

Critical Information Summary

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



Go Mobile Swap Plans

Lease Plan (24-month term)	\$59/mth	\$79/mth	\$99/mth	\$129/mth	\$149/mth
Minimum Monthly Charge	\$59	\$79	\$99	\$129	\$149
Monthly calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS, MMS and MessageBank®	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Monthly data allowance	2GB	5GB	12GB	25GB	50GB
International Monthly Calls and SMS from Australia	N/A	N/A	Unlimited to Eligible Countries	Unlimited to Eligible Countries	Unlimited to Eligible Countries
Roaming calls and SMS for use while overseas	Refer to Using your service overseas on page 2			Unlimited in eligible countries	
Roaming data allowance for use while overseas	Refer to Using your service overseas on page 2			1GB in eligible countries	2GB in eligible countries
Early Termination Charge^	\$708	\$948	\$1,188	\$1,548	\$1,788
Total Minimum Cost*	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576

* 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.
Roaming allowances: For details, refer to Monthly International Roaming allowance section

Information about the service

Your Go Mobile Swap 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 on the same account.

Device Lease Contract

You must lease an eligible handset to use with your Go Mobile Swap 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.

International Call and SMS allowance from Australia

If you have a \$99, \$129 or \$149 Plan this includes unlimited international calls and SMS from Australia to standard fixed and mobile numbers in Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (**Eligible Countries**).

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.

Monthly International Roaming allowance

If you have a \$129 or \$149 Plan, it includes unlimited calls and SMS to standard fixed and mobile numbers, and a monthly International Roaming data allowance (in the table above), for use while in eligible countries.

The list of eligible countries may change from time to time. For a current list please visit telstra.com/overseas

Your unlimited calls and SMS doesn't include MMS. Any data used to send or receive an MMS from an eligible country will use your International Roaming data allowance.

Your International Roaming data allowance is separate from your Monthly Data allowance and can't be shared with other services on your account.

If you exceed your International Roaming data allowance you will be charged 3¢/MB for data usage (charged per KB or part thereof).

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.

If you have a \$129 and \$149 Plan, your Monthly International Roaming call and SMS allowance does not include MMS or any calls or SMS to premium numbers, satellite numbers, 1234, 12 455 and 12 456 numbers, content charges or calls or SMS while you are in non-eligible countries.

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 table above.

Calls, SMS and MMS 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 to any overseas country (including 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
- **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

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.

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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

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. If you're on a \$55 Go Mobile Swap plan, you'll also receive SMS alerts within 48 hours of reaching 50%, 85% and 100% of your Monthly Calls allowance.

To check your usage:

- login to My Account at telstra.com/myaccount
- use My Plan Manager by going to 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

Find out more at 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.

If you have a \$129 or \$149 Plan, your Plan includes the International Roaming allowances described above. If you have a \$59, \$79 or \$99 Plan you have 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 100MB 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) 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 (on a \$59, \$79 or \$99 Go Mobile Swap plan).

For more information and pricing visit telstra.com/overseas or refer to the International Day Pass Critical Information Summary.

Visit 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

We're here to help

If you have questions about your plan visit 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

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

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms