

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:
- 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.
- 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).

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

$$\frac{\text{Total number of months in the minimum term}}{\text{Total number of months in the minimum term}}$$

- 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 1 July 2020

Eligibility

- 4.1 To be eligible for a Mobile Plan, 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.

Availability

- 4.3 All Mobile Plans are month-to-month plans that are available until withdrawn by us. At the end of each month your Mobile Plan will automatically roll over to the next month unless you or we change or cancel the plan (see clauses 4.13 to **Error! Reference source not found.** below).
- 4.4 To connect your existing Telstra mobile service to a new Mobile Plan, you must request to be moved and connected to a new Mobile Plan. This will lead to the cancellation of your existing Telstra mobile plan. We will not charge any applicable early termination charges for your service, however you'll have to pay us any fees and remaining device repayments arising from that cancellation, in full, if an associated device cannot be upgraded or transferred across to the new Mobile Plan.
- 4.5 International Call Packs offered before 1 July 2020 are not compatible with Mobile Plans and cannot be added or brought across to your Mobile Plan.

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Device Options

- 4.6 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.
- 4.7 If you take up a Mobile Plan, you may:
- a. purchase an eligible device on a Device Payment Contract (**DPC**). The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#); or
 - b. 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, both 4G 1800MHz and 4G 700MHz, and 5G 3500 MHz banding. Check your device manual or manufacturer’s website for more information.
- 4.8 We may choose to offer Device Payment Discounts (**DPD**) from time to time if you purchase an eligible handset on a DPC. If you purchase an eligible handset:
- a. you will receive the DPD amount as a credit towards your handset repayments each month for the term of your DPC;
 - b. we will tell you the DPD amount when you take up your eligible DPC; and
 - c. the monthly device repayments (if any) on your bill are the monthly amount you owe after the DPD amount has been applied.
- 4.9 If you cancel your Mobile Plan or your DPC, you will no longer be entitled to any DPD and you must pay the balance of any remaining device repayments in full.

Accessory Repayment Option

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4.10 You can choose to buy compatible mobile accessories with your Mobile Plan through an Accessory Repayment Option (**ARO**). If you cancel your ARO, you'll have to pay the remaining cost of the accessories in full. The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Mobile Plan options

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

Mobile Plans

Mobile Plans	Extra Small	Small	Medium	Large	Extra Large
Monthly Charge	\$40	\$55	\$65	\$85	\$115
Data (Non-shared) for use in Australia	2GB	40GB	80GB	120GB	180GB
Network Access	3G, 4G/4GX		3G, 4G/4GX, 5G		
Term	Month-to-month				
Calls in Australia to Standard Australian Numbers	Unlimited				
SMS/MMS in Australia to Standard Australian Numbers	Unlimited				
Data Speed Shaping after data allowance is exceeded	Up to a maximum of 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.				
Data Sharing	No				

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Devices	Optional purchase of a device on a DPC - see Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .
Telstra New Phone Feeling® Redemption (only with DPC)	<p>\$149 fee (if redeemed) - see Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.</p> <p>New Phone Feeling is not available to customers that take up a device payment contract on and from 14 January 2020</p>
Upgrade & Protect	Optional +\$15/month
International Roaming outside of Australia	<p>International Day Pass for an additional charge per day, unlimited calls/SMS and 500MB/day of data to use that day while in Eligible Roaming Destinations</p> <p>Standard PAYG rates apply outside of Eligible Roaming Destinations or if you choose to opt out of your International Day Pass</p> <p>For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas or see Part I – International Roaming of the Telstra Mobile Section of Our Customer Terms</p>
International Calls and SMS/MMS from Australia	<p>Standard PAYG rates apply or add a \$10/month International Call and SMS Pack for Unlimited Calls/SMS to standard international numbers in 20 destinations - see Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms for PAYG rates for calls, clause 7 for the International Call and SMS Pack, and Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms for SMS/MMS</p>
Non-standard Calls and Messages	PAYG Non-standard calls and messages rates (see clause 4.16)
Unlimited Telstra Air Wi-Fi Data Allowance	Included

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G_coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at telstra.com/coverage.

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What you must pay each month

4.12 Each month you must pay us:

- a. the minimum monthly charge for your Mobile Plan;
- b. for all usage other than included allowances;
- c. if you have a DPC, for any handset or device repayments (taking into account any DPD amount, if eligible);
- d. any accessory repayments under any ARO;
- e. any other value added services; and
- f. any amounts for usage outside Australia.

