

## Critical Information Summary

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



# Go Mobile Plus Companion Plan

for \$135 and \$195 Go Mobile Plus and Go Mobile Swap Plans

Plan (Casual)	\$5/mth
Minimum Monthly Charge	\$5
Monthly calls, SMS, MMS and MessageBank®	Unlimited
Monthly Data Allowance	Access shared data of other eligible data share services on the same account
Total Minimum Cost	\$5
All for use in Australia. Calls, SMS, MMS and MessageBank® to standard Australian numbers. Extra Data \$10 per 1GB automatically added to use in that month	

## Information about the service

You must have an eligible mobile service on your account before you can take up a Go Mobile Plus Companion plan. Eligible services are:

- \$135 Go Mobile Plus plan
- \$135 Go Mobile Swap plan
- \$195 Premium Plus plan
- \$195 Premium Swap plan

Your Companion 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 device

You can bring your own (BYO) Telstra Mobile Network compatible device when you take up this plan. Be sure to check that your device 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 device to use with your plan and pay off that device over 12 or 24 interest-free monthly payments with a Device Payment Contract. If you cancel your plan or Device Payment Contract before the end of your Device Payment Contract term, you'll need to pay the balance of any remaining device repayments.

### Minimum term

**Casual** – 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.

### Monthly Calls

Your Monthly Calls are set out in the table above.

### Monthly Data and Data Sharing

This plan does not include any data. Your Monthly Data allowance refers to the data associated with eligible 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, Go Mobile plans, Go Mobile BYO, Go Mobile Casual plans, Everyday Connect Shared Data plans, Mobile Accelerate Shared Data plans, and up to 5 Data Share SIM plans or Companion plans (**Eligible Data Share Services**).

### What's included

Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers. Your Monthly Data gives you access to the internet in Australia.

### What's not included

Your Monthly Calls do not 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](https://telstra.com/customer-terms)

## Information about pricing

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

### Calls and SMS to International numbers

Your plan does not include an International call and SMS allowance, and the following charges apply:

- **calls to international numbers** – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](https://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.

### Data charges

Data charges are based on how much mobile data you use. To understand how much data you might need go to [telstra.com.au/postpaid-data-calculator](https://telstra.com.au/postpaid-data-calculator)

### Extra Data

If you use more than your shared Monthly Data allowance, we will automatically add extra data to your service in blocks of 1GB for \$10 (**Extra Data**). If you go over your Extra Data, we will automatically add another block of 1GB for \$10. Extra Data is for use in Australia and expires at the end of your billing month and is shared with any Eligible Data Share Service on your account.

## Other information

### Billing

#### Important information about your first bill

When you start or change your plan part way through a billing period, your first bill will have additional charges. Electronic bills and payment are free of charge. A \$2.20 charge applies to paper bills, a \$1.00 charge applies to payments made in person or via mail. Some exemptions may apply. For more information go to [telstra.com/billpay](https://telstra.com/billpay)

### Data usage information

You will be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We will also send you an alert if Extra Data is added to your service.

To check your usage:

- login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](https://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](https://telstra.com.au/my-data-usage)

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

### Using your service overseas

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

The main charges that apply while overseas are:

- calls and SMS can be found at [telstra.com.au/mobile-phones/international-roaming/availability-pricing](https://telstra.com.au/mobile-phones/international-roaming/availability-pricing)
- **mobile data**– \$3 per MB (charged per KB or part thereof).

When you arrive in an overseas country, you will receive SMS alerts about International Roaming. These alerts will notify you of the cost of using your service overseas as well as how to stop roaming.

Visit [telstra.com/manageirusage](https://telstra.com/manageirusage) for information on spend management tools while you're overseas. To de-activate international roaming, call us on 12 5109.

### 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 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](https://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](https://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](https://telstra.com/customer-terms)