

## Critical Information Summary

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



# Go Mobile Data Plus Casual Plans

Plan (month to month)	\$25/mth	\$55/mth	\$80/mth
Minimum monthly charge	\$25	\$55	\$80
Monthly Data allowance	1GB	10GB	20GB
Cost per megabyte (MB)	2.44¢/MB	0.54¢/MB	0.39¢/MB

Data for use in Australia. Extra Data \$10 per 1GB automatically added to use that month. 1GB (Gigabyte) = 1,024MB (Megabytes).

## Information about the service

Your plan is for a mobile data service. It gives you access to our network, a mobile broadband service number and access to mobile data.

### Device Payment Contract

If you choose to buy a mobile broadband or tablet device with your plan, you may pay it off over 12 or 24 interest-free monthly payments with a Device Payment Contract. If you cancel your plan or the Device Payment Contract before the end of your Device Payment Term, you'll need to pay the balance of any remaining device payments.

### Bring your own (BYO) device

If you bring your own (BYO) mobile broadband or tablet device, check that your device is Telstra Mobile Network compatible and supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, so you can enjoy the full benefits of your service.

### Minimum term

Month to month.

You can cancel your plan at any time but if you cancel you will also need to pay any charges up to the point of cancellation.

### Monthly Data allowance

Your Monthly Data is set out in the table above. Your unused Monthly Data expires each month.

You can share your Monthly Data allowance with eligible mobile data share services on the same account. Eligible data share services include other Go Mobile Data Plus plans (including BYO and Casual plans), Go Mobile Data plans (including BYO and Casual plans), Go Mobile Swap plans, Go Mobile Plus plans (including BYO and Casual plans), Telstra Premium Swap plan, Telstra Premium Plus plan, Telstra Premium plan, Go Mobile plans (including BYO and Casual plans), Everyday Connect Shared Data plans, Mobile Accelerate Shared Data plans, Data Share SIM plans, and Companion plans (Eligible Data Share Services).

### What's included

Your plan gives you access to a monthly data allowance which is automatically shared with other Eligible Data Share Services from your Telstra Mobile Network compatible mobile broadband or tablet device in Australia.

### What's not included

Your Monthly Data can't be used while you're overseas. Your plan doesn't include any call or SMS allowance.

## Using your SIM

You cannot use your SIM in a mobile handset to access mobile data. If you do this, we will block access to mobile data from that mobile handset.

## Information about pricing

See table above for your plan pricing.

If you exceed your Monthly Data allowance or use your service for things not included in your plan, or have a Device Payment Contract you'll have to pay more than the minimum monthly charge set out in the table above.

### Using Mobile Data in Australia

Mobile Data charges are based on the amount of mobile data you use when accessing the internet on your Telstra Mobile Network compatible device. To estimate how much data you will use, visit [telstra.com.au/postpaid-data-calculator](http://telstra.com.au/postpaid-data-calculator)

### Extra data

If you exceed your Monthly Data allowance, we will automatically add 1GB to your service for \$10 (Extra Data). Extra Data is for use in Australia shared with other Eligible Data Share Services, and expires at the end of your billing month.

### Call, SMS and MMS charges in Australia

Your plan doesn't include a call or SMS allowance. If you make calls or send SMS using a call /SMS capable device, the following charges apply:

- national calls – \$1 per 60 second block. A 2 minute standard national mobile call costs \$2
- standard national SMS – 25¢ per message sent per recipient in Australia.

### Calls, SMS and MMS to international numbers

Your plan doesn't include calls or SMS to international numbers, extra charges apply for these call types. The main charges are:

- calls to international numbers – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](http://telstra.com.au/mobile-other-call-types)
- SMS to international numbers – 50¢ per message sent.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy device accessories, you'll be charged a monthly interest-free payment for 12 or 24 months. If you cancel your ARO, you must pay the remaining cost of the accessories. Only available at selected Telstra stores and partners.

## Billing

### Your first bill

Your first bill will have additional charges if you start your plan part way through a billing period.

Bill options:

- no cost for electronic bills and payment;
- paper bills cost **\$2.20**;
- payments made in person or by mail cost **\$1**.

Some exemptions may apply. For more information go to [telstra.com/billpay](https://telstra.com/billpay)

## Other information

### Call and data usage information

You will receive email alerts when you reach 50%, 85% and 100% of your Monthly Data allowance. We will also send you an email if 1GB Extra Data is added to your service. You can configure your notifications, including updating your nominated email address to receive your alerts using:

- the Telstra 24x7® App; or
- [telstra.com/myaccount](https://telstra.com/myaccount)

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

### Using your service overseas

Your plan has International Roaming activated (unless you're recontracting with your existing number, or have opted out). Using your service overseas costs more and you will be charged separately for this usage.

The main charges that apply while overseas:

- **calls and SMS** – for call and SMS rates, see [telstra.com.au/roaming](https://telstra.com.au/roaming)
- **mobile data** – **\$3** per MB (charged per KB or part thereof).

For information about using your service overseas visit [telstra.com.au/overseas](https://telstra.com.au/overseas)

For information on monitoring your estimated usage while overseas, visit [telstra.com/manageirusage](https://telstra.com/manageirusage)

If you would like to deactivate international roaming, please 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 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 on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

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