

## Critical Information Summary

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



# Telstra Pre-Paid Mobile Offers

## Information about the service

Your Telstra Pre-Paid mobile phone service gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages and access mobile data.

You'll need to purchase a handset pack or purchase a SIM Starter kit for your compatible handset to take up a Pre-Paid mobile offer (check your device supports 3G-850MHz).

When you activate your SIM, you'll need to choose a Telstra Pre-Paid offer to suit the length of time you want and the type of usage you need, then recharge when you need to. You may change your offer up to 10 times a year without charge, but inclusions and credit do not rollover when you switch offers.

### What's included

This depends on your offer. What's included when you recharge is listed under each offer. All offers include unlimited WiFi data at Telstra Air® hotspots in Australia with each recharge.

### What's not included

Unless stated otherwise in the offer, your inclusions can't be used for talk/text to satellite numbers, MessageBank® retrieval, premium numbers (eg 19xx numbers), operator assisted calls (eg most 12xx numbers), content charges such as Google Play™ purchases, diverted calls and overseas use. Any further restrictions are listed under each offer.

## Information about pricing

### Telstra Pre-Paid Extra™

Pre-Paid Extra Recharge	\$30	\$40	\$50	\$60
<b>Data</b>	<b>2.5GB</b>	<b>5GB</b>	<b>7.5GB</b>	<b>10GB</b>
<b>Data Bank</b>	Save up to 50GB of unused data when you recharge \$30+ before expiry. Active recharge required to access Data Bank.			
<b>Calls and Texts to standard Australian numbers</b> <small>includes MessageBank® retrieval</small>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>Calls to standard international numbers</b>	<b>Standard rates</b>	<b>Unlimited</b> <small>To selected destinations.</small>	<b>Unlimited</b> <small>To selected destinations.</small>	<b>Unlimited</b> <small>To selected destinations.</small>
<b>Extra Credit</b> <small>For international calls and text, roaming and Premium SMS</small>	<b>\$5 Credit</b>	<b>\$10 Credit</b>	<b>\$15 Credit</b>	<b>\$20 Credit</b>
All for use in Australia within 28 days. Data Bank data expires if you change offers. Unlimited international calls also exclude video calls. Selected destinations include Canada, China, Hong Kong, India, Malaysia, Singapore, South Korea, New Zealand, UK and USA.				

### Pre-Paid Extra Rates

National MMS – 50¢

Calls to international numbers – for rates see [telstra.com/prepaid](http://telstra.com/prepaid)

SMS to international numbers – 20¢

MMS to international numbers – 75¢

### Telstra Pre-Paid Day2Day®

\$1 Daily inclusions charged per day, regardless of usage	
<b>Data</b>	<b>100MB</b>
<b>Calls and Texts to standard Australian numbers</b> <small>includes MessageBank® retrieval</small>	<b>Unlimited</b>
\$1 Optional extras charged per day, per individual extra	
<b>Additional data block</b> <small>(automatic top up after each 100MB)</small>	<b>100MB</b>
<b>Calls to standard international numbers</b> <small>in Canada, China, Hong Kong, India, Malaysia, Singapore, South Korea, New Zealand, UK and USA.</small>	<b>Unlimited</b> <small>\$1 per day per destination.</small>
All for use in Australia and expire daily (AEST) at midnight. Charges are drawn from your recharge credit. Unlimited international calls also exclude video calls.	

### Pre-Paid Day2Day Rates

National MMS – 50¢

Calls to international numbers – for rates see [telstra.com/prepaid](http://telstra.com/prepaid)

SMS to international numbers – 20¢

MMS to international numbers – 75¢

Recharge amount	Recharge credit	Days to use
<b>\$5</b> (minimum recharge amount required)	\$5	Up to 5
<b>\$10</b>	\$10	Up to 10
<b>\$20</b>	\$20	Up to 20
<b>\$30</b>	\$30	Up to 30
<b>\$60</b>	\$60	Up to 60

Unused inclusions do not rollover.

Unused recharge credit rolls over when you recharge.

For international calls, \$1 will be deducted the first time you make a call to a standard international number (charged per destination). You'll then get unlimited international calls to that destination for the remainder of the day. If a call continues past midnight, another \$1 will be drawn for the second day.

Your daily excluded call types are charged at standard rates available at [telstra.com/prepaid](http://telstra.com/prepaid)

**Day2Day data charges:** If you use more than 100MB data per day, an additional \$1 per 100MB is automatically drawn from your available recharge credit. Please check your phone settings to manage any unintentional or automatic data use that will trigger recharge credit being deducted.

