

Part B – Plans – Current Pre-Paid Plans

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## Part B – Plans – Current Pre-Paid Plans

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.

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### **1 General**

#### **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.

#### **Software Licence**

- 1.2 We may supply software to you and grant you a revocable non-exclusive licence to use the software on these terms.

- 1.3 If we supply software to you, you must:

- (a) only use it (including storing, loading, installing, executing or displaying it on a computer) with the service;
- (b) only use it in accordance with our reasonable directions from time to time;
- (c) not sub-licence, assign, share, sell, lease or otherwise transfer any right to use it to someone else;
- (d) not copy (other than making one copy for archival or backup purposes), translate, adapt, modify, alter, de-compile, disassemble, or reverse-engineer the software; create any derivative work of the software; merge the software with any other software; or change the software in whole or in part, except as permitted under the *Copyright Act 1968 (Cth)*; and
- (e) not alter or remove any copyright or other intellectual property notifications applied to the software.

#### **Registering your service**

- 1.4 When you register your service you must provide us with your name, address and any other information and identification reasonably requested by us.
- 1.5 We will activate your service once you have registered it. If you have requested to bring your existing mobile number from another phone company, we will activate your service once that transfer has been successfully completed. We will tell you if your transfer has not been successful within 24 hours.

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**Included credit**

- 1.6 If you buy a Telstra Pre-Paid handset pack or starter kit, any included credit will be available after registration of your service. Your included credit cannot be redeemed for cash.

**Period for using the service**

- 1.7 Each recharge comes with a network access period during which you can make calls and use the service features or our other services, once registered. The date on which the network access period ends is the credit expiry date.
- 1.8 You can change your credit expiry date by recharging your service. The way in which your credit expiry date will change upon recharge depends on plan you have selected.

**Recharge only period**

- 1.9 Your service enters a 6 month recharge only period after the credit expiry date.
- 1.10 When your service is in recharge only period, you can:
- (a) For mobile services, receive calls, but cannot make calls (except for calls to emergency services and some Telstra Pre-Paid service numbers) or use any other features or our services; and
  - (b) For mobile broadband services, make calls to 000 Emergency services when the SIM card provided with your Telstra Pre-Paid Mobile Broadband service is used with a compatible device and access to My Account, My Pre-Paid via [m.telstra.com](http://m.telstra.com) and [telstra.com/recharge](http://telstra.com/recharge).
- 1.11 If you do not recharge your service during your recharge only period, your service will be disconnected and your number will be reallocated to another customer. We will send an SMS to compatible devices before your recharge only period ends.

**Recharge Cards and Vouchers**

- 1.12 Each Telstra Pre-Paid recharge card and voucher is fully transferable and non-refundable.
- 1.13 Telstra Pre-Paid recharge cards and vouchers must be activated before the use by date printed on the back.
- 1.14 Your Telstra Pre-Paid account balance must not exceed \$4,999 at any time. If you attempt to recharge and that recharge will take you above \$4,999, your recharge will fail.

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### **Your credit if your service is cancelled**

- 1.15 If you cancel your service (other than as a result of our material breach) or we cancel the service as a result of your material breach, all unused credit in your account will remain with us.

### **International Roaming call charges**

- 1.16 From 13 October 2020, International Roaming and International Roaming Data Packs are no longer be available for all Boost and Telstra Pre-Paid services.

### **Device unlocking fee**

- 1.17 Devices provided by Telstra for the Telstra Pre-Paid service may be programmed to operate only on the Telstra Mobile Network. You will need to pay an unlocking fee to use the device on other networks.

### **FairPlay Policy**

- 1.18 Our FairPlay Policy applies to your use of the service. Our FairPlay Policy is set out in Part A – General of the Telstra Mobile section of Our Customer Terms.
- 1.19 For the avoidance of doubt, references to “mobile service” and “mobile phone” in Our FairPlay Policy include the Pre-Paid Mobile Broadband service and any device provided by Telstra for use in connection with the Pre-Paid Mobile Broadband service.
- 1.20 Our Pre-Paid plans and offers are for personal use only.

### **Credit Me2U Transfers**

- 1.21 The Credit Me2U feature is not available from 13 October 2020.

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## **2 Current Pre-Paid Mobile Plans**

- 2.1 When you activate your Telstra Pre-Paid service or select a new plan, you can choose one of the following plans (described in more detail below):

- (a) Telstra Pre-Paid Complete; or
- (b) Telstra Long Life Plus; or

as well as:

- (i) Talk Plus Packs.

