

## Critical Information Summary

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



# Go Mobile Casual Plan

**\$50/mth**

**\$1,000/mth**

of calls. 2 minute standard call \$2 to standard Australian numbers

**Unlimited SMS, MMS and MessageBank®**

to standard Australian numbers

**2.5GB/mth**

of mobile data to use in Australia. Extra Data usage charged at \$10/GB (or part thereof)

All to use in Australia (excludes use overseas)

## Information about the service

Your Go Mobile Casual 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.

### 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. Check 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 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 handset payments.

### Minimum term

Month-to-month.

You can cancel your Plan at any time but if you cancel you will also need to pay any charges up to the point of cancellation.

### Your Monthly Call allowance

**\$1,000** – your unused Monthly Call allowance expires each month.

### Your Monthly Mobile Data allowance

**2.5GB** – where 1GB (Gigabyte) = 1,024MB (Megabytes). Your unused Monthly Mobile Data allowance expires each month. You can share your Monthly Mobile Data allowance with eligible 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 Telstra Mobile Network compatible handset in Australia.

## What's not included

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

## Information about pricing

### Your minimum monthly charge

**\$50** – if you use more than your Monthly Call allowance or Monthly Mobile Data allowance, or use your mobile for things not included in your Plan, you'll have to pay more than **\$50**. Your monthly charges are billed according to your billing cycle.

### Calls, SMS and MMS charges in Australia

The below charges are used to calculate your usage for your Monthly Call allowance and will also apply if you go over your \$1,000 Monthly Call allowance:

- **national calls** – \$1 per 60 seconds or part. A 2-minute standard national mobile call costs **\$2** on this Plan.

Other call, SMS and MMS charges may apply. For more information about these charges, refer to [telstra.com/customer-terms](http://telstra.com/customer-terms)

### 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](http://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](http://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.

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

### Call and mobile data usage information

You'll automatically receive SMS alerts within 48 hours of reaching 50%, 85% and 100% of your Monthly Call allowance. You will also 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 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/myaccount](https://telstra.com/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)

Visit [telstra.com/myusage](https://telstra.com/myusage) to find out more about other ways to manage your 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. These alerts will notify you of pricing information (including services that may not incur a charge when you are in Australia) as well as how to stop roaming while you are overseas.

You can also use our spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, 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)