

PRE-PAID MOBILE SERVICE TERMS

This section sets out specific terms that apply to our Pre-Paid Mobile Services. These terms are in addition to the General Terms and relevant Critical Information Summary.

1 CONNECTING

Activating your service

- 1.1 Once you have your SIM, and have requested the activation of your service, we'll aim to activate your service as soon as reasonably possible. We'll notify you when you can start to use your service.
- 1.2 When you activate your service you must provide us with your name, address, date of birth and any other information and identification reasonably requested by us.

You can transfer an existing mobile phone number to us

- 1.3 You can transfer an existing active mobile phone number from another mobile service provider to us. You'll need to agree to our transfer terms and conditions.
- 1.4 If you're transferring an existing mobile number from another service provider, we'll aim to connect you within 1 business day of successfully completing the transfer. Where the transfer isn't successfully confirmed, we'll notify you and aim to connect you on the next working day
- 1.5 We'll use reasonable efforts to transfer your number and we'll notify you if your transfer request isn't successfully confirmed.

Plan inclusions

- 1.6 If you buy a Telstra Pre-Paid handset pack or SIM Kit, any included credit will be available after activation of your service.

2 USING YOUR MOBILE SERVICE

Your Mobile Service features

- 2.1 If your service is a pre-paid mobile service, it:
 - (a) includes an allowance of data, calls and texts, all to use in Australia;
 - (b) Allows you to add on extras; and
 - (c) allows you to use a compatible BYO device or purchase a new device outright.
- 2.2 If your Service is a pre-paid mobile broadband service, it:
 - (a) includes an allowance of data to use in Australia when you recharge
 - (b) allows you to compatible BYO device or purchase a new device outright.
 - (c) Allows you to add on extras.
- 2.3 Your Service comes with:
 - (a) a mobile number (if you don't transfer or don't have a current mobile number);
 - (b) the features and inclusions as set out in your Critical Information Summary; and

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- (c) call features, as set out in Part F – Managing Calls in Our Standard Terms Telstra Mobile Section.

2.4 Your Service, and the allowances included with your service, are for personal use only. If your service is a pre-paid mobile service, it is also for use in a smartphone only.

Period for using the service

- 2.5 Your Critical Information Summary specifies the network access period during which you can use the service features, once activated. The date on which the network access period ends is the recharge expiry date.
- 2.6 Your Service enters a 6 month recharge only period after the recharge expiry date. When your Service is in recharge only period, you cannot use any other features or our services, except make calls to 000 and access to My Telstra and [Telstra.com/recharge](https://www.telstra.com/recharge).
- 2.7 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.

Recharging your Service

- 2.8 You can recharge your Service by:
 - (a) purchasing and redeeming Telstra Pre-Paid recharge vouchers from selected outlets;
 - (b) making a payment via PayPal, credit or debit card;
 - (c) setting up an auto recharge using your credit or debit card; or
 - (d) setting up an auto recharge.
- 2.9 In setting up auto recharge:
 - (a) you authorise us to charge your credit or debit card a fixed amount when your previous recharge expires; and
 - (b) you must ensure you have sufficient funds to honour the auto recharge. If your recharge transaction is rejected by your financial institution, then the auto recharge will not be provided.
- 2.10 Each Pre-Paid recharge card and voucher is fully transferable and non-refundable. Pre-Paid recharge cards and vouchers must be redeemed before the 'use by' date printed on the card or voucher. If you recharge your service before your recharge expiry date, your new recharge expiry date will be the later of either:
 - (a) the expiry date for your existing recharge amount (before you recharged); or
 - (b) the expiry date for your new recharge amount; and
 - (c) any benefit associated with a recharge amount, will expire after a set amount of time (depending on your plan and recharge amount), no matter whether you recharge again before the expiry date.

SMS Messages

2.11 SMS offers you the ability to send short text messages from a compatible device directly to

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another compatible device. When you send an SMS, your phone number, the date and the time the message was sent appears on the device of the person receiving the SMS.

- 2.12 We will try to deliver an SMS for up to 7 days. If it cannot be delivered after 7 days, the SMS will be deleted from our SMS network.
- 2.13 We will take responsible steps to deliver SMS messages. However, in some circumstances the message may be undeliverable for reasons which include:
- (a) technological difficulties;
 - (b) the receiving device is not working properly, is switched off, is out of range or the message storage space on the device is full;
 - (c) the destination number is invalid or barred to SMS;
 - (d) the person is overseas and the overseas phone company has blocked SMS from us.

In such cases we will be unable to deliver the message.