### **What you receive**

- 2.2 The Telstra Pre-Paid mobile service is a pre-paid mobile service.

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2.3 We provide the following features as part of the Telstra Pre-Paid mobile services:

- (a) International and national direct calls;
- (b) directory assistance calls;
- (c) mobile data access;
- (d) short message service (SMS);
- (e) MessageBank;
- (f) call waiting and calling number display; and
- (g) 13, 1300 and 1800 calls.

2.4 You will not be able to obtain any benefits on your new offer until you recharge your account by an amount large enough to attract a benefit.

2.5 If you recharge your service before your credit expiry date, your new credit expiry date will be the later of either:

- (a) the expiry date for your existing balance (before you recharged); or
- (b) the expiry date for your new recharge amount; and

any benefit associated with a recharge amount, will expire after a set amount of time (depending on your offer and recharge amount), no matter whether you recharge again before the expiry date.

**Telstra Pre-Paid Complete Offer**

2.6 From 31 March 2020 new and existing Telstra Pre-Paid customers who select the Telstra Pre-Paid Complete offer and recharge their service by \$10 or more in a single transaction, or activate a \$10 or above Telstra Pre-Paid SIM Kit on and from 31 March 2020, will receive the following benefits:

<b>Recharge</b>	<b>\$10</b>	<b>\$30</b>	<b>\$40</b>	<b>\$50</b>	<b>\$60</b>	<b>\$150</b>	<b>\$300</b>
<b>Data</b> To use in Australia	1GB	8GB	18GB	28GB	38GB	60GB	150GB
<b>Data Bank</b> To use in Australia	Save up to 200GB of unused data when you recharge \$30+ on this offer before expiry. Active recharge required to access Data Bank.						

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<b>Recharge</b>	<b>\$10</b>	<b>\$30</b>	<b>\$40</b>	<b>\$50</b>	<b>\$60</b>	<b>\$150</b>	<b>\$300</b>
<b>Calls</b>	Unlimited calls <b>in Australia</b> to standard Australian numbers includes MessageBank retrieval						
<b>Texts</b>	Unlimited Texts in Australia to standard Australian mobiles						
<b>International Calls – Zone 1</b> (charged per 60 second block)	NA	Up to 300 minutes	Up to 500 minutes	Up to 1000 minutes	Up to 1500 minutes	Up to 3000 minutes	Up to 6000 minutes
<b>International Calls – Zone 2</b> (charged per 60 second block)	NA	Up to 60 minutes	Up to 100 minutes	Up to 150 minutes	Up to 250 minutes	Up to 350 minutes	Up to 800 minutes
<b>Extra Credit</b> For (1) standard international calls and text, (2) Premium SMS in Australia, and (3) standard calls, text and data usage while roaming overseas	\$0 Credit	\$5 Credit	\$10 Credit	\$15 Credit	\$20 Credit	\$50 Credit	\$100 Credit
<b>Expiry</b>	7 days	28 days	28 days	28 days	28 days	6 months	12 months

where:

- (a) Unlimited calls and texts in Australia excludes usage such as calls/text to international numbers, satellite numbers and premium numbers (eg 19xx numbers), operator assisted calls (eg. most 12xx numbers except 1258880, 1258887, 1258888, 125111), diverted calls, content downloads and subscriptions, and all use while overseas and any other calls/usage determined by us to be excluded;
- (b) Extra Credit excludes calls/text to Australian numbers, MessageBank retrieval, pay-as-you-go data and content purchases such as Google Play;
- (c) Calls to standard international numbers:
  - (i) excludes:
    - (A) satellite and premium numbers and video calls; and

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(B) for the avoidance of doubt, numbers with a prefix of +4484 or +4487; and

(ii) includes minutes to:

(A) For Zone One: Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam; and

(B) For Zone Two: Argentina, Bangladesh, Brazil, Cambodia, Chile, Columbia, Iceland, Greece, Italy, Lebanon,, France, Iran, Israel, Kenya, Kuwait, Mexico, Nepal, Netherlands, Nigeria, Pakistan, Philippines, Peru, Sri Lanka, Saudi Arabia, South Africa, Spain, Sweden, Taiwan, Thailand, UAE;

(d) content purchases from Google Play are excluded; and

(e) At the end of your recharge expiry period, all benefits will expire except for unused data which will be saved in the Data Bank when you recharge \$30+ on this offer before expiry. Unused data will expire if you do not recharge \$30+ before expiry of your current recharge. Expiry dates vary according to the value of your recharge.