Changing or cancelling your plan

4.13 You can change to a different available Mobile Plan once a month. If you change your plan, then you'll immediately be moved to the new plan, and at the end of the month, you'll be billed a pro-rated amount based on how much time you spent on each plan.

Example: If you join Telstra on the Small Mobile Plan on 1 July 2020, and then increase your plan to the Medium Mobile Plan on 10 July 2020, you'll immediately be moved on to the Medium Mobile Plan on 10 July 2020 and enjoy benefits such as an increase from 40 to 80GB of data. At the end of that month (31 July 2020), you'll be billed at a pro rata rate for 10 days of the Small Mobile Plan and 21 days of the Medium Mobile Plan amount, and after that your next monthly bill will be for the Medium Mobile Plan amount if you don't change again

4.14 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:

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- a. a pro-rated amount for your last billing period based on when you cancel your plan; and
- b. if you've taken up a DPC or ARO associated with that plan, the balance of all remaining repayments in full.

Our changes to your plan or add-ons

4.15 From time to time, we may make changes to your plan or add-ons (including price and inclusions). Those changes may be:

- a. neutral or beneficial to you; or
- b. detrimental to you.

Neutral or beneficial changes

If we make a change to your plan or add-ons which we reasonably believe will be neutral or beneficial to you, we can make the change immediately without telling you.

Detrimental changes

If we make a change to your plan or add-ons which we reasonably believe will be detrimental to you then:

- a. we will notify you at least 30 days in advance of the changes taking effect.
- b. If you don't like the change, you may change to another plan or add on, or cancel your plan or add on. If you cancel your plan or add on, and
 - (i) if you've purchased a device/s that can be used with another provider, you will need to pay out your device in full (and any device discounts you've received will apply to that payment); or

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(ii) if you've purchased a device/s that can't be used with another service provider, we'll refund those costs as follows:

(A) $\text{Upfront equipment cost} \times (24 - \text{number of months spent continuously on the plan or add on}) / 24 \text{ months.}$

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Mobile Plans under this clause 4.

Standard and Non-Standard Calls and Messages

4.16 With your Mobile Plan all Standard Calls and Messages are included in your minimum monthly charge. However, in addition to your minimum monthly charge, you must pay for Non-Standard Calls and Messages as set out in [Part D – Other Call Types of the Telstra Mobile section of our Customer Terms](#).

Standard Calls and Messages	Non-standard Calls and Messages
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)	Calls/SMS to premium numbers (such as 0055 calls and Wake-up and Reminder calls)
Most '12' calls, including calls to 1234, 12455 and 12456 (excluding 12 numbers listed as Non-standard Calls and Messages)	Successful and attempted connections to requested numbers through a directory assistance call, 1234 service or Call Connect call
All '11' calls	Most operator assisted calls not listed as standard calls (e.g., 1223 is not a standard call)
All '13' calls (6 and 10 digit)	Calls and SMS to international numbers from Australia (unless your Telstra Mobile Plan

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	includes a Standard International Call and SMS Allowance)
All '1800' calls	Video calls and video messages to international numbers
Call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only	Call diversions to international numbers
MessageBank® diversion and retrieval charges (voice and video) within Australia	All use (such as calls made and received) while overseas
National mobile originating text, picture and video messages	Reverse charge calls
Any other calls determined as eligible by us.	Third party content charges, WAP, GRPS and data usage
	Information calls
	Any other calls determined by us not to be eligible calls

No International Calls and SMS Allowance (from Australia)

- 4.17 Mobile Plans do not include any allowance for international calls, SMS or MMS while you are in Australia. If you make any international calls or send international SMS or MMS while you are in Australia, you can:

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- a. purchase an International Call and SMS Pack for unlimited standard international calls or SMS to eligible countries (you will be charged extra for all non-standard international calls or SMS and all international calls or SMS outside eligible countries); or
- b. pay standard Pay-as-You-Go (**PAYG**) rates for all international calls, SMS or MMS.

See clause 7 below for details on the International Call and SMS Pack and eligible countries, and see [Part D - Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms for details on standard PAYG rates.

International Roaming

- 4.18 International roaming is automatically activated on 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](#).

International Roaming Day Pass

- 4.19 All Mobile Plans 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 500MB 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 1GB 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](#).
- 4.20 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.

