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TELSTRA MOBILE BROADBAND EXPLORER 15GB PLAN

15GB/mth
of data to use in Australia (0.68¢/MB)
Excess Data 3¢/MB
or $10/GB (or part thereof) if you've chosen Extra Data

$105/mth
12-month term
minimum cost $1,260
24-month term
minimum cost $2,520

INFORMATION ABOUT THE SERVICE

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

You cannot use the SIM associated with this plan in a handset.

Device Repayment Contract

If you choose to buy a mobile broadband or tablet device with your Telstra Mobile Broadband Explorer Plan, you may take this on a Device Payment Contract which allows you to get a new device and make monthly interest free payments. Only available on 24 month plans.

Device Plan Discount

If you choose an eligible device on a 24 month Device Payment Contract with the same start date as your 24 month Telstra Mobile Broadband Explorer Plan, you'll receive a Device Plan Discount each month for 24 months.

If you cancel your plan or your Device Payment Contract early, you won't receive the Device Plan Discount any more. You'll also have to pay your remaining device repayments and any early termination charges for your plan.

BYO device

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

Minimum term

12 or **24** months.

Your Monthly Data Allowance

15GB – where 1GB (Gigabyte) = 1,024MB (Megabytes). Your unused Monthly Data Allowance expires each month.

What's included

Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband or tablet device in Australia.

What's not

Your Monthly Data Allowance can't be used for data use while you're overseas.

Your plan doesn't include any call or SMS allowance.

Using your SIM

Your plan does not allow the use of your SIM in a mobile handset to access data over the Telstra Mobile Network. If you remove your SIM from your mobile broadband device and insert it into a mobile handset for the purposes of accessing such data, we will block access to data from that mobile handset.

INFORMATION ABOUT PRICING

Your minimum monthly charge

$105. If you choose a Device Repayment Contract, use more than your Monthly Data Allowance, or use your service for things not included in your Monthly Data Allowance, you'll have to pay more than $105.

Accessory Repayment Option

You can choose an Accessory Repayment Option (**ARO**) to buy device accessories, you'll be charged for your accessories in monthly, interest-free 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.

The Total Minimum Plan cost

The total minimum amount that you'll pay over the period of your plan term is **$1,260** on a 12 month plan or **$2,520** on a 24 month plan (plus any device and accessory repayments, if applicable).

Using data in Australia

Data charges are based on the amount of data you use when accessing email and the internet on your Telstra Mobile Network compatible mobile broadband or tablet device. If you're not sure how much data you'll need, the Data Usage Calculator at **telstra.com.au/postpaid-data-calculator** can help estimate how much data you might use.

Your Monthly Data Allowance is charged at 0.68¢/MB. If you use more than your 15GB Monthly Data Allowance, you'll be charged at 3¢/MB for any excess data usage. Or, if you have opted into Extra Data, you'll be charged an additional $10 for each extra 1GB of data (or part thereof) that you use in Australia (**Extra Data**). The Extra Data will expire at the end of your billing month.

Call, SMS and MMS charges in Australia

Your Plan doesn't include any call or SMS allowance. These are the charges that will apply if you choose to make calls or SMS when your SIM is placed in a call or SMS capable device.

- **National calls** – **$1** per second block. A 2 minute standard national mobile call costs $2 on this plan.
- **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, so you'll be charged additionally for these. Here are the main charges that apply:

- **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 per recipient.

Early Termination Charge

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Termination Charge (**ETC**) and any remaining device and accessory payments.

If you move to another plan before the end of your minimum term, you may need to pay a $50 Early Recontracting Fee and you may also need to pay an ETC. The ETC decreases by equal installments each month you stay on the plan. Your maximum ETC at the start of your plan is **$630** on a 12-month plan and **$1,260** on a 24-month plan.

OTHER INFORMATION

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Important information about your first bill
When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's data allowance.

This plan requires paperless billing and electronic payment. A **$2.20** charge will be applied a month in arrears if you receive a paper bill; and a **$1.00** charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions may apply. Visit **telstra.com/emailbill** to request an email bill and/or set up direct debit. For more information on other bill payment options, go to **telstra.com/billpay**

Call and data usage information

We will automatically send you email alerts in real time of you reaching 50%, 85% and 100% of your included Monthly Data Allowance to your nominated email address. If you have opted in for Extra Data, we will also send real time alerts when you have been granted a 1GB Extra Data block. You can configure your notifications, including updating your nominated email address to receive your alerts using:

- the Telstra 24x7® app; or
- **telstra.com.au/myaccount** (laptop or desktop).

Visit **telstra.com/myusage** to find out more about other ways to manage and track your data usage.

Using your service overseas

The cost of using your service overseas is higher than in Australia. Your monthly plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

Here are the main charges that apply:

- **calls and SMS while overseas** – for call and SMS rates, see **telstra.com.au/roaming**
- **data while overseas** – **$3** per MB (charged per KB or part thereof).

We recommend you consider one of our International Casual Traveller Data Packs which provide a set amount of data to use in selected countries for 30 days.

These are available at **telstra.com.au/roamingpacks**

Before you travel overseas
- For information about using your service overseas, activation and other tips to help you stay in control of your costs, visit **telstra.com.au/overseas**
- For information on how to monitor your usage and useful tools, visit **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 a 4GX area or if you have a 4G or 3G only 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**

We're here to help

Please visit **telstra.com/contactus** if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

Complaints or disputes
If you have a problem or complaint about your service, go to **telstra.com.au/help/contact/complaints** where you'll find full contact details and information about how to resolve it.

Further investigation
If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at **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**

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