2.7 Any data that is saved in your Data Bank will be available for use when you have an active recharge and you have exhausted the data allowance included in that current recharge. You will not lose unused data in your Data Bank unless you change to an incompatible offer or your service is deactivated. If you move to an offer with a smaller Data Bank limit, you will lose data in your Data Bank that is over that limit.

2.8 Top-ups between \$10.00-\$69.99 and \$150 to \$300+ will provide you with the benefits in Clause 2.6 relating to the closest recharge amount (rounding down).

2.9 Top-ups between >\$70 and <\$150 will receive the same benefits as the \$60 recharge, except for data which is as per below:

<b>\$70</b>	<b>\$80</b>	<b>\$100</b>	<b>\$140</b>
39GB	40GB	41GB	42GB

2.10 Top-ups of <\$10 and between \$15 and \$20, will provide you with the credit equivalent to the recharge amount. Usage will be debited from your top-up credit at pay-as-you-go rates.

2.11 If you have recharge credit, you can use this to purchase the Data Plus Packs in

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clause 2.12 while on this offer. All other packs are incompatible.

- 2.12 If you are on this offer and have sufficient recharge credit, you may purchase a Plus Pack listed below for additional recharge credit and data to use. The data below will be saved straight into your Data Bank. If you exceed your Data Bank limit of 200GB any data over 200GB will not be credited to your Data Bank.

<b>Cost / Recharge Credit</b>	<b>Data (for use in Australia)</b>
\$5	1GB
\$20	4GB

- 2.13 Your Data Plus Pack will be added to your Data Bank and will used accordingly.

- 2.14 Your Telstra Pre-Paid account balance must not exceed \$4,999 on this offer at any time. If your Telstra Pre-Paid account balance does reach \$4,999 any subsequent recharge attempt will fail.

- 2.15 When you change to an alternate Telstra Pre-Paid Offer:

- (a) your current Telstra Pre-Paid account balance and expiry period as at the date of the change will be retained and can be used under an alternate Telstra Pre-Paid Offer; and
- (b) any unused part of your benefits as at the date of the change will not be retained if you move to an incompatible offer.

- 2.16 We will debit your Telstra Pre-Paid account for usage in accordance with the charges below. For any call, message or usage types not specifically set out below, charges set out in Part B - Pricing Plans - Pre-Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms will apply and be deducted from your Extra Credit unless otherwise specified. To the extent of any inconsistency, the charges set out in this clause will apply.

<b>Type of Call</b>	<b>Charge (per min or part)</b>
Voice calls to a standard Australian mobile or fixed number	\$0.89
Connection fee (Standard voice and video calls to an Australian mobile or fixed number)	\$0.39
SMS (Text messages to mobiles in Australia, per message sent, per recipient)	\$0.29. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer



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	Terms
National video calling (Standard calls to an Australian mobile or fixed number (charged per 60 second block))	\$1.10 + \$0.39 connection fee
Diversions (charged per 60 second block)	\$0.89 per min + \$0.39 connection fee
MessageBank retrieval	\$0.89 per min + \$0.39 connection fee
000, 112, 176, 1258889, 125105, 125106, 125114, 186, 1258883, 1258885, 1258888, 12722123, 125135, , 125110, 0418707111, 0418707307, 0418707310, 0418707316, 1258881, 1258886, 0428707113, 1258887, 125107, 125116, 0428707307, 0428707310, 0427707316, , 125139, 125130, 125131, 12551, 106, 1221, 1220, 132 200, 137 663, 133 933, 132 203, 125 111, 132 000, 132 999, 125 8880, 131114, 12550, 12552, 12553, 12554, 12556 , 13 25 00, 1300 364 673, 1300 789 978, 1300 368 186, 125 115, 0439125115, 125109, 0439125109, 1300368186, 1300789978, 131114, 132500, 6100, 1258880, 1300369666, 1300235664, 137587, 1300274448, 1300555727, 1300072637, 1300726306, 1300364277, 1300782200, 1300134130, 1300663773, 131819, 131444, 1300766491, 1300355305, 1300654314, 1300888529, 1300651188, 1300366424, 1300366611, 1300792387, 1300650579.	No Charge
Calls to all other 13, 1300, 1800 and 016 numbers	\$0.89 per min + \$0.39 connection fee
Pay As You Go (PAYG) Data Rate	Not applicable
National Standard MMS	\$0.50/MMS
International Standard SMS	\$0.20/SMS
International Standard MMS	\$0.75/MMS
Calls to international numbers	for rates see <a href="http://telstra.com/prepaid">telstra.com/prepaid</a>

**International call charges**

- 2.17 We charge you the following rates when you make international calls (from Australia) in addition to your applicable call connection fee for voice calls.

