

Part B – Pricing Plans – Mobile data services

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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 Mobile Data Plans (excluding the Mobile Data Plan 10GB set out in clause 4)

Availability

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

2.2 Mobile Data Plans are available until withdrawn by us.

2.3 Mobile Data Plans are available as:

- a. 12 month or 24 month Mobile Broadband Plan: You must bring your own compatible device or purchase a compatible device from us.
- b. 12 month or 24 month Tablet Plan: You bring your own compatible tablet or purchase a compatible tablet from us (together “Mobile Data Plans”).

2.4 Tablet Plan \$29 + \$10 Peace of Mind data (Companion Plan) – To be eligible to take up the Tablet Plan \$29 + \$10 Peace of Mind data, 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 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.

Device Options

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

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- 2.6 Mobile Data Plans are for personal use only with compatible tablets or mobile broadband devices. Other devices including telemetry devices and mobile phones may be blocked.
- 2.7 Mobile Data Plans are not available with non-mobile broadband devices including telemetry devices and mobile phones.
- 2.8 If you have taken up a 24-month Mobile Data Plan, you can purchase an eligible device on a DPC, and you may be eligible to receive a monthly credit on your monthly device repayments if you meet the criteria set out in 2.10. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- 2.9 If you have chosen to bring your own Telstra Mobile Network compatible device, to ensure you get the best possible experience on the Telstra Mobile Network, be sure to check that your device is Telstra Mobile Network compatible and supports 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

Device Credit for Mobile Data Plans

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

Accessory Repayment Option

- 2.14 You can choose to buy device accessories that are compatible with a Mobile Data 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 <https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/special-promotions>.

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Plan options

2.15 You can choose from the Mobile Data Plans set out in the table below.

	Mobile Broadband Plans (12 and 24 months)		
Minimum monthly charge	\$29	\$59	\$89
Monthly Mobile Data Allowance (non-shared)	10GB (0.28c/MB)	30GB (0.19c/MB)	80GB (0.11c/MB)
Total minimum cost for 12 month plans	\$348	\$708	\$1,068
Total minimum cost for 24 month plans	\$696	\$1,416	\$2,136
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks to be used by the end of your billing month		
Peace of Mind data (non-shared) – speeds capped at 1.5Mbps	Not Available		
Calls to standard fixed and mobile numbers	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS		
Standard national SMS	25¢/message sent per recipient		
Standard national MMS	50¢/message sent per recipient		
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS		
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 .		
Telstra New Phone Feeling® Redemption (only with DPC)	\$149 – See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .		
Included content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time		

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Mobile Broadband Plans (12 and 24 months)	
Unlimited Telstra Air® Allowance	Included
StayConnected Advanced™	Optional \$15/month
All for use in Australia (except international roaming). Voice compatible device required for calls and SMS.	

	Tablet Plans (12 and 24 months)			Companion Tablet Plan \$29 + \$10 Peace of Mind data (12 months)
	\$19	\$29	\$59	\$39 (\$29 plan + \$10 Peace of Mind data)
Minimum monthly charge	\$19	\$29	\$59	\$39 (\$29 plan + \$10 Peace of Mind data)
Monthly Mobile Data Allowance (non-shared)	2GB (0.93c/MB)	5GB (0.57c/MB)	25GB (0.23c/MB)	5GB (0.27c/MB)
Total minimum cost for 12 month plans	\$228	\$348	\$708	\$468
Total minimum cost for 24 month plans	\$456	\$696	\$1,416	N/A
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 and may take longer to load) and slowed further during busy periods. For personal use in a tablet only. FairPlay Policy applies. For use in Australia.	
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks to be used by 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 use until the end of your billing month	
Calls to standard fixed and mobile numbers	Standard PAYG rates: National calls – \$1 per 60 second block. A 2 minute standard national mobile call costs \$2.			
Standard national SMS	25¢/message sent per recipient			
Standard national MMS	50¢/message sent per recipient			

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	Tablet Plans (12 and 24 months)	Companion Tablet Plan \$29 + \$10 Peace of Mind data (12 months)
Standard international calls and SMS/MMS (from Australia)	Standard PAYG rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS Or add a \$10/mth International Call Pack for Unlimited Calls/SMS to 15 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 in Eligible Roaming Destinations. For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas .	
Telstra New Tablet Feeling® Redemption (only with DPC)	\$149 - See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	
Included content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time	
Unlimited Telstra Air® Allowance	Included	
StayConnected Advanced™	Optional \$15/month	
All for use in Australia (except international roaming). Voice compatible device required for calls and SMS		

2.16 Your Mobile Data Plan doesn't include a call or SMS allowance. If you make calls or send an SMS when using a call /SMS capable device the charges set out in the table above will apply.

