added in 1GB blocks for use until the end of your billing month		N/A
MessageBank® retrieval and diversion	Included				
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 PAYG rates apply or add a \$10/mth International Call Pack for Unlimited Calls/SMS to standard numbers in 15 destinations. See Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms		Unlimited to 15 destinations		Unlimited to all destinations

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 200MB/day of data to use that day while in Eligible Roaming Destinationss For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas .	Unlimited calls and SMS, and 2GB of mobile data.	Unlimited calls and SMS, and 10GB of mobile data.
		To use in Eligible Roaming Destinations. Extra Data \$10/500MB auto added in 500MB blocks to use within 31 days.	
Telstra New Phone Feeling® Redemption	\$149 - See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.		Included
Mobile Swap Assure™	Optional \$10/month See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .		Included at \$0 cost
Unlimited Telstra Air® WI-fi Data Allowance	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 destinations, International call/SMS rates will apply. Eligible Destinations 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

5.12 Each month you must pay us:

- a. the minimum monthly charge for your Mobile Lease Plan;
- b. for all usage in excess of your included allowances;
- c. for all usage not eligible to draw from your included allowances;
- d. for any Extra Data;
- e. for Peace of Mind data (if available to add as an option with your plan and you have chosen to opt in)
- f. under your DLC, any device lease payments (taking into account any Device Plan Credit, if eligible);
- g. any additional Companion Plans you may take up (if eligible);
- h. any accessory repayments under any ARO; and
- i. any other value added services; and
- j. any amounts for usage outside Australia.

Monthly Call Allowance and unlimited SMS and MMS

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

- a. subject to clause 5.12 any eligible calls in excess of your Monthly Call Allowance; and

- b. calls and messages that aren't standard calls and messages.
- 5.14 You will not pay for calls of the type that are included in your Monthly Call Allowance (“**eligible calls**”), which are:
- a. 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);
 - b. most ‘12’ calls (excluding the 12 numbers below);
 - c. all ‘11’ calls;
 - d. all ‘13’ calls (6 and 10 digit);
 - e. all ‘1800’ calls;
 - f. call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only;
 - g. MessageBank® diversion and retrieval charges (voice and video) within Australia;
 - h. national mobile originating text, picture and video messages; and
 - i. any other calls determined as eligible by us.
- 5.15 Call types that are not eligible calls include:
- a. calls/SMS to premium numbers (such as 19xx and 0055 calls and Wake-up and Reminder calls);
 - b. calls to 1234, 12455 and 12456;
 - c. most operator assisted calls not listed above as eligible calls (eg, 1223 is not an eligible call);
 - d. calls and SMS to international numbers from Australia (unless your Mobile Lease Plan includes a Standard International Call and SMS Allowance);
 - e. video calls and video messages to international numbers;
 - f. call diversions to international numbers;
 - g. all use (such as calls made and received) while overseas (unless your Mobile Lease Plan includes a Monthly International Roaming Allowance);
 - h. reverse charge calls;
 - i. third party content charges, WAP, GRPS and data usage;
 - j. information calls; and
 - k. any other calls determined by us not to be eligible calls.
- 5.16 You must pay for any calls that are not eligible calls.

5.17 Any unused Monthly Call Allowance expires each month.

Monthly International Call and SMS Allowance (from Australia)

5.18 Your \$99 and \$129 Mobile Lease Plans includes 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 Destinations set out in clause 5.19 (**Monthly International Call and SMS Allowance**), while your \$199 Ultimate Mobile Lease 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.

5.19 Eligible Destinations are listed in clause 4.22.

5.20 If you make non-standard international calls, or call destinations which are not Eligible Destinations, 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](#) will apply.

International Roaming

5.21 International roaming is automatically activated on new Mobile Lease 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

5.22 Your \$129 Mobile Lease Plan, and \$199 Ultimate Mobile Lease Plan all include a Monthly International Roaming Allowance to make unlimited calls/SMS and 2GB (\$129 plan) and 10GB (\$199 plan) of mobile data in Eligible Roaming Destinations (listed in clause 4.25).

5.23 If you exceed your data Monthly International Roaming Allowance, you'll be \$10 for each additional 500MB to use within 31 days. Any mobile data used to send or receive MMS while you are in Eligible Roaming Destinations will use your Monthly International Roaming Allowance.

5.24 If you make calls, send SMS/MMS and use data in destinations other than Eligible Roaming Destinations, 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](#).

5.25 Your \$59, \$79 or \$99 Mobile Lease Plan has an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. 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 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

- 5.26 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- a. use your mobile outside of Eligible Roaming Destinations; or
 - b. choose to opt out of your International Day Pass.

5.27 Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month (other than extra data added under clause 5.26 above).

Monthly Mobile Data Allowance

- 5.28 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Mobile Lease Plans.
- 5.29 Your Monthly Mobile Data Allowance can only be used in Australia. If you use your service overseas, additional charges will apply.

Extra Data

- 5.30 For the \$59, \$79 and \$99 Mobile Lease Plans if you use more than your Monthly Mobile Data Allowance in a month, we will automatically add extra data to your 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**").
- 5.31 For the \$129 Mobile Lease Plan, if you choose to opt out of Peace of Mind Data and you use more than your Monthly Mobile Data Allowance in a month, we will automatically add Extra Data to your 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).
- 5.32 Extra Data cannot be shared amongst Eligible Services on your account.
- 5.33 Extra Data can only be used in Australia, if you use your service overseas, additional charges will apply.
- 5.34 Any unused Monthly Mobile Data Allowance and Extra Data expire at the end of each billing month.
- 5.35 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).