International direct calls rates (charged per 60 second block (or part) plus standard call connection fee for your offer)	rate
Calls to the following band 1 countries: United States	39c
Calls to the following band 2 countries: China, Hong Kong, Malaysia and Singapore	89c
Calls to the following band 3 countries: Indonesia, Taiwan and Thailand	89c

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Calls to the following band 4 countries: Canada and United Kingdom	69c
Calls to the following band 5 countries: India and Republic of Korea (South Korea)	89c
Calls to the following band 6 countries: Bangladesh, France, Germany, Japan, Sri Lanka and Vietnam	89c
Calls to the following band 7 countries: Ireland, Philippines and South Africa	89c
Calls to the following band 8 countries: New Zealand	69c
Calls to the following band 9 countries: Andorra, Austria, Brazil, Denmark, Dominican Republic, Fiji, Finland, Greece, Guam, Hungary, Israel, Italy, Lebanon, Luxembourg, Malta, Nepal, Netherlands, New Caledonia, Norway, Pakistan, Poland, Puerto Rico, Russian Federation, San Marino, Saudi Arabia, Slovakia, Spain, Sweden, Switzerland, Turkey, Vatican City and Virgin Islands (US)	89c
Calls to the following band 10 countries: Antigua and Barbuda, Argentina, Aruba, Bahamas, Belgium, Bosnia and Herzegovina, Brunei Darussalam, Cayman Islands, Chile, Colombia, Croatia, Cyprus, Czech Republic, Dominica, Egypt, French Polynesia, Ghana, Guadeloupe, Guyana, Iceland, Iran, Islamic Republic of Iraq, Jamaica, Jersey, Jordan, Kenya, Kuwait, Latvia, Lesotho, Liechtenstein, Macao, Macedonia, Mauritius, Mayotte, Mexico, Monaco, Montenegro, Netherlands Antilles, Nigeria, Oman, Palestine, (State of), Panama, Peru, Portugal, Romania, Samoa (Western), Serbia, Slovenia, Suriname, Syrian Arab Republic, Tonga, Trinidad and Tobago, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu and Venezuela	\$1.45
Calls to the following band 11 countries: Ascension Island, Cuba, Nauru, Norfolk Island, Saint Helena, Ascension and Tristan da Cunha, Sao Tome and Principe, Solomon Islands, International Satellite Services (eg. Iridium, Inmarsat, Int Networks and Int UPT 882)	\$2.20
Calls to all countries not listed as a Band 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or 11 country	\$2.20

**Telstra Long Life Plus offer**

2.18 New and existing Telstra Pre-Paid customers who select the Telstra Long Life Plus offer and who recharge in a single transaction, will receive the following benefits:

- (a) between \$20 and \$29.99 - will receive a 45 day expiry period for that amount;
- (b) between \$30 and \$49.99 – will receive a 186 day expiry period for that

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amount;

- (c) between \$50 and \$69.99 - will receive a 186 day expiry period for that amount
- (d) between \$70 and \$99.99 will receive a 365 day expiry period for that amount; and
- (e) above \$100 will receive a 365 day expiry period for that amount.

2.19 Your Telstra Pre-Paid account balance must not exceed \$4,999 on this offer at any time. If your Telstra Pre-Paid account balance does reach \$4,999 any subsequent recharge attempt will fail.

2.20 We will debit your Telstra Pre-Paid account in accordance with the charges set out below when you use your service:

<b>Type of Call</b>	<b>Charge (per min or part)</b>
Standard voice calls to an Australian mobile or fixed number (charged per 60 second block)	30c/Min or part
SMS (Text messages to mobiles in Australia, per message sent per recipient)	30c/SMS
National picture and video MMS (to mobiles in Australia, per MMS sent per recipient)	30c/MMS
Pay As You Go Data Rate	7c per MB
MessageBank retrieval	30c/Min or part
MessageBank Diversion	\$0
Flagfall for all national calls (including MessageBank retrieval)	\$0

The rates set out in clause 2.20 excludes some calls and messages including calls to national fax lines, diverted calls, calls and texts to satellite services, premium services, content downloads and subscriptions, calls to 1223, 12456 and 1234, Credit Me2U, Plus Packs, calls to 125xxx numbers (except 1258880, 1258887, 1258888 and 125111), calls, messages and usage made while roaming overseas and any other calls and usage determined by us to be excluded.