2.17 The terms and conditions for SMS/MMS are set out in [Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms](#).

What you must pay each month

2.18 Each month you must pay us:

- a. the minimum monthly charge for your Mobile Data Plan;
- b. for data you use in excess of your Monthly Mobile Data Allowance;
- c. any Extra Data;

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- d. for Peace of Mind data (if available to add as an option with your plan and you have chosen to opt-in)
- e. all usage not eligible to draw from your included allowances (for example calls and SMS);
- f. if you have a DPC, for any device repayments (taking into account any Device Credit, if eligible); and
- g. any accessory repayments under any ARO; and
- h. any amounts for usage outside Australia.

International Roaming

2.19 International roaming is automatically activated on new Mobile Data 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](#).

2.20 If you make calls, send SMS and use data in countries 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.

2.21 All Mobile Data 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 200MB data for use each day (AEST) when travelling in Eligible Roaming 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

2.22 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.

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For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

- 2.23 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 Countries; or
 - b. choose to opt out of your International Day Pass.

Your Monthly Mobile Data Allowance and Extra Data

- 2.24 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of eligible services on the same account,:
- 2.25 Your Monthly Mobile Data Allowance excludes content charges (including third party charges) and use while overseas. You may use your Monthly Mobile Data Allowance to access data in Australia over the Telstra Mobile Network
- 2.26 For Mobile Broadband Plans and the \$10 and the \$29 Tablet Plan, 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')
- 2.27 If you use more than your Monthly Mobile Data Allowance and you are on either a Mobile Broadband plan, \$19 or \$29 Tablet Plan or have opted out of Peace of Mind data on your \$59 Tablet Plan or Tablet Plan \$29 + \$10 Peace of Mind data, we will automatically add extra data to your service in blocks of 1GB, and you'll be charged \$10 per block (even if you only use part of that block) ('**Extra Data**').
- 2.28 For the \$39 and \$59 Tablet Plans, 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).
- 2.29 Any unused Monthly Mobile Data Allowance and Extra Data expires each month.
- 2.30 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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Peace of Mind data

- 2.31 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.
- 2.32 Peace of Mind data is included with the \$39 and \$59 Tablet Plan.
- 2.33 For the \$39 and \$59 Table 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.
- 2.34 You cannot share your Peace of Mind data with other services on your account.

Voice and Data Packs

- 2.35 If you need more data each month, you can purchase a Voice & Data Pack to add to your Mobile Data Plan which includes a monthly data allowance for use on the Telstra Mobile Network in Australia. Data can be shared across Eligible Services on the same account.
- 2.36 The Voice & Data Pack terms and conditions are set out in [Part B – Our current consumer pricing plans of the Telstra Mobile Section of Our Customer Terms](#).

Voice calls and SMS

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

FairPlay Policy

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

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Changing your Mobile Data Plan

- 2.40 If you have a 12 or 24 month plan, we may allow you to change your minimum monthly charge or move to another Mobile Data Plan during your minimum term. If we do, the terms in the table below will apply.
- 2.41 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.

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

Early Termination Charges

- 2.42 If you have a 12 or 24 month Mobile Data Plan, and at any time before the end of your 12 or 24-month term (as applicable) (“**Minimum Term**”):
- you cancel your Mobile Data Plan (other than as a result of our material breach);
 - we cancel your Mobile Data Plan in accordance with the [General Terms for Consumer Customers](#) ; or
 - you change your Mobile Data Plan and the table above specifies you will have to pay an ETC,

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

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

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

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Total number of months in the minimum term

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

Mobile Broadband Plans	Maximum ETC (incl. GST)	
	12 month plan	24 month plan
\$29 Plan	\$174	\$348
\$59 Plan	\$354	\$708
\$89 Plan	\$534	\$1,068

