

Critical Information Summary

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



Telstra Premium Plus Plan

Plan (24-month term)	\$199/mth
Minimum Monthly Charge	\$199
Monthly Calls, SMS, MMS and MessageBank®	Unlimited
Monthly Data allowance	100GB
Monthly calls, SMS and MMS from Australia to standard international numbers	Unlimited to all countries
Roaming calls and SMS for use while overseas	Unlimited in Eligible Countries
Roaming monthly data allowance for use while overseas	4GB in Eligible Countries
Early Termination Charge	\$2,388
Total Minimum Cost	\$4,776
Domestic allowances: Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. All for use in Australia. Calls, SMS and MMS to standard Australian numbers. Extra Data \$10/GB automatically added in 1GB blocks for use that month. Roaming allowances: For details, refer to Monthly International Roaming allowance section	

Information about the service

Your Telstra Premium Mobile Plus 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 data between other eligible plans on the same account.

Device Payment Contract

You must purchase a handset to use with your Plan and pay it off over 24 interest-free monthly payments. Because your Plan and Device Payment Contract have the same start date and 24-month term, you'll receive a monthly credit. If you cancel early the remaining handset payments will be higher as you'll no longer receive a credit.

Minimum term

24 months.

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 Monthly Calls SMS and MMS from Australia

Your Plan includes unlimited calls, SMS and MMS from Australia to standard international fixed and mobile numbers.

Monthly Data (domestic)

Your Monthly Data set out in the above table to use 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 Plus plans, Go Mobile Swap plans, Go Mobile Plus BYO plans, Go Mobile Plus Casual plans, Go Mobile plans, Go Mobile BYO plan, 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 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 Services on your account.

Monthly International Roaming allowance

Your Plan includes unlimited calls, SMS and MMS to standard fixed and mobile numbers and 4GB of data each month to use when you are in Argentina, Austria, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA and Vanuatu (**Eligible Countries**).

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

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 4GB International Roaming data allowance you will be charged 3¢/MB for excess usage (charged per KB or part thereof). Also, any data used to send or receive an MMS overseas will use your International Roaming data allowance.

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 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

You are eligible for StayConnected Plus Service 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.

Premium customer service

Your Plan includes access to a dedicated 24/7 helpdesk staffed by some of Telstra's best customer representatives. If you have any issues with your Telstra Premium Mobile service, don't hesitate to call us on 1800 890 655. Queries about your other services should be directed to our normal support channels.

Free Telstra Air

You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon Spots overseas. Download the Telstra Air app or visit telstra.com/air to activate Telstra Air.

What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls doesn't include calls to premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges (including third party charges).

Your International Roaming calls and SMS allowance doesn't 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 \$199 each month.

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.

Data charges

Data charges are based on how much 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 your Plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments. The maximum ETC is set out in the table above.

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 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.

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 outside Eligible Countries

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming.

If you make calls outside of Eligible Countries, you will be charged separately for this usage. The cost of using your service overseas is higher than in Australia. The main charges that apply are:

- **calls and SMS** – our International Roaming charges can be found at telstra.com/overseas
- **mobile data** – \$3 per MB (charged per KB or part hereof).

When you arrive in an overseas country, you will receive SMS alerts about International Roaming to notify you of the cost of using your service overseas and how to stop roaming. For more information visit telstra.com/manageirusage

To deactivate 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