2.21 The PAYG data rate applies for use in Australia. It excludes content charges and all use while overseas. Where the volume of data transferred is not a whole megabyte, it is rounded up to the next megabyte at the end of each session.

2.22 When you choose to accept an alternate Telstra Pre-Paid Offer, your current Telstra Pre-Paid account balance and expiry period as at the date of the change may not be

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retained for use with an alternate Telstra Pre-Paid Offer.

2.23 If you have a Data Bank and you change your plan to Telstra Long Life Plus any data that is saved in your Data Bank will be available for use when you have an active recharge and have exhausted the data allowance included in the current active recharge.

2.24 You will be unable to save any unused data into your Data Bank on Telstra Long Life Plus because there is no included data in the Telstra Long Life Plus plan. Data Pack purchases will not be saved into your Data Bank.

**International call charges**

2.25 We charge you the following rates when you make international calls (from CTalk Plus Packs

2.26 Until 30 June 2009 unless extended by us, eligible Telstra Pre-Paid customers who activated their service from 12 September 2006, or choose to transfer to the charges applicable to customers who activate from 12 September 2006, can purchase a Talk Plus Pack.

2.27 Talk Plus Packs are not available for purchase or use while you are connected to the Telstra Pre-Paid Freedom Offer.

2.28 Talk Plus Packs are available for purchase or use while you are connected to the Telstra Beyond Talk, Long Life, Simplicity or Cap Encore plans.

2.29 To purchase a Talk Plus Pack you must have sufficient funds in your Telstra Pre-Paid account and send a text message with your selected Pack code to the relevant service number or use the My Pre-Paid service on your mobile or purchase online at [www.telstra.com/prepaid](http://www.telstra.com/prepaid). The amount of your selected Pack will be deducted from your Telstra Pre-Paid account.

2.30 Talk Plus Packs available for purchase are:

Pack name and code	Pack purchase price (GST incl.)	No. included voice minutes in Pack (minutes used are deducted in 60 second blocks or part thereof)
TALKPLUS5	\$5	10
TALKPLUS10	\$10	25
TALKPLUS20	\$20	55
TALKPLUS50	\$50	150

2.31 The included voice minutes in your Talk Plus Pack can only be used to make

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standard voice calls to fixed and mobile phones on any network in Australia. The included voice minutes cannot be used for some calls such as premium, satellite, international roaming and to 0500, 1900 and 13 numbers.

- 2.32 You have 30 days from your successful Talk Plus Pack purchase to use the included voice minutes. Unused voice minutes after this time will be forfeited.
- 2.33 Once all included voice minutes for a Talk Plus Pack have been used, standard voice call rates automatically apply from your standard pre-paid account.
- 2.34 Talk Plus Pack credits are used before any other Telstra Pre-Paid offers.

**3 Current Pre-Paid Mobile Broadband Plans**

**For new activations and transfers on and from 14 May 2019**

**What you receive**

- 3.1 The Telstra Pre-Paid Mobile Broadband service is a Pre-Paid Telstra Mobile Network service.
- 3.2 We provide the following features if your device is a Telstra Pre-Paid Mobile device or when the SIM card provided with your Telstra Pre-Paid Mobile Broadband service is used with a compatible device.
  - (a) data service; and
  - (b) calls to 000 Emergency services
- 3.3 Unless notified by us, all other features/services are excluded e.g. pay as you go data, third party content or subscription services, all use while overseas, calls to premium SMS services and numbers (eg 19xx numbers), email address, web storage and unmetered access to BigPond websites etc.

**Charges**

- 3.4 For activations on Telstra Pre-Paid Mobile Broadband Go after 14 May 2019, we will debit your Telstra Pre-Paid Mobile Broadband service in accordance with the charges set out below. For any message or usage types not specifically set out below, charges set out in Part B - Pricing Plans - Pre-Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms will apply.