Tablet Plans	Maximum ETC (incl. GST)	
	12 month plan	24 month plan
\$19 Plan	\$114	\$228
\$29 Plan	\$174	\$348
\$59 Plan	\$354	\$708
Companion Tablet Plan \$29 + \$10 Peace of Mind data	Maximum ETC (incl. GST)	
	12 month plan	24 month plan
\$39 Plan	\$234	N/A

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

At the end of your Minimum Term

- 2.46 If you have taken up a 12 or 24 month Mobile Data Plan, at the end of your Minimum Term (as applicable), your service will remain on your selected Mobile Data Plan on a month to month basis. If that Mobile Data Plan is no longer available, we may roll your service onto any other monthly plan which is reasonably comparable. We will tell you

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before this happens. If you are not happy with your new plan, you may terminate that plan by giving us notice and without being charged an ETC.

Electronic Billing and Payment

- 2.47 A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 2.48 Exemptions from this fee are available for:
- a. Telstra Pensioner Discount customers;
 - b. Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
 - c. Australian Government Health Care Card Holder customers; and
 - d. customers who do not have an email address or internet access.
- 2.49 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.
- 2.50 **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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3 Home Wireless Broadband Plus Plans

Availability

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

Device Options

- 3.4 You can bring your own Telstra Mobile Network compatible mobile broadband device or, you can purchase an eligible device from us on a 24-month Device Payment Contract (“**DPC**”).
- 3.5 HWB Plus Plans are not available with non-mobile broadband devices including telemetry devices and mobile phones.
- 3.6 If you have taken up a 24-month HWB Plus Plan, you can purchase an eligible device on a DPC, and you may be eligible to a Device Credit if you meet the criteria set out in clause 3.8. The DPC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- 3.7 If you have chosen to bring your own Telstra Mobile Network compatible device, to ensure you get the best possible experience on the Telstra Mobile Network, be sure to check that your device is Telstra Mobile Network compatible and supports 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

Device Credit for HWB Plus Plans

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

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applied.

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

Accessory Repayment Option

- 3.12 You can choose to buy device accessories with an Accessory Repayment Option (ARO). If you cancel your ARO, you’ll have to pay the remaining cost of the accessories. The ARO terms and conditions are set out in <https://www.telstra.com.au/customer-terms/home-family/telstra-mobile/special-promotions>.

Plan options

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

	Home Wireless Broadband Plus Plans –12 or 24 month Plans				
Minimum monthly charge	\$45	\$70	\$99	\$100	\$150
Monthly Mobile Data Allowance	20GB (0.22c/MB)	40GB (0.17c/MB)	100GB (0.10c/MB)	25GB (0.39c/MB)	50GB (0.29c/MB)
Total minimum cost for 12 month plans	\$540	\$840	N/A	\$1,200	\$1,800
Total minimum cost for 24 month plans	\$1,080	\$1,680	\$2,376	\$2,400	\$3,600
Extra Data	\$10/GB to be used by the end of your billing month				
Standard national voice and video calls	\$1.00 per minute (2 min standard national mobile call costs \$2)				
Standard national SMS	25¢/message				
Standard video messages to mobiles in Australia	75¢/message				
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS				
New Tablet Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .				
Included content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time				
All for use in Australia (excludes use overseas). Voice compatible device required for calls and SMS.					

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	Home Wireless Broadband Plus Plans – Casual	
Minimum monthly charge	\$110	\$160
Monthly Mobile Data Allowance	25GB (0.43c/MB)	50GB (0.32c/MB)
Total minimum cost for casual plans	\$110	\$160
Extra Data	\$10/GB to be used by the end of your billing month	
Standard national voice and video calls	\$1.00 per minute (2 min standard national mobile call costs \$2)	
Standard national SMS	25¢/message	
Standard video messages to mobiles in Australia	75¢/message	
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS	
New Tablet Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	
Included content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time	
All for use in Australia (excludes use overseas). Voice compatible device required for calls and SMS.		

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

What you must pay each month

- 3.16 Each month you must pay us:
- the minimum monthly charge for your HWB Plus Plan;

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- b. for data you use in excess of your Monthly Mobile Data Allowance;
- c. any Extra Data;
- d. all usage not eligible to draw from your included allowances (for example calls and SMS);
- e. if you have a DPC, for any device repayments (taking into account any Device Credit, if eligible); and
- f. any accessory repayments under any ARO.

