

Critical Information Summary

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



Telstra Pre-Paid Mobile Offers

Information about the service

Your Telstra Pre-Paid mobile phone service gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages and access mobile data.

Handset pack or SIM Starter Kit option

You'll need to purchase a handset pack or purchase a SIM Starter kit for your compatible handset to take up a Pre-Paid mobile offer (check your device supports 3G-850MHz).

Pre-Paid mobile offers

When you activate your SIM, you'll need to choose an offer, then recharge when you need to. You may change your offer up to 10 times a year without charge.

What's included

This depends on your offer. What's included when you recharge is listed under each offer.

What's not

Unless stated otherwise under the offer, your bonuses can't be used for some things like use overseas, talk/text to satellite numbers, premium numbers (eg 19xx numbers), operator assisted calls (eg most 12xx numbers), content charges, or diverted calls. Any further restrictions are listed under each offer.

Information about pricing

Calls, SMS and MMS charges in Australia

Telstra Pre-Paid Plus™

Pre-Paid Plus™ Recharge	\$30	\$40	\$50
Data	1.5GB	3GB	4GB
Calls to standard Australian numbers Includes MessageBank® retrieval	\$700 Call Credit Plus unlimited standard calls to Telstra mobiles	Unlimited	Unlimited
Texts to standard Australian mobiles	Unlimited	Unlimited	Unlimited
International calls to standard international numbers	From Plus Credit charged at standard rates	Unlimited To selected destinations	Unlimited To selected destinations
Plus Credit For international calls and text, roaming and Premium SMS	\$5 Credit	\$10 Credit	\$15 Credit
Roll over unused data to use within your next recharge. All for use in Australia within 28 days			

Call Credit excludes usage such as calls/text to international numbers, satellite numbers and premium numbers (e.g. 19xx numbers), operator assisted calls (e.g. most 12xx numbers), diverted calls, content charges and all use while overseas. Plus Credit excludes calls/text to Australian numbers, MessageBank® retrieval, pay-as-you-go data and content purchases such as Google Play. Unlimited international calls is for use within Australia to standard international numbers in selected international destinations. Excludes satellite and premium numbers and video calls. Call Credit and Plus Credit expire after 28 days. Your data expires after 28 days unless you recharge again before expiry. Unused data will then roll over and expire at the end of the next 28 day period.

- **National calls** – 39¢ connection fee and 89¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$2.17.
- **MessageBank® retrieval** – 39¢ connection fee and 89¢ per 60 seconds or part.

Telstra Pre-Paid Day2Day®

\$1 Daily inclusions Charged per day, regardless of usage	
Data	100MB
Calls and Texts to standard Australian numbers includes Messagebank® retrieval	Unlimited
\$1 Optional extras Charged per day, per individual extra	
Additional data block (automatic top up after each 100MB)	100MB
International calls per each selected destination to standard international numbers	Unlimited For each of the 10 selected destinations
All for use in Australia and expire daily (AEST) at midnight or, in the case of the optional extras, at the time it is used. Charges are drawn from your recharge credit.	

Recharge amount	Recharge credit	Days to use based on a \$1 per day spend
\$5 (minimum recharge amount required)	\$5	Up to 5
\$10	\$10	Up to 10
\$20	\$20	Up to 20
\$30	\$30	Up to 30
\$60	\$60	Up to 60

All daily inclusions and extras expire daily at 11:59:59PM AEST. Unused inclusions do not rollover and will expire if you change offers. Unused recharge credit rolls over when you recharge.

For international calls, \$1 will be deducted the first time you make a call to a standard international number (charged per destination). It will provide you with unlimited international calls to that destination for the remainder of the day. If a call continues past midnight, another \$1 will be deducted to give you unlimited international calls to that destination for the second day.

Your daily inclusions exclude usage such as calls/text to satellite numbers and premium numbers (e.g. 19xx numbers), operator assisted calls (e.g. most 12xx numbers), diverted calls, content charges and use while overseas. These are charged at standard rates available at telstra.com/prepaid

Unlimited Standard International Calls excludes satellite and premium numbers and video calls. All other international call types including SMS, MMS and voice calls to other international destinations not listed above are deducted from your recharge credit and charged at standard rates see telstra.com.au/day2day-int-rates

Recharge credit excludes pay-as-you-go data and content purchases such as Google Play™.

Day2Day data charges: If you use more than 100MB data per day, additional \$1 credit is automatically drawn from your available recharge credit. Please check your phone settings to manage any unintentional or automatic data session/s that will trigger additional data use and recharge credit being deducted. The cost of using data is 1¢ per megabyte within Australia.