**Managing Day2Day recharge credit:** As long as you've got available recharge credit, \$1 will be drawn every day at midnight regardless of usage. As soon as you top up (or top up via auto recharge), \$1 will be drawn (if it has not been drawn already) to get your Pre-Paid Day2Day service started again. To maximise use of your daily inclusions, it's best to recharge early in the day.

## Telstra Pre-Paid Long Life

Pre-Paid Long Life Recharge	Bonus Telstra Talk	Expiry
\$20	–	60 days
\$30	–	6 months
\$40	Max 50 mins	6 months
\$50	Max 100 mins	6 months
\$70	Max 100 mins	12 months
\$100	Max 200 mins	12 months

All for use in Australia.  
 Bonus Telstra Talk is deducted per minute and can be used to call standard Telstra numbers. Bonus Telstra Talk does not roll over.

Pre-Paid Long Life Rates
National calls – 39¢ connection fee and 78¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$1.95
MessageBank® retrieval – 39¢ connection fee and 78¢ per 60 seconds or part
National SMS – 29¢
National MMS – 50¢
Calls to international numbers – for rates see <a href="http://telstra.com/prepaid">telstra.com/prepaid</a>
SMS to international numbers – 35¢
MMS to international numbers – 75¢
Data is charged at \$2 per MB

Recharge before your credit expiry date and roll over your unused recharge credit.

## Telstra Pre-Paid Simplicity®

\$20 recharge	\$30 recharge	\$50 recharge	\$100 recharge
30 days	60 days	90 days	180 days
0¢ – connection fee to standard Australian and international numbers			
15¢ calls – per minute (or part) to standard Australian numbers and from 5¢/min (or part) to standard international numbers			
10¢ per MB – data (charged per MB) and rounded to nearest MB			
All for use in Australia.			

Pre-Paid Simplicity Rates
National calls – 15¢ per 60 seconds or part. A 2-minute standard national mobile call costs 30¢
MessageBank® retrieval – 39¢ connection fee and 78¢ per 60 seconds or part
National SMS – 12¢
National MMS – 50¢
Calls to international numbers – for rates see <a href="http://telstra.com/prepaid">telstra.com/prepaid</a>
SMS to international numbers – 20¢
MMS to international numbers – 75¢

Recharge before your credit expiry date to roll over your unused recharge credit.

## Other information

### Recharge

- **Voucher, credit or debit card** – with MyAccount, Telstra 24x7® App, [telstra.com/recharge](http://telstra.com/recharge), #100#, 125 8888.

Other recharge options are available including PayPal™. Visit [telstra.com/recharge](http://telstra.com/recharge) for more information.

### Using your service overseas

International Roaming is automatically activated on your service. You can use your recharge credit or Extra Credit for calls, SMS and data use overseas. These costs are higher than in Australia.

The main charges that apply:

- **calls and SMS while overseas** – for rates, see [telstra.com/roaming/prepaidpricing](http://telstra.com/roaming/prepaidpricing)
- **data while overseas** – \$3 per MB (charged per KB or part).

Our International Roaming Browse Plus Packs provide a set amount of data to use in selected countries for 30 days. These are available at [telstra.com/roaming/prepaidpacks](http://telstra.com/roaming/prepaidpacks)

For information about using your service overseas and how to monitor your usage and other useful tools, visit [telstra.com/overseas](http://telstra.com/overseas) and [telstra.com/manageirusage](http://telstra.com/manageirusage)

To de-activate International Roaming, call us on 125 8880.

### Call and Data usage

To understand how much data you might need visit [telstra.com/prepaid-data-calculator](http://telstra.com/prepaid-data-calculator).

To check your usage you can:

- register for My Account online at [telstra.com/prepaid](http://telstra.com/prepaid)
- download and use the Telstra 24x7® App
- dial #100# from your mobile
- go to [m.telstra.com](http://m.telstra.com) on your mobile's browser
- call 125 8888.

### Telstra Air

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

### We're here to help

You'll find more information at [telstra.com/prepaid](http://telstra.com/prepaid), including 24/7 live chat support. If you have questions, please call us on 125 8880, 133 677 (TTY) or +61 439 12 5109 if you are overseas.

### Complaints or disputes

If you have a problem or complaint, go to [telstra.com/complaints](http://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](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for your service are contained in your agreement with Telstra, including Our Customer Terms which is available at [telstra.com/customer-terms](http://telstra.com/customer-terms)