

THE GOOD GUYS MOBILE UPFRONT SERVICE TERMS

This section sets out specific terms that apply to Services on a The Good Guys Mobile Upfront Plan. These terms are in addition to the General Terms and relevant Critical Information Summary.

1 CONNECTING

We aim to connect You as soon as reasonably possible

- 1.1 Once You have Your SIM installed in Your eligible device, we'll aim to connect You as soon as reasonably possible. We'll notify You when You can start to use Your Service.

You can transfer an existing mobile phone number to us

- 1.2 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.
- 1.3 If You're transferring an existing mobile number from another service provider, we'll aim to connect You within two hours 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.
- 1.4 We'll use reasonable efforts to transfer Your number and we'll notify You if Your transfer request isn't successfully confirmed.

2 VOUCHER CONTRACT TERM

- 2.1 If You received a The Good Guys Voucher when You purchased a Service on a The Good Guys Mobile Upfront Plan, The Good Guys Voucher may have a fixed term of 24 months (**Voucher Term**).

3 USING YOUR MOBILE SERVICE

Mobile Coverage

- 3.1 Our coverage maps indicate where mobile Services are predicted to be available and can be accessed via our website [Telstra.com.au/coverage](https://www.telstra.com.au/coverage).
- 3.2 Mobile coverage is inherently variable, so even within coverage areas, the availability and quality of Your Service can be affected by factors such as local geographic features (e.g., vegetation, road cuttings) and man-made structures (e.g., buildings, lifts, basement car parks); Network load; Your chosen Plan; and Your device and how You use it. We cannot guarantee that:
- (a) Your Service will be available at every location within a coverage area;
 - (b) calls or data sessions will be uninterrupted or free from "drop-outs"; or
 - (c) Network congestion won't impact the performance of Your Service.
- 3.3 The availability of Network features (e.g. 5G Standalone access, mobile tethering, Network prioritisation) may vary depending on Your coverage, Your Service, and

Your Plan. Even if a feature is included in Your Service or Plan, its availability and performance can be affected by:

- (a) Environmental and technical factors – such as terrain, vegetation, man-made structures, and Network configuration;
- (b) Customer demand – high usage at particular cell site may impact performance;
- (c) Signal strength at Your location – especially if You're outdoors or near the edge of a coverage zone; and
- (d) Your device – as not all devices support all features.

5G Network access

- 3.4 Telstra's 5G Network includes coverage from both 5G Standalone (5G SA) and 5G Non-standalone (5G NSA) mobile sites.
- 3.5 To access 5G NSA mobile coverage, You will need:
 - (a) a 5G NSA compatible device; and
 - (b) be in a 5G NSA coverage area.
- 3.6 To access 5G SA mobile coverage, You will need:
 - (a) an eligible Mobile Plan with access to 5G SA included (check the Critical Information Summary of Your Mobile Plan to confirm);
 - (b) a 5G SA compatible device and sim; and
 - (c) be in a 5G SA coverage area.
- 3.7 Some parts of 5G SA (known as 'slices') may be reserved for certain types of applications or certain user groups. While a 5G SA enabled Plan will provide access to Telstra's 5G SA mobile sites, allowing use of 5G SA coverage areas (subject to handset and sim requirements), You may or may not have access to these 'slices' at given points in time.

Network Adjustments

- 3.8 As our Network evolves, including through infrastructure investments and upgrades, We may allocate, change, and structure Plans, add-ons and features offered to Customers, including offering different levels of coverage, capability or Service experience across our Customer base.
- 3.9 While We strive to maintain a reliable Network that meets common usage needs and provides a reasonable user experience, not all Network upgrades or improvements will apply to every Plan or Service or be available on every device model. Unless explicitly stated, Your Service may not benefit from such enhancements.

Network Management

- 3.10 Our mobile Network is shared by millions of Customers. We strive to provide all Customers with a reasonable user experience on our mobile Network.

