



# MOBILE ACCELERATE BYO PLAN

**\$95/mth**

Contract term: 12-months  
Minimum cost: \$1,140  
Contract term: 24-months  
Minimum cost: \$2,280

**Unlimited calls,  
SMS and MMS**

to standard Australian  
numbers

**3GB/mth**

of data. Excess data usage  
3¢/MB or part thereof or  
\$10/GB (or part thereof) if  
you've chosen Extra Data

- All to use in Australia (excludes use overseas)

## INFORMATION ABOUT THE SERVICE

Your 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.

### 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. See [telstra.com/device](http://telstra.com/device) for more information.

### Device Payment Contract

You can purchase a handset to use with your Plan. A Device Payment Contract allows you to get a new handset and make monthly interest free payments.

If you cancel your Plan or your Device Payment Contract early, you'll need to pay the balance of any remaining handset payments.

### Minimum term

12 or 24 months. 12-month Plans are only available in selected channels.

### Monthly Call Allowance

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

### Your Monthly Data Allowance

**3GB** – 1GB (Gigabyte) = 1,024MB (Megabytes). Your unused Monthly Data Allowance expires each month.

### What's included

Your Monthly Call Allowance can be used within Australia for calls and MMS to standard Australian landline and mobile numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers. You also get unlimited MessageBank® retrieval calls in Australia. Your Monthly 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

Your Monthly Call Allowance can't be used for calls, SMS or MMS to international numbers or while overseas (including receiving calls), calls/SMS to premium numbers (eg 19xx numbers) and some satellite numbers, calls to 1234, 12 455 and 12 456 numbers, calls to most operator assisted numbers, information calls or content charges (including third party charges). Your Monthly Data Allowance can't be used for data while you're overseas.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$95** – 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 \$95. 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 monthly, interest-free 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

The total minimum amount that you'll pay over the period of your Plan term is:

**\$1,140** on a 12-month Plan; **\$2,280** on a 24-month Plan (plus any handset and accessory repayments, if applicable).

### Calls, SMS and MMS to international numbers

You'll be charged if you make calls, SMS or MMS to international numbers. The main charges that apply:

- **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
- **MMS to international numbers** – 75¢ per standard message sent per recipient.

## Data charges

Data charges are based on how much data you use accessing email, some 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)

### If you use more data

If you use more than your Monthly Data Allowance, you'll be charged 3¢/MB. Or, if you have opted into Extra Data, you'll be charged an additional \$10 for each extra 1GB of data (or part thereof) that you use in Australia (**Extra Data**). The Extra Data will expire at the end of your billing month.

## 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.

If you move to another Plan before the end of your minimum term, you may also need to pay an ETC.

The ETC decreases by equal installments each month you stay on the Plan. Your maximum ETC at the start of your Plan is **\$570** on a 12-month Plan or **\$1,140** on a 24-month Plan.

You may change your Plan's minimum monthly spend once every 60 days if you don't move below your original contracted spend level.

## 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 billing period – refer to the 'Important information about your first bill' section below for more information.

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

### 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 **\$3.20** charge will be applied in arrears if you receive a paper bill or 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 data usage information

You will automatically be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. If you have opted in for Extra Data, we will also send real time alerts when you have been granted a 1GB Extra Data block. 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

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)
- **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 free of charge from a Telstra mobile 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)

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