Recharge Amount	\$20	\$30	\$50	\$150	\$300
Included Data (charged per	5GB	12GB	35GB	40GB	180GB

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KB)					
Expiry	28 days			12 months	
Roll over	Roll over unused data to use within your next recharge only when you recharge before expiry date			Roll over not available	
All for use in Australia					

Recharge	Recharge Range	Data	Expiry	Roll over
\$10	\$0.01 - \$19.99	2GB	7 days	Rolls over to next recharge as long as next recharge is \$20, \$30 or \$50 .
\$20	\$20 - \$29.99	5GB	14 days	
\$30	\$30 - \$49.99	12GB	28days	
\$50	\$50 - \$99.99	35GB	28 days	
\$90	\$90 - \$149.99	40GB	28 days	No rollover available
\$150	\$150 - \$299.99	40GB	366 days	
\$300	\$300+	180GB	366 days	

- 3.5 Due to systems constraints, any data usage charges may take up to 48 hours to reach your Telstra Pre-Paid Mobile Broadband.
- 3.6 Recharge credit in your main balance is not available on the Telstra Pre-Paid Mobile Broadband Go offer. If you otherwise acquire credit in your main balance, you may use it for PAYG data consumption in Australia at 7c per MB (charged per kb), if you have no data balance remaining and are within your recharge expiry period.
- 3.7 Consequently, this offer excludes usage such as calls and SMS to Australian and International numbers, content purchases, all use while overseas and purchasing Plus Packs.
- 3.8 If you recharge your service before your expiry date, your new expiry date will be the expiry date corresponding to the new recharged amount. Any rolled-over data will expire at the end of that next recharge period only.
- 3.9 If you change offer from a Pre-Paid Mobile Broadband offer no longer in market to Pre-Paid Mobile Broadband Go, you will keep any unused recharge credit and eligible data. Any data brought over to the new offer will expire on its original expiry date (i.e. changing to this offer will not extend the expiry of the pre-offer data inclusion).
- 3.10 Automatic Scheduled recharge is compatible with this offer but only for recharges with a 28 day expiry. A saved payment method is required in order to set up this feature on this offer. All other types of Automatic Recharge and Balance Based Recharge are not compatible with this offer.

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**Acceptable Use Policy**

**Introduction**

- 3.11 You must comply with this acceptable use policy when you use your Telstra Pre-Paid Mobile Broadband service.
- 3.12 A reference to "you" in this acceptable use policy includes a reference to your officers, employees, contractors, agents and anyone else (other than us or our representatives) who uses the service. If you are a group administrator, it also includes your group members.
- 3.13 A reference to "us" in this acceptable use policy includes a reference to Telstra or our related bodies corporate which provide the relevant service.

**What you cannot use the service for**

- 3.14 You must not use the service, attempt to use the service or allow the service to be used in any way:

***Your breach of Our Customer Terms or law***

- (a) which causes you to breach any applicable part of Our Customer Terms, or to breach a law (including a foreign law), a code or an instrument which governs your conduct;

***Our breach of law***

- (b) which could cause us to breach, or be involved in a breach of law (including a foreign law), a code or an instrument which governs our conduct;

***Our liability to third parties***

- (c) which could result in us incurring a liability to any person;

***Interference***

- (d) which could interfere with the service, our networks or equipment or those of another person, or the provision by us of services to you or another person;

***Our reputation or brand***

- (e) to engage in conduct or activities that we consider could adversely affect or prejudice the Telstra reputation or brand; or

***Usage limits***

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- (f) which attempts to manipulate or bypass any limitations on the service by any means.

**Remedial Action**

3.15 If you breach this acceptable use policy, we may take remedial action. We may also take remedial action if the law or a regulator or other authority requires us to do so.

3.16 The types of remedial action which we may take include:

- (g) for a serious breach, immediately terminating or suspending your service;
- (h) for a non-serious breach where the consequences are serious, immediately terminating or suspending your service;
- (i) for all other breaches, immediately suspending your service and then terminating the service if you do not remedy the breach;
- (j) if your service involves us publishing, hosting or making available material or content provided or selected by you, removing or disabling access to that material or content;
- (k) giving you a notice to stop the activities or conduct, or to take steps to remedy your breach;
- (l) giving you a warning that any further repetition of the activity or conduct will result in us immediately terminating or suspending your service; and
- (m) reporting of the activities or conduct to relevant authorities.

3.17 If it is reasonably possible for us to do so, we will tell you before we terminate or suspend your Pre-Paid Mobile Broadband service under this clause.

**BitTorrent and multi-thread usage**

3.18 In some cases, if you use multi-thread applications or other similar Peer-2-Peer or data intensive applications, such as BitTorrent, we may need to limit your ability to use such applications on your Telstra Pre-Paid Mobile Broadband service for a period we reasonably consider necessary if the use of these applications affects the quality of our service. If this happens (other than for routine maintenance, restoration, improvement work or short term network outages affecting the service for 48 hours or less), we will give you notice as soon as practicable and if you can demonstrate to us that you are materially worse off as a result, you may terminate your service by giving us notice within 30 days of our notice to you.

