

## Critical Information Summary

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



# Go Mobile Plan

|   |  |   |   |
|---|--|---|---|
| <b>\$135/mth</b><br>Contract Term: 24 months<br>Minimum Cost: \$3,240 | <b>Unlimited SMS, MMS and MessageBank®</b><br>to standard Australian numbers | <b>15GB/mth</b><br>of mobile data for use in Australia.<br>Extra Data usage charged at<br>\$10/GB (or part thereof) | <b>\$150/mth</b><br>of international calls,<br>SMS and MMS from Australia |
|   | <b>All to use in Australia (excludes use overseas)</b>                       |   |   |

## Information about the service

Your Go Mobile 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 mobile data. Your Plan allows you to share mobile data between other eligible plans or Data Share SIM plans on the same account.

### Device Payment Contract

You'll need to purchase a new eligible handset to use with your Plan. You will pay off your new handset over 24 interest-free monthly payments with a Device Payment Contract.

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

If you cancel your Plan or your Device Payment Contract early, you won't be eligible for the credit any more. You'll also have to pay the balance of your remaining handset repayments as well as any early termination charges for the plan you cancelled.

### Minimum term

24 months.

### Your Monthly Call allowance

#### Domestic Call allowance

**Unlimited** – see what's included below.

#### Monthly International Call allowance from Australia

**\$150** – calls, SMS and MMS to international numbers when you are in Australia.

### Your Monthly Mobile Data allowance

**15GB** – 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 Plus BYO Plans, Go Mobile Plus Casual Plans, Go Mobile Plus Companion, 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 up to 5 Data Share SIM plans (**Eligible Data Share Services**).

Inclusions will vary depending on the Data Share SIM purchased. For more information refer to the relevant Critical Information Summary.

### What's included

Your Monthly Call allowance can be used within Australia for calls 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 and some mobile apps on your handset in Australia. Your Plan includes StayConnected Plus, a Monthly International Call allowance from Australia.

### What's not included

Your Monthly Call allowance and Monthly Mobile Data allowance can't be used overseas. Your Monthly Call allowance does not include 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](http://telstra.com/customer-terms)

### New Phone Feeling

This Plan means you can take up a new phone after 12 months on your Device Payment Contract. To redeem the offer return your existing phone undamaged and in good working order, pay a one-off fee and sign up to a new eligible plan and a 24-month Device Payment Contract. For more information refer to the New Phone Feeling Critical Information Summary.

### StayConnected Plus

The StayConnected Plus Service is included in your plan at no additional monthly cost, which provides after sales service for your mobile device or tablet. To find out more about this offer, refer to the StayConnected Plus Critical Information Summary.

## Information about pricing

### Your minimum monthly charge

**\$135** – if you use more than your Monthly Data allowance, or use your mobile for things not included in your Plan, you'll have to pay more than **\$135**. Your monthly charges are billed according to your billing cycle.

### 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.

### The total minimum Plan cost

**\$3,240**, plus any handset and accessory repayments.

### Calls, SMS and MMS to international numbers

The below charges are used to calculate your usage for your Monthly International Call allowance and will also apply if you go over your \$150 Monthly International Call allowance.

The main rates that 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.

For information on discounted international calling packs visit [telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia](https://telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia)

## 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](https://telstra.com.au/postpaid-data-calculator)

### Extra Data

If you use more than your shared Monthly Mobile Data allowance, we will automatically add extra data to your Mobile Data allowance in blocks of 1GB, and you'll be charged **\$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 any Eligible Data Share Services on your account.

## Early Termination Charge

If you cancel your Plan before the end of your minimum term, you'll need to pay an Early Termination Charge (**ETC**) and any remaining handset and accessory payments.

The ETC decreases by equal installments each month you stay on your Plan. Your maximum ETC at the start of your Plan is **\$1,620** on a 24-month Plan.

You can move to a higher Go Mobile Plan once every 60 days, but you cannot move to a lower Go Mobile Plan than your original Plan.

## 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.

### 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.au/emailbill](https://telstra.com.au/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com.au/billpay](https://telstra.com.au/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 you an SMS alert when a 1GB Extra Data block is automatically added to your service. To check your usage, you can register and login to My Account at [telstra.com.au/myaccount](https://telstra.com.au/myaccount)

To track your usage, you can also:

- 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)

## Using your service overseas

Your new Mobile services have International Roaming already activated (unless you're recontracting with your existing number, or have chosen to opt out). 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** – our International Roaming charges 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 while overseas** – **\$3** per MB (charged per KB or part thereof).

When you arrive in an overseas country, you will receive SMS alerts about International Roaming if your device is capable of receiving SMS.

You can also use our spend management tools to help you monitor your international roaming usage. For more information, visit [telstra.com/manageirusage](https://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](https://telstra.com/coverage)

### We're here to help

Please visit [telstra.com/contactus](https://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 on +61 439 12 5109.

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://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](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)