

## Critical Information Summary

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.



# Family and Friends Go Mobile Plus BYO Plans

Plan (24-month term)	\$59	\$79
Minimum Monthly Charge	\$59/mth	\$79/mth
Monthly Calls	Unlimited	Unlimited
SMS, MMS and MessageBank®	Unlimited	Unlimited
Monthly Data allowance	15GB	20GB
International Monthly Calls and SMS from Australia	N/A	Unlimited to Eligible Countries
Early Termination Charge	\$708	\$948
Total Minimum Cost	\$1,416	\$1,896

Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. All for use in Australia. Calls, SMS and MMS to standard Australian numbers. Extra Data \$10 per 1GB automatically added in 1GB blocks for use that month.

## Information about the service

Your Family and Friends Go Mobile Plus BYO plan (**Plan**) is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data. Your Plan allows you to share mobile data between other eligible plans on the same account.

### BYO handset

You can bring your own (**BYO**) Telstra Mobile Network compatible handset to take up this Plan. Be sure to check that your handset supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, to ensure you get the best possible experience on the Telstra Mobile Network. You can find your handset banding in your device manual or manufacturer's website.

### Device Payment Contract

You may purchase a new eligible handset to use with your Plan, and pay off that handset over 24 interest-free monthly payments with a Device Payment Contract.

If you cancel your Plan or Device Payment Contract before the end of your Device Payment Contract term, you'll need to pay the balance of any remaining handset payments. If you were receiving a monthly credit on your Device Payment Contract, the remaining handset payments will be higher as you'll no longer receive the credit.

### Minimum term

24 months

### Monthly Calls

Unlimited. Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers.

## International Monthly Calls and SMS from Australia

If you have a \$79 Plan, it includes unlimited International calls and SMS from Australia to standard fixed and mobile numbers in Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (**Eligible Countries**).

### Monthly Data

Your Monthly Data is set out in the above table and gives you access to the internet in Australia. Your unused Monthly Data expires each month. You can share your Monthly Data allowance with eligible data share services on the same account.

Eligible data share services are Go Mobile Plus plans, Go Mobile Plus BYO plans, Go Mobile Plus Casual plans, Go Mobile BYO plans, Go Mobile BYO, Go Mobile Casual plans, Everyday Connect Shared Data plans, Mobile Accelerate Shared Data plans, and up to 5 Data Share SIM plans or Companion plans (**Eligible Services**).

### Extra Data

If you use more than your shared Monthly Data allowance, we will automatically add extra data to your service in blocks of 1GB for \$10 (**Extra Data**). If you go over your Extra Data, we will automatically add another block of 1GB for \$10. Extra Data is for use in Australia and expires at the end of your billing month and is shared with any Eligible Service on your account.

### Free Telstra Air

You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon Spots overseas. Download the Telstra Air app or visit [telstra.com/air](http://telstra.com/air) to activate Telstra Air.

### What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international numbers (except where your Plan includes an International Call and SMS allowance), premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges. Charges for all calls, SMS and MMS not included in your Plan can be found at [telstra.com/customer-terms](http://telstra.com/customer-terms)

## Information about pricing

See the above table for your Plan pricing.

If you use your mobile for things not included in your Plan or exceed your Monthly Data allowance, you'll have to pay more than your minimum monthly charge set out in the above table.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile accessories. You'll be charged for your accessories in interest-free monthly payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories. Only available at selected Telstra stores and partners.

### Calls and SMS to International numbers

If:

- you have an International Call and SMS allowance included in your Plan and you call or SMS a country other than an Eligible Country or send an MMS to any overseas country (including Eligible Countries); or
- your Plan does not include an International Call and SMS allowance,

the following charges apply:

- **calls to international numbers** – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](https://telstra.com.au/mobile-other-call-types)
- **SMS to international numbers** – 50¢ per standard message sent per recipient; and
- **MMS to international numbers** – 75¢ per standard message sent per recipient.

### Data charges

Data charges are based on how much mobile data you use. To understand how much data you might need go to [telstra.com.au/postpaid-data-calculator](https://telstra.com.au/postpaid-data-calculator)

### Early Termination Charge

If you cancel your Plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments.

The maximum ETC at the start of your plan is set out in the above table.

## Other information

### Billing

#### Important information about your first bill

When you start or change your Plan part way through a billing period, your first bill will have additional charges. Electronic bills and payment are free of charge. A \$2.20 charge applies to paper bills, a \$1.00 charge applies to payments made in person or via mail. Some exemptions may apply. For more information go to [telstra.com/billpay](https://telstra.com/billpay)

## Call and mobile data usage information

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We will also send you an alert if Extra Data is added to your service.

To check your usage:

- login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](https://telstra.com/mpm) on your mobile's browser (select the 'My' tab to view details)
- use the Telstra 24x7® App on your iPhone and Android phone (available on the App Store and Google Play)
- check the mobile data usage meter at [telstra.com.au/my-data-usage](https://telstra.com.au/my-data-usage)

Find out more at [telstra.com/myusage](https://telstra.com/myusage)

### Using your service overseas

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming and an International Day Pass which, for an additional charge, lets you make and receive unlimited standard voice calls/SMS and includes 200MB data for use each day (AEST) when travelling in eligible countries. If you use more than your included data allowance on your International Day Pass, we will automatically add extra data to your service in blocks of 500MB for \$10.

If you choose to opt out of your International Day Pass or use your mobile in countries not covered by your International Day Pass, calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](https://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part).

For more information and pricing visit [telstra.com/overseas](https://telstra.com/overseas) or refer to the International Day Pass Critical Information Summary.

Visit [telstra.com/manageirusage](https://telstra.com/manageirusage) for information on spend management tools while you're overseas.

To de-activate International Roaming call us on 12 5109.

### Mobile coverage

You can access 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 3G coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from. To find out more about our mobile coverage and networks or how to optimise network performance visit [telstra.com/coverage](https://telstra.com/coverage)

#### We're here to help

If you have questions about your plan visit [telstra.com/contactus](https://telstra.com/contactus) or call us on 13 2200 or 133 677 (TTY), or +61 439 12 5109 if you are overseas.

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://telstra.com/complaints)

#### Further investigation

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)