


Telstra PrePaid Max Information




Critical Information Summary

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

Telstra Pre-Paid Max™

Recharge Amount	\$10	\$30	\$40	\$50	\$150	\$300
Expiry	7 days	28 days	35 days	42 days	186 days	365 days
 Data Allowance	2GB	10GB	20GB	28GB	60GB	150GB
Data Bank	Save up to 200GB of unused data when you recharge \$10+ before expiry. Active recharge required to access Data Bank.					
Calls + Text + MMS + MessageBank® To standard Australian numbers	Unlimited Calls, Text, MMS & Messagebank Retrieval					
Calls + Text + MMS To international numbers	Unlimited international calls to Brazil, Canada, China, Germany, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand, Pakistan, Singapore, South Africa, South Korea, Thailand, UK, USA and Vietnam. Destinations included may change. International call rates apply to destinations not listed above – see telstra.com/prepaid Text to international numbers – 20c/text MMS to international numbers – 75c/MMS					
Extra Credit		\$5 Credit	\$10 Credit	\$15 Credit	\$50 Credit	\$100 Credit
\$60 recharge includes 38GB data, 42 day expiry & \$20 Extra Credit, along with all the standard inclusions mentioned above. Recharge is all for use within Australia. Extra Credit is for calls & text to standard international numbers, roaming and Premium SMS.						

Telstra Pre-Paid Long Life Plus

Recharge Amount	\$20	\$30	\$50	\$70	\$100
Expiry	45 days	186 days	186 days	365 days	365 days
 Data Allowance	10c per 1MB (rounded to the nearest MB)				
Calls + Text + MMS + MessageBank® To standard Australian numbers	<ul style="list-style-type: none">• Calls – 30c/min or part• Text – 30c/text• MMS – 30c/MMS• MessageBank® retrieval 30c/min or part				
Calls + Text + MMS To international numbers	<ul style="list-style-type: none">• International call rates apply – see telstra.com/prepaid• Text to international numbers – 35c/text• MMS to international numbers – 75c/MMS				
All for use in Australia. Recharge before your expiry date and roll over your unused recharge credit, to use within your next recharge period.					

Information about the service

This is a Pre-Paid service with a mobile phone number and access to the Telstra network for you to make and receive calls, send and receive texts and use mobile data. Your Pre-Paid mobile service is for personal use only.

Sim Activation

Activate your SIM and choose a plan online at telstra.com/activate.

Choosing a plan

Choose a Pre-Paid Mobile plan when you activate your SIM and recharge as you need to. You can change your Pre-Paid offer when you want to but note that inclusions and credit do not rollover when you switch plans and you'll need to recharge to get the benefits of the new plan. You'll need an active recharge in order to purchase a Pack

Information about pricing

Refer to the Plan Cost table.

Unlocking fee

If you want to use your Telstra purchased Pre-Paid Mobile device on another network, you'll need to pay a network unlocking fee.

Other Information

How can I monitor and manage my usage?

- My Account at telstra.com/myaccount
- My Telstra app on iPhone and Android
- Dial #100# from your mobile
- Call 125 8887 from your Telstra mobile
- Recharge at telstra.com/recharge

recharge in order to purchase a pack.

Using my service overseas

Your plan automatically has International Roaming activated on this service. Call 125 88 80 to deactivate. Your recharge credit or Telstra Pre-Paid Complete credit can be used overseas to selected countries, at a higher rate than in Australia. For information on using and monitoring your service overseas, including a list of eligible countries, visit:

- telstra.com/overseas
- telstra.com/roaming/prepaidpricing
- telstra.com/manageirusage

While overseas data is charged at \$3/MB, charged per KB or part.

Need help? We're here for you.

Visit telstra.com/contactus for our support options. Call 125 8887, 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints.

We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

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