

Critical Information Summary

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



Home Wireless Broadband Plus plans

Plan type (12 or 24 month term)		\$100/mth	\$150/mth
Minimum monthly charge		\$100	\$150
Total minimum cost	12 month	\$1,200	\$1,800
	24 month	\$2,400	\$3,600
Monthly Data allowance		25GB	50GB
Cost per megabyte (MB)		0.39¢/MB	0.29¢/MB
Maximum Early Termination Charge	12 month	\$600	\$900
	24 month	\$1,200	\$1,800
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 Home Wireless Broadband 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 take up a 24 month plan with a Device Payment Contract (both with the same start date) you may receive a monthly credit on your device. If you cancel early, the remaining device payments will be higher as you'll no longer receive a credit.

BYO device

If you BYO mobile broadband or tablet device, check 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

12 or 24 months.

Monthly Data allowance

Your Monthly Data is set out in the table above. Your unused Monthly Data expires each month. Your Monthly Data is not shareable with any other services.

What's included

Your plan gives you access to a monthly data allowance from your Telstra Mobile Network compatible mobile broadband or tablet device to use 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.

Early Termination Charge

If you cancel your plan early, you'll need to pay an Early Termination Charge and any remaining device or accessory payments. The maximum Early Termination Charge is 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

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 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
- **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

Other Information

Call and data usage information

You will receive email alerts in 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

Find out more at 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
- **mobile data** – \$3 per MB (charged per KB or part thereof).

You can also purchase an International Travel Pass. For more information visit telstra.com.au/internationalroaming

For information about using your service overseas visit telstra.com.au/overseas

For information on monitoring your estimated usage while overseas, visit telstra.com/manageirusage

If you would like to deactivate international roaming, please call us on 12 5109.

You can also purchase an International Travel Pass. For more information visit telstra.com.au/internationalroaming

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

We're here to help

If you have questions about your plan visit telstra.com/contactus or call us on 13 2200 or 1800 808 981 (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

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

This is a summary only. The full legal terms for this plan are available at telstra.com.au/customer-terms