3.19 If you terminate your service under this clause:



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- (n) your service will be terminated from the date the change takes effect; and
- (o) we will refund you the balance of your account as at the date your service was terminated.

**4 Boost Pre-Paid Offers**

**Boost Anytime Ultra Offer**

4.1 From 1 September 2020, customers who purchase a Boost-branded SIM either as part of a handset pack or Boost Starter Kit and select the Boost Anytime Ultra offer (the **Offer**) will be entitled to the following inclusions in accordance with the relevant recharge values below (each a **Boost Recharge**):

	<b>\$10 Recharge</b>	<b>\$20 Recharge</b>	<b>\$30 Recharge</b>	<b>\$40 Recharge</b>	<b>\$50 Recharge</b>	<b>\$70 Recharge</b>
<b>Data</b>	3GB	5GB	20GB	30GB	40GB	65GB
<b>Calls &amp; Texts</b>	Unlimited calls & text to standard national numbers					
<b>Rollover</b>		Recharge \$20, \$30, \$40, \$50 or \$70 before expiry to rollover unused data to use within your next recharge				
<b>International Calls &amp; Texts</b>	Unlimited standard IDD calls & text to 20 selected destinations + 100 standard IDD mins & text to 35 selected destinations + 100 standard IDD MMS to 55 selected destinations		Unlimited standard IDD calls & text to 25 selected destinations + 200 standard IDD mins & text to 30 selected destinations + 200 standard IDD MMS to 55 selected destinations		Unlimited standard IDD calls & text to 30 selected destinations + 300 standard IDD mins & text to 25 selected destinations + 300 standard IDD MMS to 55 selected destinations	
<b>Expiry</b>	7 day expiry	28 day expiry				
All for use in Australia						

			<b>\$200 Recharge</b>	<b>\$300 Recharge</b>
<b>Data</b>			30GB	240GB
<b>Calls &amp; Texts</b>	Unlimited calls & texts to standard national numbers			
<b>International Calls &amp;</b>		Unlimited standard IDD calls & text to 25 selected destinations +		Unlimited standard IDD calls & text to 30 selected

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Texts	1200 standard IDD mins & text to 30 selected destinations + 1200 standard IDD MMS to 55 selected destinations	destinations + 3600 standard IDD mins & text to 25 selected destinations + 3600 standard IDD MMS to 55 selected destinations
Expiry	12 month expiry	
All for use in Australia		

4.2 In clause 6.1, the selected destinations include:

\$10, \$20 and \$30	<ul style="list-style-type: none"> <li>• <b>Unlimited Standard calls &amp; text to 20 select destinations:</b> Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam</li> <li>• <b>100 mins standard calls &amp; text to 35 select destinations:</b> Afghanistan, America Samoa, Bangladesh, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Iran, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden</li> </ul>
\$40 & \$50	<ul style="list-style-type: none"> <li>• <b>Unlimited Standard calls &amp; text to 25 select destinations:</b> Bangladesh, Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam</li> <li>• <b>200 mins standard calls &amp; text to 30 select destinations:</b> Afghanistan, America Samoa, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Spain, South Africa, Sri Lanka, Sweden</li> </ul>
\$70	<ul style="list-style-type: none"> <li>• <b>Unlimited standard calls &amp; text to 30 select destinations:</b> Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Laos, Malaysia, Mexico, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Spain, Taiwan, Thailand, United Kingdom, USA, Vietnam</li> <li>• <b>300 mins standard calls &amp; text to 25 select destinations:</b> Afghanistan, America Samoa, Brunei, Cyprus, Czech Republic, Denmark, Finland, Guam, Hungary, Iceland, Iran, Iraq, Israel,</li> </ul>

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	Kuwait, Luxembourg, Malta, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Sri Lanka, Sweden
\$200	<ul style="list-style-type: none"> <li>• <b>Unlimited Standard calls &amp; text to 25 select destinations:</b> Bangladesh, Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam</li> <li>• <b>1200 mins standard calls &amp; text to 30 select destinations:</b> Afghanistan, America Samoa, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Spain, South Africa, Sri Lanka, Sweden</li> </ul>
\$300	<ul style="list-style-type: none"> <li>• <b>Unlimited standard calls &amp; text to 30 select destinations:</b> Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Laos, Malaysia, Mexico, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Spain, Taiwan, Thailand, United Kingdom, USA, Vietnam</li> <li>• <b>3600 mins standard calls &amp; text to 25 select destinations:</b> Afghanistan, America Samoa, Brunei, Cyprus, Czech Republic, Denmark, Finland, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Luxembourg, Malta, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Sri Lanka, Sweden</li> </ul>

- (a) Unlimited Calls and Texts excludes calls and text to international numbers, satellite and premium numbers (e.g. 19xx numbers), operator assisted calls (most 12xx numbers) and all use overseas.