Managing Day2Day recharge credit: As long as you've got available recharge credit, \$1 will be automatically drawn every day at midnight regardless of usage to keep your daily inclusions active. As soon as you top up your recharge (or it is done via auto recharge which you have set up), \$1 will automatically be drawn (if it has not been drawn on day of recharge) to get your Pre-Paid Day2Day service started again. To maximise use of your daily inclusions, it's best to recharge any time before your available recharge credit reaches \$0.

Telstra Pre-Paid Long Life

Pre-Paid Long Life Recharge	Bonus Telstra Talk charged per minute	Expiry
\$20	–	60 days
\$30	–	6 months
\$40	Max 50 mins	6 months
\$50	Max 100 mins	6 months
\$70	Max 100 mins	12 months
\$100	Max 200 mins	12 months

Bonus Telstra Talk can be used to call standard Telstra numbers. Recharge before your credit expiry date and roll over your unused recharged credit. Bonus Telstra Talk does not roll over.

- **National calls** – 39¢ connection fee and 78¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$1.95.
- **National SMS** – 29¢.
- **MessageBank® retrieval** – 39¢ connection fee and 78¢ per 60 seconds or part.

Telstra Pre-Paid Simplicity®

\$20 recharge	\$30 recharge	\$50 recharge	\$100 recharge
30 days	60 days	90 days	180 days
0¢ – connection fee to standard Australian and international numbers			
15¢ calls – per minute (or part) to standard Australian numbers and from 5¢/min (or part) to standard international numbers			
10¢ per MB – data (charged per MB)			
All to use in Australia			

Data rounded to nearest MB. Recharge before your credit expiry date to roll over your unused recharge credit.

- **National calls** – 15¢ per 60 seconds or part. A 2-minute standard national mobile call costs 30¢.
- **National SMS** – 12¢.
- **MessageBank® retrieval** – 39¢ connection fee and 78¢ per 60 seconds or part.

All offers

- national MMS – 50¢.

Calls, SMS and MMS to international numbers

Charges that apply to all offers are:

- **calls** – for rates see telstra.com/prepaid
- **MMS** – 75¢.

Telstra Pre-Paid Plus™ and Telstra Pre-Paid Day2Day®:

Selected international destinations for the applicable unlimited standard calls are: Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA.

Telstra Pre-Paid Plus™, Telstra Pre-Paid Day2Day® and Telstra Pre-Paid Simplicity® charges are:

- SMS – 20¢.

Telstra Pre-Paid Beyond Talk® and Long Life charges are:

- SMS – 35¢.

Data charges

To understand how much data you might need visit telstra.com/prepaid-data-calculator

Extra data is charged at the pay-as-you-go data rate of \$2 per MB in Australia (not available on Telstra Pre-Paid Plus or Telstra Pre-Paid Day2Day®).

Other information

Using your service overseas

International Roaming is automatically activated on your service. You can use your recharge credit or Plus credit for making and receiving calls, SMS and data overseas. These costs are higher than in Australia.

The main charges that apply:

- **calls and SMS while overseas** – for rates, see telstra.com/roaming/prepaidpricing
- **data while overseas** – \$3 per MB (charged per KB or part).

Our International Roaming Browse Plus Packs provide a set amount of data to use in selected countries for 30 days. These are available at telstra.com/roaming/prepaidpacks

For information about using your service overseas and how to monitor your usage and other useful tools, visit telstra.com/overseas and telstra.com/manageirusage

To de-activate international roaming, call us on 125 8880.

Call and data usage

You'll automatically receive SMS alerts when you're reaching or have reached your credit and bonus limits and when your credit is due to expire. To check your usage you can:

- register for My Account online at telstra.com/prepaid
- download and use the Telstra 24x7® App
- dial #100# from your mobile
- go to m.telstra.com on your mobile's browser
- call 125 8888.

Recharge

- **Voucher, credit or debit card** – with MyAccount, Telstra 24x7® App, telstra.com/recharge, #100#, 125 8888.

Other recharge options are available including PayPal™. Visit telstra.com/recharge for more information.

Unlocking fee

If you have purchased a Telstra handset and want to unlock it, you'll need to pay a fee of \$80 within the first six months or \$25 after this.

We're here to help

You'll find more information at telstra.com/prepaid, including 24/7 live chat support. If you have questions, please call us on 125 8880, 133 677 (TTY) or +61 439 12 5109 if you are overseas.

Complaints or disputes

If you have a problem or complaint, 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 your service are contained in your agreement with Telstra, including Our Customer Terms which is available at telstra.com/customer-terms