Peace of Mind data

- 5.36 For Peace of Mind data, if you use more than your Monthly Mobile Data Allowance in a month, you will continue to receive additional data with speeds capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content and may take longer to load). We will also slow speeds

further during busy periods to manage network congestion and ensure overall network experience.

5.37 Peace of Mind data:

- a. is included with the \$129 Mobile Lease Plan; and
- b. can be added to the \$59, \$79 or \$99 Mobile Lease Plans for an additional \$10/mth until cancelled. You will be charged for Peace of Mind data each month until you cancel even if you don't use all your Monthly Mobile Data Allowance in a month.

5.38 For the \$129 Mobile Lease Plan, you can choose to opt-out of Peace of Mind data once every 30 days, and will then pay Extra Data at \$10/1GB.

5.39 Peace of Mind data can only be used in Australia. If you use your service overseas, additional charges will apply.

FairPlay Policy

5.40 Our FairPlay Policy (set out in the General Terms for Consumer Customers) applies to your Mobile Lease Plan.

5.41 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.

Changing your plan or your minimum monthly spend

5.42 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 Mobile Lease 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 your change took effect, and your Device Plan Credit (if any) will cease.
If you move to another Mobile Lease Plan with a higher minimum monthly charge	<p>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.</p> <p>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.</p>
If you move from a Mobile Lease 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

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

- a. you cancel your Mobile Lease Plan (other than as a result of our material breach);
 - b. we cancel your Mobile Lease Plan in accordance with the [General Terms for Consumer Customers](#); or
 - c. 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.

5.44 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](#).

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

Mobile Lease Plans	Maximum ETC (incl. GST) (24 month term)
\$59 Plan	\$708
\$79 Plan	\$948
\$99 Plan	\$1,188
\$129 Plan	\$1,548
\$199 Ultimate Mobile Lease Plan	\$2,388

5.46 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 Mobile Lease Plan is cancelled.

At the end of your minimum term

- 5.47 At the end of your minimum term, your service will remain on your chosen Mobile Lease Plan and you will continue to pay the minimum monthly charge for your Mobile Lease 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.
- 5.48 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

- 5.49 A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 5.50 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.
- 5.51 **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.
- 5.52 **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

6 Voice & Mobile Data Packs

- 6.1 If you have a consumer post-paid mobile plan (except 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 to standard numbers for use on the Telstra Mobile Network in Australia.
- 6.2 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**).
- 6.3 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

- 6.4 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	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly service fee	\$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	

- 6.5 When calculating mobile data volumes:

Part B – Our Current Consumer Pricing Plans was last changed on 23 May 2019

- (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)
- 6.6 Voice & Mobile Data Packs also include unlimited eligible calls, SMS and MMS to standard numbers. Eligible calls are those calls defined in clause 4.18 above for use within Australia. You will have to pay more for excluded call types.
- 6.7 A voice-capable device is required to access the unlimited eligible calls, SMS and MMS.
- 6.8 Voice & Mobile Data Packs are for use in Australia and cannot be used for content charges or used overseas.
- 6.9 Any unused monthly mobile data allowance from a Voice & Mobile Data Pack will expire at the end of the month.
- 6.10 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.
- 6.11 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.
- 6.12 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.

7 Telstra One Number

What is Telstra One Number?

- 7.1 Telstra One Number is a subscription service that allows you to connect a secondary device (such as a compatible smartwatch) to the Telstra Mobile Network for use while in Australia. You can then use your secondary device to make and receive calls, and send and receive messages, without having your Telstra mobile service with you.

Eligibility

7.2 To purchase Telstra One Number you need:

- a. a Telstra ID;
- b. a consumer Telstra mobile service with a 13 digit account number
- c. an eligible primary device with an eligible operating system; and
- d. an eligible secondary device.

7.3 Pre-paid mobile services and mobile services on a Telstra business account are not eligible for Telstra One Number.

7.4 Primary and secondary devices and operating systems currently eligible for use with Telstra One Number are listed below:

Eligible Secondary Devices	Eligible Primary Devices and Operating Systems
Apple Watch Series 3 GPS + Cellular Apple Watch Series 4 GPS + Cellular	iPhone SE or above running iOS 11.0 or later (note: iPhone 5S and below don't support Telstra One Number)
Galaxy Watch	Samsung Galaxy devices running Android 5.0 and above that have a minimum of 1.5GB RAM and 1.5GB of free hard drive space

7.5 Only one secondary device can be connected to your Telstra mobile service at a time.

Cost

7.6 A subscription to Telstra One Number costs \$5 per month, which is added to your monthly mobile service bill.

- 7.7 Any calls made or texts sent on your secondary device over the Telstra Mobile Network will count towards your mobile service's monthly usage and charges.
- 7.8 Telstra One Number has no minimum term, so you can cancel your subscription anytime. If you cancel part way through a month, you will only be charged up to the date of cancellation.

App terms and conditions

- 7.9 There are additional terms and conditions for Telstra One Number set out in the mobile application associated with your secondary device. You will need to agree to these application terms and conditions prior to being able to use the application and Telstra One Number.
-