- 2.14 SMS messages to fixed phone services are not suitable for telling or warning people about serious risks, important matters, time critical matters or asking emergency service organisations to come to someone's aid. A message which is sent may not be able to be delivered or may not be received by the recipient (either immediately or at all). Because of this, you should decide (and are responsible for deciding) whether a text message is the most appropriate way to deliver your message, particularly where it is important that the message be received by the recipient or where the message needs to be received or acted on within a certain time.
- 2.15 SMS messages to fixed phone services are not encrypted so it is possible that a third party could intercept an SMS during transmission or delivery.

Multimedia Messaging Service (MMS) Messages

- 2.16 With an MMS capable device, MMS allows you to create and send mobile messages containing images, photos, text, audio clips and short video recordings.
- 2.17 You are responsible for MMS content you send. You must not send content that is inappropriate or offensive to the intended recipients. You must not engage in text activity that interferes with or compromises any other person's use of the MMS service (such as spamming another person).
- 2.18 You must comply with all laws when creating and sending MMS content. For example, codes of conduct or industry codes (eg those relating to gaming, advertising and privacy) and the laws concerning intellectual property (eg copyright, moral rights and trade marks). You must not send MMS content that is owned by another person without their consent.
- 2.19 If you attempt to send any MMS message that is larger than 500 kilobytes in size, your MMS message may not be successfully submitted and/or received. Most handsets support previewing of message properties, including file size.

Standard Calls and Messages

- 2.20 Standard Calls and Texts include:
- (a) Standard national direct dial voice and video calls (which includes calls to fixed and

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mobile numbers in Australia and calls to our and Optus Satellite Mobiles)

- (b) All '11' calls
- (c) All '13' calls (6 and 10 digit)
- (d) All '1800' calls
- (e) Call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only
- (f) MessageBank diversion and retrieval charges (voice and video) within Australia
- (g) National mobile originating text, picture and video messages

2.21 Included call minutes are consumed in 30 second blocks.

Pre-Paid Extras

2.22 Extras can continue to be used until they expire, even if the last recharge has expired.

2.23 If you change plans the extras can be retained and can be used after the plan change, until the expiry of the extra.

2.24 If you have an active extra but don't have an active recharge you will be unable to access your rolled over data.

2.25 You cannot purchase an extra if you don't have an active recharge.

Changing plans

2.26 When you change to an alternate plan:

- (a) your current inclusions and expiry period as at the date of the change will be forfeited and cannot be used under an alternate plan; and
- (b) any unused part of your benefits and expiry period from an extra as at the date of the change will be retained and can be used on an alternate plan, provided allowances are compatible with the alternate plan.

3 GET HELP

Replacement SIM cards

3.1 You can request a replacement SIM card if you need one in store or by calling us. We'll provide a new SIM card free of charge within Australia.

Reporting Service faults

3.2 You can check the status of an outage online or report a Service fault to our 24-hour service.

Repairing Mobile Network faults

3.3 We'll repair faults that occur on our mobile Networks and restore full service during standard business hours (8am-5pm Monday to Friday, except public holidays). We'll also aim for the following:

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- (a) All faults: Provide after-hours maintenance where there are major Network outages (giving priority to outages), natural disasters, and any other special cases that we consider deserve after-hours maintenance.
- (b) Urban: Restore within two working days of being told about the fault.
- (c) Rural: Restore within three working days of being told about the fault.
- (d) Isolated areas: Restore within four working days of being told about the fault

Blocking your handset

- 3.4 If your handset is lost or stolen, you can ask us to block it. Blocking your handset means people can't use it on our Network (other than calls to emergency services and certain customer service numbers).
- 3.5 We may block your handset if:
 - (a) we reasonably think it is lost or stolen, or is threatening the integrity of our Network; or
 - (b) we are requested to block it as part of the inter-carrier International Mobile Equipment Identity (IMEI) blocking initiative.
- 3.6 We may decide not to block or stop blocking your handset if you ask us, or if we believe there may be another handset with the same IMEI number we use to block and unblock your handset.

Unblocking your handset

- 3.7 You can ask us to unblock the use of a handset:
 - (a) if you believe that we may have blocked the use of a handset by mistake; or
 - (b) where you recover a lost or stolen handset.

4 LEAVING

Transferring your mobile number

- 4.1 If you choose to transfer your number to another mobile service provider on another network, we'll use reasonable efforts to transfer your number. Your Mobile Service and any extras will be cancelled once the transfer is complete.

Unlocking your device

- 4.2 Devices provided purchased for the us for use with your 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. The fee depends on how long it has been since the service was activated.