

Critical Information Summary

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



Telstra Premium Mobile Plan

\$195/mth

Contract Term: 24 months
Minimum Cost: \$4,680

Unlimited SMS, MMS and MessageBank®
to standard Australian numbers

25GB/mth
of mobile data for use in Australia.
Extra Data usage charged at
\$10/GB (or part thereof)

International calls from Australia
Unlimited Calls, SMS and MMS to international countries from Australia

International Allowance while overseas

Unlimited calls and SMS plus 1.5GB/mth of data to use while you are in Eligible Countries.
Excess mobile data 3¢/MB in Eligible Countries (charged per KB or part hereof).

Information about the service

Your Telstra Premium Mobile 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 or Data Share SIM plans on the same account.

Device Payment Contract

You'll need to purchase a new eligible handset to use with your Plan. You will pay off your new handset over 24 interest-free monthly payments with a Device Payment Contract.

If your Plan and your Device Payment Contract have the same start date and both have a 24-month term, you may receive a monthly credit towards your device repayments.

If you cancel your Plan or your Device Payment Contract early, you won't be eligible for the credit any more. You'll also have to pay the balance of your remaining handset repayments as well as any early termination charges for the plan you cancelled.

Minimum term

24 months.

Your Monthly Call allowance

Monthly Domestic Call allowance

Unlimited – see what's included below.

Monthly International Call allowance from Australia

Can be used to call, SMS and MMS international numbers when you are in Australia.

Your Monthly Mobile Data allowance

25GB – where 1GB (Gigabytes) = 1,024MB (Megabytes).
Your unused Monthly Mobile Data allowance expires each month. You can share your Monthly Mobile Data allowance with eligible data share services on the same account. Eligible data share services include Go Mobile Plus Plans, Go Mobile Plus BYO Plans, Go Mobile Plus Casual Plans, Go Mobile Plus Companion, Telstra Premium Mobile Plus, 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 (**Eligible Data Share Services**).

Your plan includes a Data Share SIM that can be used to share your Monthly Mobile Data allowance with a SIM-ready device. Your Data Share SIM does not come with any voice call allowance. For more information refer to the relevant Critical Information Summary.

Your Monthly International allowance

Your plan includes unlimited calls and SMS to standard fixed and mobile numbers and 1.5GB of mobile data each month to use when you are in the following eligible countries:

• 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, Phillipines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu.

The list of Eligible Countries may change. For a current list please visit telstra.com/roaming

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

If you exceed your 1.5GB Mobile Data allowance you will be charged 3¢/MB for excess usage. Any Mobile Data used to send or receive an MMS overseas will use your International Monthly Mobile Data allowance. Mobile Data Charges may apply if you have already gone over your International Monthly Mobile Data allowance when you send or receive an MMS.

What's included

Your Monthly Call allowance can be used within Australia for calls to standard Australian landline and mobile numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers. Your Monthly Mobile Data allowance can be used to access mobile internet and some mobile apps on your handset in Australia. Your Plan includes Stay Connected Plus, Telstra New Phone Feeling, a Data Share SIM and unlimited calls to international countries from Australia. Your Plan also includes a Monthly International allowance while you are overseas in Eligible Countries.

What's not included

Your Monthly Call allowance does not include calls, SMS or MMS while you are in non-Eligible Countries (you will be charged extra for these calls, SMS or MMS) include or 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.

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 24x7 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**.

Information about pricing

Your minimum monthly charge

\$195 – if you use more than your Monthly Mobile Data allowance, or use your mobile for things not included in your Plan, you'll have to pay more than **\$195**. 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 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.

The total minimum Plan cost

\$4,680, plus any handset and accessory repayments.

Mobile Data charges

Mobile Data charges are based on how much mobile data you use accessing email, some mobile apps and mobile internet. To understand how much data you might need go to telstra.com.au/postpaid-data-calculator

Extra Data

If you use more than your shared Monthly Mobile Data allowance, we will automatically add extra data to your Mobile Data allowance in blocks of 1GB, and you'll be charged **\$10** per block (even if you only use part of that block) (**Extra Data**). The Extra Data is for use in Australia and will expire at the end of your billing month.

Your Extra Data will be shared with any Eligible Data Share Services on your account.

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.

The ETC decreases by equal installments each month you stay on your Plan. Your maximum ETC at the start of your Plan is **\$2,340** on a 24-month Plan.

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 a billing period.

Important information about your first bill

When you first start or change your Plan part way, 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 **\$2.20** charge will be applied a month in arrears if you receive a paper bill; and a **\$1.00** charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions may apply. Visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information go to telstra.com/billpay

Call and mobile data usage information

You will also automatically be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Mobile Data allowance. We will also send you an SMS alert when a 1GB Extra Data block is automatically added to your service. To check your usage, you can register and login to My Account at telstra.com/myaccount

To track your usage, you can also:

- 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

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.

Here are the main charges that apply:

- calls and SMS while overseas – charges can be found at telstra.com/roamavail
- mobile data while overseas – \$3 per MB (charged per KB or part hereof). When you arrive in an overseas country, you will receive SMS alerts about International Roaming if your device is capable of receiving SMS.

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/roamtips

If you would like to deactivate international roaming call 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

Please visit 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 on +61 439 12 5109.

Complaints or disputes

If you have a problem or complaint about your service, go to 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

This is a summary only – the full legal terms for this Plan are available at telstra.com/customer-terms