

## Critical Information Summary

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



# Family and Friends Lease Mobile Plans

Lease Plan (24-month term)	\$59/mth	\$79/mth
Minimum Monthly Charge	\$59	\$79
Monthly calls	Unlimited	Unlimited
SMS, MMS and MessageBank®	Unlimited	Unlimited
Monthly data allowance	15GB	30GB
International Monthly Calls and SMS from Australia	PAYG or purchase an optional International Call Pack	PAYG or purchase an optional International Call Pack
Roaming calls and SMS for use while overseas	Refer to Using your service overseas	
Roaming data allowance for use while overseas	Refer to Using your service overseas	
Early Termination Charge^	\$708	\$948
Total Minimum Cost when device is returned in good working order*	\$1,416	\$1,896
* The Total Minimum Cost does not include additional monthly device lease payments. ^ Plus any Early Termination Charge for your Device Lease Contract (see Early Termination Charge section below). Domestic allowances: Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. Calls, SMS and MMS to standard Australian numbers. Extra Data \$10 per 1GB automatically added for use that month.		

## Information about the service

Your Family and Friends Lease Mobile (**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 mobile data. Your Plan allows you to share mobile data between other eligible plans on the same account.

### Device Lease Contract

You must lease an eligible handset to use with your Family and Friends Lease Mobile Plan and make a monthly lease payment over a minimum term of 24 months. You don't own the device as you're just leasing it. Lease costs vary depending on the handset you choose.

At the end of your 24-month Device Lease Contract (DLC), you must return your device to us.

### Upgrade Fees

You can upgrade your leased handset to a new eligible handset after the first 12 months of your DLC, provided you terminate your existing DLC, return the leased handset (in good working order) to us within 14 days (or the same day if returning in store) of entering into a new 24-month eligible handset and mobile service plan and pay an upgrade fee of \$99.

### Damaged Device

If your device is damaged, you will be required to pay \$229 (minor damage), or \$499 (if damaged beyond repair). You may be able to make an offer to buy your device from us at fair market value (to be advised at the time).

### Minimum term

24-months.

### Returning your device

Your SIM card must be removed and the device reset to factory settings so that personal or confidential information is deleted. All activation/locking features must be disabled (eg Find My iPhone) and you must provide any documentation reasonably required to show it is the correct device. Otherwise a fee of up to \$499 applies.

### What happens if I don't return my device?

If you fail to return your device at the end of the DLC term, (subject to our approval), you must continue to pay the monthly payment for your device and plan (including any Mobile Swap Assure fees) for up to 6 months after which, if still not returned we will charge you a device non return fee equivalent to the fair market value of the device (to be advised at the time). If you fail to return your device within 14 days of upgrading your device, you must pay a non return fee based on the fair market value of the device (to be advised at the time) plus 20%.

### 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)

Your Monthly Data is set out in the above table and gives you access to the internet in Australia. Your unused Monthly Data expires each month. You can share your Monthly Data with eligible data share services on the same account.

Eligible data share services are: Go Mobile Swap plans, Go Mobile Plus plans, Go Mobile Plus BYO plans, Go Mobile Plus Casual plans, Go Mobile plans, Go Mobile BYO plans, 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 Services**).

### 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 Service on your account.

## 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 (except where your Plan includes calls and SMS to Eligible Countries), 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](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 table above.

### Calls, SMS and MMS to International numbers

Your Plan does not include an International call and SMS allowance, therefore 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)

### Early Termination Charge

If you cancel or we terminate your DLC for your breach within the first 12 months, you must pay a fee based on the device's recommended retail price which decreases by 3% each month up until the month in which you terminate (or part thereof). You will retain the leased handset and title will pass to you. If you cancel or we terminate for your breach from month 13 and you want to (a) return your handset, a fee of \$99 will apply for good working order handsets or up to \$499 for damaged handsets or (b) retain your handset and have title pass to you, you must pay the fair market value for your handset (to be advised at the time). All charges are in addition to any Early Termination Charges for your Plan and accessories.

The maximum Early Termination Charge for your Plan at the start of your Plan is set out in the table above.

## 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

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

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming.

Your Plan has an **International Day Pass** activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and 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.

Calls/SMS/MMS 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) where you:

- use your mobile outside of eligible countries
- choose to opt out of your International Day Pass.

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.

### 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)