Your Monthly Mobile Data Allowance and Extra Data

- 3.17 Your Monthly Mobile Data Allowance excludes content charges (including third party charges) and use while overseas. You may use your Monthly Mobile Data Allowance to access data in Australia over the Telstra Mobile Network.
- 3.18 If you use more than your Monthly Mobile Data Allowance, we will automatically add extra data to your service in blocks of 1GB, and you'll be charged \$10 per block (even if you only use part of that block) ("**Extra Data**").
- 3.19 Any unused Monthly Mobile Data Allowance and Extra Data expires each month.
- 3.20 When calculating mobile data volumes:
- a. if the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
 - b. 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

Voice and Data Packs

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

Voice calls and SMS

- 3.23 You cannot remove your SIM from your compatible mobile broadband or tablet device and insert it into a mobile handset for the purposes of accessing data over the Telstra

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Mobile Network with that mobile handset. If you insert your SIM in a mobile handset, we will block your access to data from that mobile handset. If this occurs, you will need to return the SIM to your compatible mobile broadband or tablet device to resume data access.

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

FairPlay Policy

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

Changing your HWB Plus Plan

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

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

Early Termination Charges

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

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- 3.28 If you have a 12 or 24 month HWB Plus Plan, and at any time before the end of the 12 or 24-month term (as applicable) (“**Minimum Term**”):
- you cancel your HWB Plus Plan (other than as a result of our material breach);
 - we cancel your HWB Plus Plan in accordance the [General Terms for Consumer Customers](#) ; or
 - you change your HWB Plus Plan and the table above specifies you will have to pay an early termination charge,

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

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

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

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

Home Wireless Broadband Plus Plans	Maximum ETC (incl. GST)	
	12 month plans	24 month plans
\$45 Plan	\$270	\$540
\$70 Plan	\$420	\$840
\$99 Plan	-	\$1,188
\$100 Plan	\$600	\$1,200
\$150 Plan	\$900	\$1,800

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

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At the end of your Minimum Term

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

Electronic Billing and Payment

- 3.33 Your Home Wireless Broadband Plus Plan requires paperless billing and electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 3.34 Exemptions from this fee are available for:
- 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.
- 3.35 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.
- 3.36 **Electronic Payment:** You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) * Registered to BPAY Pty Ltd ABN 69 079 137 518

4 Mobile Data Plan 10GB

Availability – for customers who first acquired the service before 12 March 2019

- 4.1 The Mobile Data Plan 10GB is a month to month Telstra Mobile Network service available until withdrawn by us.
- 4.2 To be eligible for the Mobile Data Plan 10GB, you need a 13 digit account number and a compatible eSIM enabled device that runs Microsoft Windows 10 (version RS5 or later)

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(“**Compatible Device**”).

- 4.3 To sign up to the Mobile Data Plan 10GB, you must use the Mobile Plans application on your Compatible Device.

Availability – for customers who first acquired the service on or after 12 March 2019

- 4.4 The Mobile Data Plan 10GB is a month to month Telstra Mobile Network service available until withdrawn by us.
- 4.5 To be eligible for the Mobile Data Plan 10GB, you need a 13 digit account number and must use a compatible eSIM enabled device that runs Microsoft Windows 10 (version RS5 or later) (“**Compatible Device**”). To sign up to the Mobile Data Plan 10GB, you must use the Mobile Plans application on your Compatible Device.
- 4.6 You must only connect to the Mobile Data Plan 10GB using a Compatible Device. Using a non-Compatible Device to connect to the Mobile Data Plan 10GB is using the service in a way which we reasonably believe is fraudulent, and is considered to be a material breach of Our Customer Terms.

Terms applicable to all Mobile Data Plan 10GB customers

Compatibility

- 4.7 You must bring your own Compatible Device or purchase a Compatible Device from us.
- 4.8 The Mobile Data Plan 10GB is for use with a Compatible Device only.
- 4.9 If you have chosen to bring your own Telstra Mobile Network Compatible Device, to ensure you get the best possible experience on the Telstra Mobile Network, be sure to check that your device is Telstra Mobile Network compatible and supports 3G-850MHz or both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.
- 4.10 The Mobile Data Plan 10GB is not compatible with any other tablet or MBB offers.