4.3 Customers who recharge an amount other than an amount specified in a Boost Recharge will receive an equivalent value of Boost recharges as follows:

Recharge Amount	Value	Expiry
<b>\$10.00 – \$19.99</b>	\$10	7 days
<b>\$20.00 - \$29.99</b>	\$20	28 days
<b>\$30.00 - \$39.99</b>	\$30	28 days

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<b>\$40.00 - \$49.99</b>	\$40	28 days
<b>\$50.00 - 69.99</b>	\$50	28 days
<b>\$70.00 – \$99.99</b>	\$70	28 days

4.4 Customers who receive a Boost-branded SIM as part of a handset pack will be entitled to:

- (a) \$10 of credit to use on voice calls, SMS and MSS to standard national numbers; and
- (b) unlimited MessageBank retrieval and unlimited calls to 1300 and 1800 numbers

for use within 7 days.

4.5 All Boost Customers can:

- (a) access 3G and 4G services on the Telstra Mobile Network; and
- (b) purchase a Boost Add-On for services not included in their Offer.

4.6 Prior to 13 October 2020, customers who purchase a Boost Add-on will receive the following inclusions:

	<b>\$5 Add-on</b>	<b>\$15 Add-on</b>
<b>Data</b>	500MB	N/A
<b>Add-on credit</b>	\$5 To use at pay-as-you-go rates for data, calls & text to satellite and premium numbers (e.g. 19xx numbers, operator assisted calls (most 12xx numbers) and use overseas (excl. data roaming and MMS)	\$15 To use at standard rates on international calls & text from Australia not included in the below
<b>International calls and text</b>	N/A	Unlimited International Calls & Text to standard numbers in Canada, China, German, Ireland, Malaysia, New Zealand,

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		<p>Singapore, South Africa, UK and USA</p> <p>100 MMS to standard numbers in Canada, China, German, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK and USA</p> <p>100 MINS CALLS &amp; TEXT to standard numbers in 40 Eligible Destinations</p>
<b>Expiry</b>	28 days	

4.7 In clause 6.6, the 100 Mins Call and Text eligible destinations include 100 minutes of standard international calls and 100 text from Australia to the following 40 eligible destinations South Korea, India, Indonesia, Cyprus, Guam, Hawaii, Mongolia, Romania, Israel, Denmark, Luxembourg, Malta, Sweden, Bangladesh, Hong Kong, Puerto Rico, American Samoa, Brunei, Pakistan, Thailand, Mexico, Japan, Colombia, France, Kuwait, Iceland, Hungary, Norway, Peru, Cambodia, Finland, Greece, Spain, Czech Republic, Slovak Republic, Chile, Laos, Vietnam, Brazil, and Taiwan (the **Eligible Destinations**).

4.8 The inclusions of the \$5 and \$15 Boost Add-on:

- (a) can only be accessed with an active \$10, \$20, \$30, \$40 or \$50 Boost Anytime Plus recharge;
- (b) can only be used if you are within the credit expiry date of a Boost Recharge;
- (c) are used before the inclusions of the active Boost Recharge; and
- (d) cannot, in respect of the Credit:
  - (i) be used on data in Australia or overseas; nor
  - (ii) exceed a maximum balance of \$150.

4.9 You must have an active recharge to use an Add-On.

4.10 Boost \$5 and \$15 Add-On Credit will be debited in accordance with the charges set out below. For any call, message or usage types not specifically set out below, charges set out in Part B - Pricing Plans - Pre-Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms will apply when you use your service. To

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the extent of any inconsistency, the charges set out in this clause will apply.

International voice calls	As per clause 3.39 in Part B – Pricing Plans – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms
International SMS	\$0.20
International MMS	MMS Picture and Audio- \$0.75 MMS Video- \$0.75

- 4.11 Customers on the Offer can recharge by purchasing and activating Boost-branded recharge cards or vouchers from selected outlets (with the exception of \$100 and \$150 recharge levels from 1 July 2020, as voucher recharges are no longer available for those levels), by using #111# on their handset or using any other eligible method listed in the Critical Information Summary.