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Monthly Mobile Data Allowance

- 4.21 Each Mobile Plan has a non-shareable monthly data allowance for use within Australia. Any unused monthly data allowance expires at the end of each billing month. You'll receive notifications of your data usage at approximately 50%, 85% and 100% of your data allowance to help you make the most of your data allowance. You can also check how much data you've used via the My Telstra app, MyAccount, and the Mobile Data Usage Meter.
- 4.22 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Mobile Plans.
- 4.23 Your Monthly Mobile Data Allowance can only be used in Australia and cannot be used for sending SMS or MMS to international numbers. If you send SMS or MMS to international numbers or if you use your services overseas, additional charges will apply.
- 4.24 If you use more than your monthly data allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month until your next billing period. This 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. You can still use your device to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.
- 4.25 If you have exceeded your monthly data allowance, you can increase your plan (once per month) to increase your monthly data allowance. See clause 4.13 on how to change your plan.
- 4.26 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).

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FairPlay Policy

- 4.27 Our FairPlay Policy (set out in the [General Terms for Consumer Customers](#)) applies to your Mobile Plan.
- 4.28 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.

Electronic Billing and Payment

- 4.29 Your Mobile Plan requires electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 4.30 Exemptions from these fees 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.
- 4.31 **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.
- 4.32 **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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5 JB Hi-Fi and The Good Guys Mobile Plans

Available for new connections on and from 14 July 2020

Eligibility

- 5.1 To be eligible for a Mobile Plan you must be a new customer or an existing customer with 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
- 5.3 **JB Hi-Fi and the Good Guys BYO Mobile Plans** – To be eligible to take up a JB Hi-Fi and The Good Guys Mobile BYO Plan you must:
 - a. be a new or recontracting Telstra customer; and
 - b. purchase your Plan from a JB Hi-Fi or The Good Guys store or on the JB Hi-Fi website

Availability

- 5.4 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.
- 5.5 Mobile Plans are available as a
 - a. **12 month JB Hi-Fi and The Good Guys BYO Mobile Plan** You bring your own compatible handset or purchase a compatible handset from JB Hi-Fi or The Good Guys (together, ‘Telstra Mobile Plans’).

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Device Options

- 5.6 JB Hi-Fi and The Good Guys BYO 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.
- 5.7 If you have taken up a JB Hi-Fi and The Good Guys BYO MobilePlan, 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, 4G 1800MHz, 4G 700MHz and 5G 3500MHz banding. Check your device manual or manufacturer’s website.

JB Hi-Fi and The Good Guys BYO Mobile Plans (exclusive to JB Hi-Fi and The Good Guys)

JB Hi-Fi and The Good Guys BYO Mobile Plans	\$49	\$69	\$99
Contract Term	12 months		
Monthly Data	30GB	60GB	150GB
	<ul style="list-style-type: none"> No excess data charges in Australia 		

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	<ul style="list-style-type: none"> • Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded • Data can't be shared <p>See Data Speed Shaping for more information.</p>	
<p>Network Access (Requires compatible device, available in selected areas)</p>	3G,4G/4GX	3G,4G/4GX, 5G
<p>Monthly Calls, SMS & MMS to standard Australian numbers in Australia</p>	Unlimited	
<p>Important Plan, Call and SMS Information</p>		

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<ul style="list-style-type: none"> • Monthly Calls: <ul style="list-style-type: none"> ○ Can be used in Australia for calls to standard Australian numbers, as well as 11xx, 12xx, 13xx and 1800 numbers ○ Doesn't include: <ul style="list-style-type: none"> ▪ Calls, SMS or MMS to international numbers ▪ Premium numbers ▪ Some satellite numbers (eg 1234, 12 455 and 12 456 numbers) ▪ Content charges • See telstra.com/customer-terms • National Direct Dial calls are charged in <u>60 second blocks</u> • <u>Unused voice and data allowance expires at the end of your bill cycle</u> • <u>Voice and video calls and messages are charged at standard plan rates</u> 	
Add-Ons	
Monthly International Calls & SMS Allowance to	<p>Standard PAYG rates apply. Rates vary by country. Check rates here</p> <p>International SMS: 50c per message sent per recipient</p>

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standard fixed and mobile numbers (from Australia)	International MMS: 75c per message sent per recipient
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 500MB/day of data to use in eligible roaming destinations For charges and list of eligible roaming destinations visit Telstra.com/overseas

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at telstra.com/coverage.

