

## Critical Information Summary

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



# Endless Data BYO Plan \$69 12 month

Plan	\$69
Minimum Monthly Charge	\$69/mth
Monthly Calls, SMS, MMS and MessageBank®	Unlimited
Monthly Data allowance	40GB with uncapped speeds, then unlimited data with speeds capped at 1.5Mbps. Other limits apply.
International Monthly Calls and SMS from Australia	Pay-As-You-Go or purchase optional International Call Pack
Roaming Calls, SMS and data allowance for use while overseas	Refer to Using your service overseas
Early Termination Charge	\$414
Total Minimum Cost	\$828
<b>Data Allowance:</b> 40GB per month with uncapped speeds, after which your data volume is unlimited but your data speeds will be capped at 1.5Mbps which is not suitable for HD/4K video or high speed applications. Your unlimited speed capped data may be slowed during busy periods. All for use in Australia. Personal use in a smartphone only. FairPlay Policy applies. <b>Other Allowances:</b> All for use in Australia. Calls, SMS and MMS to standard Australian numbers. Unlimited Wi-Fi data at Telstra Air® hotspots in Australia.	

## Information about the service

Your Endless Data BYO plan (Plan) is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages, and access to mobile data. For use in a compatible smartphone only. Other devices may be blocked.

### BYO handset

You can bring your own (BYO) Telstra Mobile Network compatible handset to 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. You can find your handset banding in your device manual or manufacturer's website.

### Device Payment Contract

You may purchase a new eligible handset to use with your Plan, and pay off that handset over 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 24 month term, you'll need to pay the balance of any remaining handset payments at that time.

### Minimum term

12 months

### Monthly Calls (Domestic)

#### Monthly Calls

**Unlimited** – Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers.

### Monthly Data (Domestic)

40GB per month with uncapped speeds, after which your data volume is unlimited but your data speeds will be capped at 1.5Mbps which is not suitable for HD/4K video or high speed applications. All for use in Australia. Personal use in a smartphone only. FairPlay Policy applies.

After you have used 40GB, your unlimited speed capped data may be slowed during busy periods to manage network congestion and ensure overall network experience is maintained for all customers. If you use your phone as a hotspot, your data speeds may be slowed further during this time. This may be applied without notice.

You can't share your Monthly Data allowance with other data share services on the same account.

### Free Telstra Air

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

### What's not included

Your Monthly Calls and Monthly Data can't be used overseas. 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. Charges for all calls, SMS and MMS not included in your Plan can be found at [telstra.com/customer-terms](http://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 (for example, calls to international numbers), you'll have to pay more than your minimum monthly charge set out in the above table.

### Accessory Repayment Option

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

### Calls and SMS to International numbers

Your Plan does not include an International Call and SMS allowance, the following charges apply:

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

### Early Termination Charge

If you cancel your Plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments.

The maximum ETC at the start of your plan is set out in the above table.

## 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)

### Call and mobile data usage information

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

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming and an International Day Pass which, for an additional charge, lets you make and receive unlimited standard voice calls/SMS and includes 200MB data for use each day (AEST) when travelling in eligible countries. If you use more than your included data allowance on your International Day Pass, we will automatically add extra data to your service in blocks of 500MB for \$10.

If you choose to opt out of your International Day Pass or use your mobile in countries not covered by your International Day Pass, usage will be charged at international roaming rates (refer to [telstra.com/overseas](https://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part).

For more information and pricing visit [telstra.com/overseas](https://telstra.com/overseas) or refer to the International Day Pass Critical Information Summary.

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.

### FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

### 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](https://telstra.com/coverage)

### 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 133 677 (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)