Plan details

- 4.11 The following details apply to the Mobile Data Plan 10GB:

Mobile Data Plan 10GB (month to month)	
Minimum monthly charge	\$10
Monthly Mobile Data Allowance (non-shared)	10GB (0.1c/MB)

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Total minimum cost for service	\$10
Extra Data (non-shared)	\$10/GB auto added in 1GB blocks to be used by the end of your billing month
Peace of Mind data (non-shared) – speeds capped at 1.5Mbps	<p>Add to your service for an additional \$10/mth</p> <p>When added, Peace of Mind Data replaces Extra Data</p> <p>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 use in a Compatible Device only. FairPlay Policy applies. For use in Australia.</p>
Calls to standard fixed and mobile numbers	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS
Standard national SMS	25¢/message sent per recipient
Standard national MMS	50¢/message sent per recipient
Standard international calls and SMS/MMS (from Australia)	Standard rates apply. See www.telstra.com.au/customer-terms/home-family/telstra-mobile/other-call-types for calls, and www.telstra.com.au/customer-terms/home-family/telstra-mobile/sms-messages-and-e-mail for SMS/MMS
Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)	<p>International Day Pass</p> <p>For an additional charge per day, unlimited calls/SMS and 200MB/day of data to use that day while in Eligible Roaming Destinations.</p> <p>For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas.</p>
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
Unlimited Telstra Air® Allowance	Included
All for use in Australia (except international roaming). Voice compatible device required for calls and SMS.	

4.12 Your Mobile Data Plan 10GB does not include a call or SMS allowance. If you make calls or send an SMS when using a call /SMS capable device the charges set out in the table above will apply.

4.13 The terms and conditions for SMS/MMS are set out in Part E – SMS Messages and Email

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of the Telstra Mobile Section of Our Customer Terms.

What you must pay each month

4.14 Each month you must pay us:

- a. the minimum monthly charge for your Mobile Data Plan 10GB;
- b. any data you use in excess of your Monthly Mobile Data Allowance;
- c. any Extra Data;
- d. any Peace of Mind data (if you have chosen to opt-in);
- e. all usage not eligible to draw from your included allowances (for example calls and SMS); and
- f. any amounts for usage outside Australia.

International Roaming

4.15 International roaming is automatically activated on your Mobile Data Plan 10GB (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](#).

4.16 If you make calls, send SMS and use data in countries 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](#).

4.17 The Mobile Data Plan 10GB 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:

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**

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Destination”).

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

- 4.18 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](#).
- 4.19 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 Countries; or
 - b. choose to opt out of your International Day Pass.

Your Monthly Mobile Data Allowance and Extra Data

- 4.20 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of eligible services on the same account.
- 4.21 Your Monthly Mobile Data Allowance excludes content charges (including third party charges) and use while overseas. Your Monthly Mobile Data Allowance is for use in Australia.
- 4.22 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').
- 4.23 Any unused Monthly Mobile Data Allowance and Extra Data expires each month.
- 4.24 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

- 4.25 You can add Peace of Mind data to your Mobile Data Plan 10GB for \$10/mth. 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

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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.

- 4.26 Peace of Mind Data can only be used in Australia. If you use your service overseas, additional charges will apply.
- 4.27 You cannot share your Peace of Mind data with other services on your account.

Voice calls and SMS

- 4.28 To access call and SMS capability, you must be using an eSIM tablet/2-in-1 PC call and SMS capable Compatible Device. Not all eSIM tablet/2-in-1 PC devices have this functionality.

Your data if your service is cancelled

- 4.29 If you cancel your Mobile Data Plan 10GB service (other than as a result of our material breach) or we cancel the service as a result of your material breach, all unused data or credit in your account will remain with us.

FairPlay Policy

- 4.30 Our FairPlay Policy (set out in General Terms of the Telstra Mobile Section of Our Customer Terms) applies to your Mobile Data Plan 10GB.

Electronic Billing and Payment

- 4.31 Your Mobile Data Plan 10GB requires paperless billing and electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 4.32 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.
- 4.33 **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

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Terms.

- 4.34 **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