What you must pay each month

5.8 Each month you must pay us:

- a. the minimum monthly charge for your JB Hi-Fi and The Good Guys BYO 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. any other value added services; and
- e. any amounts for usage outside Australia.

Monthly Call Allowance and unlimited SMS and MMS

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

- a. subject to clause 5.10 any eligible calls in excess of your Monthly Call Allowance; and
- b. calls and messages that aren't standard calls and messages.

5.10 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.

5.11 Call types that are not eligible calls include:

- a. calls/SMS to premium numbers (such as 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.

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

Monthly International Call and SMS Allowance (from Australia)

5.13 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

5.14 International roaming is automatically activated on new JB Hi-Fi and The Good Guys BYO 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 Mobile Data Allowance

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

5.16 If you use more than your monthly data allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month until your next billing period. This 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. You can still use your device to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.

5.17 Any unused Monthly Mobile Data Allowance will expire at the end of each billing month.

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- 5.18 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).

FairPlay Policy

- 5.19 Our FairPlay Policy (set out in the [General Terms for Consumer Customers](#)) applies to your Telstra Mobile Plan.
- 5.20 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

- 5.21 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 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

5.22 If, at any time before the end of the 12-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.

5.23 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](#).

5.24 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.

JB Hi-Fi and The Good Guys BYO Mobile Plans	
\$49 Plan (12 months)	\$294
\$69 Plan (12 months)	\$414
\$99 Plan (12 months)	\$594

At the end of your minimum term

5.25 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.

5.26 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

5.27 Your Telstra Mobile 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.

5.28 Exemptions from these fees 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.

5.29 **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.

5.30 **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 Telstra One Number

What is Telstra One Number?

6.1 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

6.2 To purchase Telstra One Number you need:

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

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

6.4 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

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

Cost

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

6.7 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.

6.8 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

6.9 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.

7 International Call and SMS Packs

For new connections on and from 1 July 2020

What is the International Call and SMS Pack?

7.1 The International Call and SMS Packs give you a monthly allowance which you can use to make standard voice and video calls and send SMS from your eligible Telstra Post-Paid mobile service while in Australia to standard international numbers in Eligible Destinations ("**Included Allowance**").

7.2 You can't use your Included Allowance to send MMS, to call, MMS or SMS premium and satellite services, for content charges, or while you are overseas.

Availability

- 7.3 The Standard International Call and SMS Pack is available to customers with an eligible Telstra pay monthly mobile service on and from 25 June 2019. The Special International Call and SMS Pack is available to customers by invite only on and from 25 June 2019.
- 7.4 The International Call and SMS Packs are not compatible with any other discount on international rates. You can't take up an International Call and SMS Pack if you already receive a discount or special pricing for international rates with your Telstra postpaid mobile service.

International Call and SMS Packs - Details

- 7.5 The International Call and SMS Packs have the following details:

	Standard International Call and SMS Pack	Below the Line International Call and SMS Pack
Price	\$10/month	\$10/month
Term	Casual – add or remove at any time	Casual – add or remove at any time
International calls to standard numbers	Unlimited calls to eligible standard international fixed and mobile numbers in eligible destinations from Australia	Unlimited calls to eligible standard international fixed and mobile numbers in eligible destinations from Australia
International SMS to standard numbers	Unlimited SMS to eligible standard international numbers in eligible destinations from Australia	Unlimited SMS to eligible standard international numbers in eligible destinations from Australia
International calls to non-standard numbers	PAYG rates set out in in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms	PAYG rates set out in in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms
International SMS to non-standard numbers and International MMS	PAYG rates in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms	PAYG rates in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms
Eligible Destinations	Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam.	Bangladesh, Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Lebanon, Malaysia, New Zealand, Norway, Pakistan, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam.

- 7.6 You must pay us the PAYG rates set out in [Part D – Other Call Types](#) and [Part E – SMS Messages and Email](#) of the Telstra Mobile Section of Our Customer Terms for all international calls and SMS to non-standard numbers and international SMS.
- 7.7 If you purchase an International Call and SMS Pack partway through a month, the monthly pack charge will be pro-rated according to the days the International Call and SMS Pack was active in that month.

Cancellation of pack

- 7.16 Your International Call and SMS Pack will continue on a month-to-month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 7.17 If you cancel your International Call and SMS Pack part way through a billing month your monthly pack charge for that month will be pro-rated according to the days your International Call and SMS Pack was active in that month.