

## Critical Information Summary

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



# Telstra Premium Plus Plan

Plan (24 month term)	\$195/mth
Minimum Monthly Charge	\$195
Monthly calls, SMS, MMS and MessageBank®	Unlimited
Monthly data allowance	30GB
Monthly calls, SMS and MMS to standard international numbers while in Australia	Unlimited to all countries
Optional Companion plan	\$5/mth – unlimited calls, SMS and MMS and access to shared data allowance
Roaming calls and SMS to use in Zone 1, 2 and 3 countries while overseas	Unlimited
Roaming monthly Data allowance for use in Zone 1, 2 and 3 countries while overseas	1.5GB
Early Termination Charge	\$2,340
Total Minimum Cost	\$4,680

**Domestic allowances:** All for use in Australia. Calls, SMS, MMS and MessageBank® to standard Australian numbers. Extra Data \$10/GB automatically added for use that month. **Roaming allowances:** Calls and SMS to standard mobile and fixed numbers in Zone 1, 2 and 3 countries while overseas. Excess data 3¢/MB (charged per KB or part thereof).

## Information about the service

Your Telstra Premium Mobile Plus 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. If your plan and Device Payment Contract have the same start date and 24-month term, you may 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 – see what's included below.

#### Monthly International Call Allowance from Australia

Your plan includes an unlimited Monthly International Call Allowance from Australia which can be used to call, SMS and MMS standard fixed and mobile international numbers when you are in Australia.

### Monthly Data (Domestic)

30GB – 1GB (Gigabytes) = 1,024MB (Megabytes). 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 include Go Mobile Plus plans, Go Mobile Swap 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).

## Monthly International Roaming Allowance

Your plan includes unlimited calls, SMS and MMS and 1.5GB of Roaming Data Allowance each month to use when you are in Zone 1, 2 and 3 countries:

- **Zone 1:** New Zealand
- **Zone 2:** Brunei, China, Hong Kong, Indonesia, Japan, Macau, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand
- **Zone 3:** Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, India, Ireland, Israel, Italy, Luxembourg, Macedonia, Mexico, Nauru, Netherlands, Norway, Papua New Guinea, Poland, Portugal, Romania, Saudi Arabia, Serbia, Slovak Rep., Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, UAE, UK, USA, Vanuatu (**Eligible Countries**).

The list of Eligible Countries may change from time to time.

For a current list please visit [telstra.com/roaming](http://telstra.com/roaming)

Your 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 1.5GB Roaming Data Allowance you will be charged 3¢/MB for excess usage. Also, any data used to send or receive an MMS overseas will use your Roaming Data Allowance. Data Charges may apply if you have already gone over your International Monthly Data Allowance when you send or receive an MMS.

### 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 on your handset in Australia.

Your plan includes StayConnected Plus, Telstra New Phone Feeling, and unlimited standard calls to international countries from Australia. Your plan also includes a Monthly International Roaming Allowance while you are overseas in Eligible Countries.

## What's not included

Your Monthly Calls do not include calls, SMS or MMS while you are in non-Eligible Countries and you will be charged extra for these calls, SMS or MMS. Your Monthly Calls do not 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). Charges for all calls, SMS and MMS not included in your plan can be found at [telstra.com/customer-terms](https://telstra.com/customer-terms)

## 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.

## 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 \$195 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](https://telstra.com.au/postpaid-data-calculator)

### 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 Data Share Services on your account.

### Excess data charges for your Roaming Data Allowance

Excess data while in Eligible Countries will be charged at 3¢ per MB (charged per KB or part hereof).

## 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 at the start of your plan 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](https://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](https://telstra.com/myaccount)
- 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)

Find out more at [telstra.com/myusage](https://telstra.com/myusage)

### Using your service outside Eligible Countries

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.au/mobile-phones/internationalroaming/availability-pricing](https://telstra.com.au/mobile-phones/internationalroaming/availability-pricing)
- **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](https://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](https://telstra.com/coverage)

### We're here to help

If you have questions about your plan visit [telstra.com/contactus](https://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://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://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)