- 3.11 From time to time, We may use traffic management policies to the extent reasonably necessary, including where doing so is to help ensure overall performance among our Customers is not compromised or to temporarily alleviate high demand at a cell site.
- 3.12 In addition to our general traffic management policies, We may introduce Plans which involve prioritising certain traffic over other traffic on the Network. This is likely to only be noticeable in certain locations during times of Network congestion. This means that if the cell site You are connected to begins experiencing high demand during Your session, and Your Plan does not include data prioritisation, Your data speeds may be slower than that of prioritised traffic on the same cell site until the demand lessens or, as You move, Your device connects to a different site not experiencing high demand.

Your Mobile Service features

- 3.13 Your Service:
- (a) requires that You set up a new or use Your existing Telstra ID;
 - (b) includes an allowance of data to use in Australia, and unlimited calls and SMS to standard national numbers;
 - (c) allows You to BYO device, or purchase a new device outright from a The Good Guys store; and
 - (d) allows You to add on eligible extras.
- 3.14 Your Service comes with:
- (a) the features and inclusions as set out in Your Critical Information Summary
 - (b) call features, including call forwarding, calling line identification and caller number display (see Part F – Managing Calls in Our Standard Terms Telstra Mobile Section for more details); and
 - (c) messaging features, including SMS delivery reporting and chat.
- 3.15 Your Service, and the allowances included with Your service, are for personal and small business use in a smartphone only.

SMS Messages

- 3.16 SMS offers You the ability to send short text messages from a compatible device directly to 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.
- 3.17 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.
- 3.18 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.

- 3.19 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.
- 3.20 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.

MMS Messages

- 3.21 With an MMS capable device, MMS allows You to create and send mobile messages containing images, photos, text, audio clips and short video recordings.
- 3.22 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).
- 3.23 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.
- 3.24 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

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

4 INTERNATIONAL ROAMING

What is International Roaming services?

- 4.1 International Roaming allows You to use Your compatible device to make/receive calls, use data services and send/receive SMS and/or MMS overseas in eligible countries using an International Roaming Day Pass.
- 4.2 International Roaming will be automatically enabled on all mobile Plans. You can disable International Roaming in the relevant mobile app which services The Good Guys Mobile Upfront Plans (charges may apply outside of Australia).

What is an International Roaming Day Pass

- 4.3 With an International Day Pass You get unlimited daily standard voice calls and SMS in all zones and a limited daily data allowance in Zone 1 and 2, for use in Eligible Countries (**Day Pass**) during a 24 hour period starting when the pass is first used on the service (**Day Pass Period**).
- 4.4 An applicable Day Pass charge is triggered when You use Your eligible service overseas in an Eligible Country.

Pricing

- 4.5 Each day a service is used in an Eligible Country, \$5 or \$10 will be charged to Your account and the inclusions listed in the table below will be available for use that Day Pass Period.

	Zone 1	Zone 2	Zone 3
	\$5/day (AEST)	\$10/day (AEST)	\$10/day (AEST)
Calls to and from standard international numbers while in Eligible Countries	Unlimited	Unlimited	Unlimited
SMS to standard international numbers while in Eligible Countries	Unlimited	Unlimited	Unlimited
Data allowance for us in Eligible Countries	2GB/day	2GB/day	None
Duration	1 Day Pass Period	1 Day Pass Period	1 Day Pass Period

	Zone 1	Zone 2	Zone 3
	\$5/day (AEST)	\$10/day (AEST)	\$10/day (AEST)
Excess Data Charge	\$10 per 2GB, valid for 31 days	\$10 per 2GB, valid for 31 days	N/A
Eligible Countries	For a list of eligible countries, go to: https://www.telstra.com.au/international-roaming		

- 4.6 Unused data expires at the end of each Day Pass Period. If Your daily data allowance of 2GB within the Day Pass runs out, You'll get a text with the option for a 2GB data top-up for \$10 that stays active for 31 days.
- 4.7 A standard number refers to local or international fixed-line and mobile numbers. Data usage is the amount of data You use to browse the internet, send and receive email and MMS, and use mobile apps.

