

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 Home & Family part 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

For new connections on and from 25 June 2019

Availability

- 2.1 To be eligible for a Mobile Data Plan, you need a 13-digit account number.
- 2.2 All Mobile Data Plans are month-to-month plans that are available until withdrawn by us. At the end of each month your new Mobile Data Plan will automatically roll over to the next month unless you or we change or cancel the plan (see clauses 2.16 to 2.19 below).
- 2.3 To connect your existing mobile data service to a new Mobile Data Plan, you must request to be moved and connected to a new Mobile Data Plan. This will lead to the cancellation of your existing mobile data 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 Data Plan.
- 2.4 Extra Data, Data Packs and International Call Packs offered before 25 June 2019 are not compatible with Mobile Data Plans and cannot be added or brought across to your Mobile Data Plan.

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 Device Payment Contract (“**DPC**”).
- 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.

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- 2.8 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, both 4G 1800MHz and 4G 700MHz, and 5G 3500MHz banding, so that you can enjoy the full benefits of your service. Check your device manual or manufacturer’s website for more information.
- 2.9 We may choose to offer Device Payment Discounts (**DPD**) from time to time if you purchase an eligible device on a DPC. If you purchase an eligible device: Mobi
- a. you will receive the DPD amount as a credit towards your device 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 after the DPD amount has been applied.
- 2.10 If you cancel your Mobile Data 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

- 2.11 You can choose to buy compatible accessories with your Mobile Data 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](#).

Plan options

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

Mobile Data Plans

Mobile Data Plans	Extra Small	Small	Medium	Large
Monthly Charge	\$15	\$25	\$50	\$75
Data (Non-shared) for use in Australia	5GB	20GB	60GB	200GB
Term	Month-to-month			
SMS / MMS to Standard Australian numbers	25¢ for SMS /50¢ for MMS per message sent per recipient			
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. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods. FairPlay policy applies. For use in Australia).			

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Data Sharing	No	
Telstra New Tablet 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 Tablet Feeling is not available to customers that take up a device payment contract on and from 14 January 2020</p>	
International Roaming outside of Australia	<p>International Day Pass for an additional charge per day, unlimited 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 SMS/MMS from Australia	Standard PAYG rates apply– see Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms for SMS/MMS	
5G Network Access until 30 June 2020	Automatically included at no extra charge until 30 June 2020	
5G Network Access from 1 July 2020	Not included 3G,4G and 4GX access only	Included
Unlimited Telstra Air® Wi-Fi Data Allowance	Included	
<p>All for use in Australia (except international roaming).</p> <p>Compatible device required for SMS.</p>		

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.

- 2.13 Your Mobile Data Plan doesn't include a SMS allowance. If you send an SMS the charges set out in the table above will apply.
- 2.14 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

- 2.15 Each month you must pay us:
- a. the minimum monthly charge for your Mobile Data Plan;
 - b. for all usage other than included allowances;
 - c. if you have a DPC, for any device repayments (taking into account any DPD amount, if eligible); and
 - d. any accessory repayments under any ARO;
 - e. any other value added services; and

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- f. any amounts for usage outside Australia.

Changing or cancelling your plan

- 2.16 You can change to a different available Mobile Data 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 Data Plan on 25 June 2019, and then increase your plan to the Medium Mobile Data Plan on 5 July 2019, you'll immediately be moved on to the Medium Mobile Data Plan on 5 July 2019 and enjoy benefits such as an increase from 10 to 50GB of data. At the end of that month (24 August 2019), you'll be billed at a pro rata rate for 10 days of the Small Mobile Data Plan and 20 days of the Medium Mobile Data Plan amount, and after that your next monthly bill will be for the Medium Mobile Data Plan amount if you don't change again

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

- 2.18 From time to time we may make changes to your plan or add-ons (including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:

For customers who take up Mobile Data Plan on and from 1 July 2020

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

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

For customers who took up Mobile Data Plans between 25 June 2019 - 30 June 2020

- a. We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- b. If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel your plan, you'll need to pay out the remaining cost of your devices, accessories or services in full.

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Mobile Data Plans under this clause 2.

- 2.19 We can tell you about changes to your Mobile Data Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the My Telstra app or our other mobile apps, online account management tools (such as My Account), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

International Roaming

- 2.20 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](#).
- 2.21 All Mobile Data Plans have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited 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

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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](#).

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

Monthly Mobile Data Allowance

- 2.23 Each Mobile Data 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 or My Account.
- 2.24 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Mobile Data Plans.
- 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 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.
- 2.27 If you have exceeded your monthly data allowance, you can increase your plan once a month to increase your monthly data allowance. See clause 2.16 on how to change your plan.
- 2.28 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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Voice calls and SMS

- 2.29 As of 22 April 2020, your plan cannot be used to make or receive calls.
- 2.30 To access SMS capability, your SIM card must be placed in an SMS capable device. Not all tablet/mobile broadband devices have this functionality.

FairPlay Policy

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

Electronic Billing and Payment

- 2.32 Your Mobile Data 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.
- 2.33 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.