

Critical Information Summary

This summary does not reflect any discounts, bonus data 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, lets you make and receive calls, send and receive messages and access mobile data. Your pre-paid mobile service is for personal use only.

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

When you activate your SIM, you'll need to choose a Telstra Pre-Paid plan to suit the length of time you want and the type of usage you need, then recharge when you need to. You may change your plan up to 10 times a year without charge, but inclusions and credit do not rollover when you switch plans.

What's included

This depends on your plan. What's included when you recharge is listed under each plan. All plans include free Wi-Fi data at Telstra Air® hotspots in Australia with each recharge.

What's not included

Unless stated otherwise in the plan, your inclusions can't be used for talk/text to satellite numbers, MessageBank® retrieval, premium numbers (eg 19xx numbers), operator assisted calls (e.g. most 12xx numbers), diverted calls and overseas use. Content charges such as Google Play™ purchases and subscriptions using premium SMS are not supported. Any further restrictions are listed under each plan.

Information about pricing

Telstra Pre-Paid Extra™

Pre-Paid Extra Recharge	\$30	\$40	\$50	\$60
Data	2.5GB	5GB	7.5GB	10GB
Data Bank	Save up to 50GB of unused data when you recharge \$30+ before expiry. Active recharge required to access Data Bank.			
Calls and Texts to standard Australian Numbers Includes MessageBank® retrieval	Unlimited	Unlimited	Unlimited	Unlimited
Calls to standard international numbers	Standard rates	Unlimited To selected destinations.	Unlimited To selected destinations.	Unlimited To selected destinations.
Extra Credit For standard international calls and text, roaming and Premium SMS	\$5 Credit	\$10 Credit	\$15 Credit	\$20 Credit

All for use in Australia within 28 days. Unused Data Bank expires if you change plans. Unlimited international calls to selected destinations. Excludes video calls. Selected destinations include Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. Extra Credit excludes calls/texts to Australia numbers and MessageBank® retrieval.

Pre-Paid Extra Rates

National Standard MMS – 50¢/MMS

Calls to international numbers – for rates see telstra.com/prepaid

International Standard SMS – 20¢/SMS

International Standard MMS – 75¢/MMS

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
Unlimited calls to standard international numbers in Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA.	\$1 per day per destination

All for use in Australia and expire daily (AEST) at midnight. Charges are drawn from your recharge credit. Unlimited international calls exclude video calls.

Pre-Paid Day2Day Rates

National Standard MMS – 50¢/MMS

Calls to international numbers – for rates see telstra.com/prepaid

International Standard SMS – 20¢/SMS

International Standard MMS – 75¢/MMS

Recharge amount	Recharge credit	Days to use
\$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

Unused inclusions do not rollover.

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). You'll then get unlimited standard international calls to that destination for the remainder of the day. If a call continues past midnight, another \$1 will be drawn for the second day.

Your daily excluded call types are charged at standard rates available at telstra.com.au/mobile-phones/prepaid-mobiles/offers-and-rates

Day2Day data charges: If you use more than 100MB data per day, an additional \$1 per 100MB is automatically drawn from your available recharge credit. Please check your phone settings to manage any unintentional or automatic data use that will trigger recharge credit being deducted.

Managing Day2Day recharge credit: As long as you've got available recharge credit, \$1 will be drawn every day at midnight regardless of usage. As soon as you top up (or top up via auto recharge), \$1 will be drawn (if it has not been drawn already) to get your Pre-Paid Day2Day service started again. To maximise use of your daily inclusions, it's best to recharge early in the day.

Telstra Pre-Paid Long Life Plus

Pre-Paid Long Life Plus Recharge	Expiry
\$20	45 days
\$30	186 days
\$50	186 days
\$70	365 days
\$100	365 days

Pre-Paid Long Life Plus Rates	
Calls to standard Australian numbers	30¢/Min or part
National Standard SMS	30¢/SMS
Data	10¢/1MB (rounded off to nearest MB)
National Standard Picture and Video MMS	30¢/MMS
MessageBank® retrieval	30¢/Min or part
MessageBank® diversion	Included (0¢)
Calls to international numbers	For rates see telstra.com/prepaid
International Standard SMS	35¢/SMS
International Standard MMS	75¢/MMS

Charges apply as you use the service, drawn from your available recharge credit.

0¢ connection fee for all standard national calls, including MessageBank® retrieval.

Recharge before your credit expiry and roll over your unused recharge credit.

Other information

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.

Using your service overseas

International Roaming is automatically activated on your service. You can use your recharge credit or Extra Credit for calls, SMS and data use 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

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

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.

Telstra Air®

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

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