Usage

- 4.8 Your International Day Pass excludes the following usage:
- (a) Data used in Eligible Countries in excess of the Day Pass Allowance;
 - (b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
 - (c) Usage in countries that are not Eligible Countries.

International Roaming Notifications

- 4.9 We will send You notifications (each a **Notification message**) when You are overseas to:
- (a) remind You that You have activated Your mobile device overseas, and that there may be delays in receiving data usage alerts;
 - (b) provide a telephone number that You can call us on when You are overseas
 - (c) provide You a tax invoice for Day Pass or Data Pack charges that have been triggered and paid by Your AutoPay method.
- 4.10 You will only be able to receive Notification messages by SMS if You have a mobile device which is capable of receiving SMS.
- 4.11 We will send You Notification message when You connect Your mobile device with one of our partner carrier network operators in each country You are roaming in. We will resend a Notification message where:
- (a) You are in a particular country for more than 14 days (in which case We will resend a Notification message every 14 days); or
 - (b) You are roaming in more than one country and return to a country where You have previously received Notification message (provided that You have not received a Notification message for that country in the preceding 14 days).

5 GET HELP

Replacement SIM cards

- 5.1 You can request a replacement SIM card if You need one in any The Good Guys store or by calling The Good Guys Contact Centre. We'll provide a new SIM card free of charge within Australia.

Reporting Service faults

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

Repairing Mobile Network faults

- 5.3 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:
- (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) Contact You every 48 hours with progress reports until the mobile Services are restored.
 - (c) **Urban:** Restore within two Working Days of being told about the fault
 - (d) **Rural:** Restore within three Working Days of being told about the fault
 - (e) **Isolated areas:** Restore within four Working Days of being told about the fault

Blocking Your handset

- 5.4 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).
- 5.5 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.

- 5.6 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

- 5.7 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.

6 LEAVING

You can transfer Your mobile number out from us

- 6.1 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.

Voucher Repayment Fee

- 6.2 If You received a The Good Guys Base Voucher when You purchased Your Mobile Service and You cancel that Mobile Service within any applicable Voucher Term, You must pay us the outstanding amounts for The Good Guys Base Voucher You received for the cancelled Mobile Service (the **Base Voucher Repayment Fee**).
- 6.3 From July 24, 2025, if You also received a The Good Guys Bonus Voucher when You purchased Your Mobile Service and You cancel that Mobile Service within any applicable Voucher Term, You must pay us the outstanding amounts for The Good Guys Bonus Voucher You received for the cancelled Mobile Service (the **Bonus Voucher Repayment Fee**).
- 6.4 The Base Voucher Repayment Fee and the Bonus Voucher Repayment Fee (as applicable) is a pro-rata amount, equal to the total amount of the Base Voucher and Bonus Voucher divided by 24 and multiplied by the months (or part months) remaining in Your Voucher Term. For example, if received a voucher with a 24-month Voucher Term, then in:
- (a) Month 1: You will need to repay 23/24 of the Voucher You received;
 - (b) Month 12: You will need to repay 11/24 of the Voucher You received; and
 - (c) Month 23: You will need to repay 1/24 of the Voucher You received.
- 6.5 If You cease making payment for Your Mobile Service under our Financial Hardship Policy, then each month during which payments are suspended will be added to the Voucher Term.
- 6.6 Where You are required to pay the Base Voucher Repayment Fee and the Bonus Voucher Repayment Fee, We will issue You with a bill for the amount payable, which You can pay using a payment method of Your choice within 10 days. If You don't pay it within 10 days, then We will automatically deduct the amount owing from the bank account, debit card or credit card that You have nominated for Your AutoPay payments.

7 DICTIONARY

- 7.1 The following words have the following special meanings:

The Good Guys Voucher means either just the Base Voucher or the Base Voucher and Bonus Voucher depending on the offer taken up by the Customer at time of purchase

Base Voucher means a voucher which entitles You to the purchase of goods from The Good Guys stores.

Bonus Voucher means a bonus voucher which may be offered from time to time in addition to the Base voucher which entitles You to the purchase of goods from The Good Guys stores.