

Critical Information Summary

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



Companion Plan

\$35/mth

Unlimited

Calls, SMS and MMS to standard Australian numbers and MessageBank® in Australia

1GB/mth

of mobile data. Extra data usage \$10/GB or part thereof

Access shared mobile data

with other eligible services on the same account

Information about the service

You must have an eligible mobile service on your account before you can take up a Companion Plan. Your Companion Plan (Plan) is for a mobile phone and mobile data sharing service. It allows you to access mobile data by sharing with other eligible services on the same account.

BYO handset

You can bring your own (BYO) Telstra Mobile Network compatible device when you 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. Check your device manual or manufacturer's website.

Device Payment Contract

You may purchase a handset or device to use with your Plan, and pay off that handset or device over 12 or 24 interest-free monthly payments with a Device Payment Contract.

If your Plan and your Device Payment Contract have the same start date and your Device Payment Contract has a 24-month term, you may receive a monthly credit towards your Plan.

If you cancel your Plan or Device Payment Contract before the end of your Device Payment Contract term, you won't be eligible for the credit and you'll need to pay the balance of any remaining device repayments.

Minimum term

Month-to-month – you can cancel your Plan at any time but if you cancel you will have to pay any charges up to the point of cancellation.

If you have a Device Payment Contract, you can move to a higher Data Share SIM plan, but you cannot move to a lower Data Share SIM than your original Plan. If you do choose to move to a Data Share SIM plan lower than your original Plan or you cancel your Plan before the end of your Device Payment Contract, the remaining device payments will be higher as you'll no longer receive a credit to offset your device cost.

Your Monthly Call allowance

Unlimited – You will be able to use this allowance to make calls to standard Australian numbers within Australia.

Your Monthly Mobile Data allowance and Data Sharing

1GB – where 1GB (Gigabytes) = 1,024MB (Megabytes).

Your unused Monthly Mobile Data allowance expires each month. You can share your Monthly Mobile Data allowance with eligible mobile data share services on the same account. Eligible data share services include Go Mobile Plus Plans, Go Mobile Swap plans, Go Mobile Plus BYO, Go Mobile Plus Casual Plans, Telstra Premium Mobile Plus, Go Mobile Plans, Go Mobile BYO, Go Mobile Casual Plans, Everyday Connect Shared Data plans, Mobile Accelerate Shared Data plans, and any other Data Share SIM plans (**Eligible Data Share Services**).

For more information refer to the relevant Critical Information Summary.

What's included

Your Monthly Call allowance can be used within Australia for calls, SMS and MMS to standard Australian landline and mobile numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers. Your Monthly Mobile Data allowance can be used to access mobile internet on your Telstra Mobile Network compatible device in Australia.

What's not included

Your Monthly Call allowance can't be used while you are overseas. Your Monthly Call allowance doesn't include calls, SMS or MMS to international numbers, premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges (including third party charges). Charges for all calls, SMS and MMS not included in your Plan can be found at telstra.com/customer-terms

Information about pricing

Your minimum monthly charge

\$35 – if you use your mobile for things not included in your Plan, you'll have to pay more than \$35. Your monthly charges for this Plan are billed according to your billing cycle.

Calls, SMS and MMS to international numbers

These are the main charges that apply if you call, SMS or MMS an international number.

- **calls to international numbers** – for call rates to overseas, see 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.

Mobile Data charges

Mobile Data charges are based on how much mobile data you use accessing email, some mobile apps and mobile internet. To understand how much data you might need, go to telstra.com.au/postpaid-data-calculator

Extra Data

If you use more than your account's shared Monthly Mobile Data allowance, we will automatically add extra data to your Plan in 1GB blocks charged at \$10 per block (even if you only use part of that block) (**Extra Data**). The Extra Data is for use in Australia and will expire at the end of your billing month. Your Extra Data will be shared with all Eligible Data Share Services on your account.

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 call and 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 mobile data usage information

You will automatically be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Mobile Data allowance. We will also send real-time alerts when you have been granted a 1GB Extra Data block. To check your usage across all services in a shared data group, you can register and login to My Account at telstra.com/myaccount

To track your mobile data usage on all your Eligible Data Share Services, you can also:

- use My Plan Manager by going to 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

Visit telstra.com/myusage to find out more about other ways to manage your 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
- **mobile data while overseas** – **\$3** per MB (charged per KB or part thereof).

Before you travel overseas

For information about using your service overseas, activation and other tips and offers to help you stay in control of your costs, visit telstra.com/overseas

For information on how to monitor your usage and register for these 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 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

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/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, 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/customer-terms