

Critical Information Summary

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



Go Mobile Plus Casual Plans

Plan	\$20/mth	\$35/mth	\$50/mth	\$70/mth	\$90/mth
Minimum Monthly Charge	\$20	\$35	\$50	\$70	\$90
Monthly calls	N/A	\$300	\$1,000	Unlimited	Unlimited
SMS, MMS and MessageBank®	N/A	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Data Allowance	N/A	500MB	5GB	10GB	20GB
Monthly Calls and SMS to International numbers	N/A	N/A	N/A	Unlimited to Eligible Countries	Unlimited to Eligible Countries
Total Minimum Cost	\$20	\$35	\$50	\$70	\$90

All for use in Australia. Calls and SMS, MMS and MessageBank® to standard Australian numbers.
Extra Data \$10 per 1GB automatically added for use that month. 2 min Standard Call \$2.

Information about the service

Your Go Mobile Plus Casual 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.

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.

Monthly Calls

Domestic Monthly Calls

Your Monthly Calls are set out in the above table. If your Monthly Calls are not unlimited, your unused Monthly Call allowance expires each month.

International Call and SMS allowance from Australia

If you have taken up a \$70 or \$90 Go Mobile Plus Casual plan your plan includes unlimited International Calls and SMS from Australia to standard fixed and mobile numbers in eligible countries. Eligible countries are Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, USA, and UK (Eligible Countries).

Monthly Data

Your Monthly Data is set out in the above table. Your unused Monthly Data expires each month. You can share your Monthly Data allowance with eligible data share services on the same account.

Eligible data share services include Go Mobile Plus 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 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

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, SMS and MMS charges in Australia

Your Monthly Calls are calculated as follows:

- **national calls** – \$1 per 60 second blocks. A 2-minute standard national mobile call costs \$2 unless you have unlimited calls.

Other call, SMS and MMS charges can be found at [telstra.com/customer-terms](https://www.telstra.com/customer-terms)

If you restricted your use solely to Standard National Mobile Calls each of 2 minute duration, you could make 150 calls per month on the \$35 Go Mobile Plus Casual plan and 500 calls per month on the \$50 Go Mobile Casual plan.

Calls and SMS to international numbers

If:

- you have an International Call and SMS allowance included in your plan and you call or SMS a country other than an Eligible Country or send an MMS overseas (including to Eligible Countries); or
- your plan does not include an International Call and SMS allowance,

the following charges apply:

- calls to international numbers – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](https://www.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://www.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 will expire 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://www.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 (if applicable). 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://www.telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](https://www.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://www.telstra.com.au/my-data-usage)

Find out more at [telstra.com/myusage](https://www.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, which can be found at [telstra.com.au/mobile-phones/international-roaming/availability-pricing](https://www.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://www.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://www.telstra.com/coverage)

We're here to help

If you have questions about your plan visit [telstra.com/contactus](https://www.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://www.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://www.tio.com.au/about-us/contact-us)

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