


Critical Information Summary

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

Telstra Locator	\$10/mth
 Minimum Monthly Charge Casual month to month	\$10/mth plus the cost of your Telstra post-paid mobile service
What's Included	<ul style="list-style-type: none"> Telstra Locator Starter Kit A free Telstra Locator Starter Kit is provided when you take up the Telstra Locator Subscription for the first time. The Telstra Locator Starter Kit includes 2 Telstra Locator Bluetooth® Tags and 1 Telstra Locator Wi-Fi Tag. Access to the Telstra Locator App and Telstra Locator finding service
Your subscription lets you locate up to 20 Telstra Locator Tags, or compatible Android/iOS smartphones or Tablets. All backed by expert 24x7 online and phone support	

Information about the service

How it works

The Telstra Locator Subscription is a month-to-month subscription you can cancel at any time. To take up a subscription, you need a Telstra post-paid mobile service. If you cancel your mobile service, your Telstra Locator Subscription will be automatically cancelled. The cost is \$10 per month, plus the cost of your eligible Telstra mobile plan. The subscription lets you locate up to 20 Telstra Locator Tags, or compatible Android or iOS smartphone or tablets using the Telstra Locator Network. You may only have one subscription per Telstra customer account.

The Telstra Locator Network uses GPS, Bluetooth, Wi-Fi and LTE technologies to help locate tags and devices. The type and extent of coverage will vary from location to location and will not be the same at all times. Not all tags and devices use all of these technologies. Telstra Locator Bluetooth Tags use a Telstra Bluetooth Locator Community to provide location updates and Telstra Locator Wi-Fi Tags use the Telstra Bluetooth Locator Community and compatible parts of the Telstra Air Network to provide location updates.

This limits where and how accurately the Telstra Locator Network can locate a tag or device. Location information about your tags and devices is approximate only and may not be current if a tag or device is no longer detected by the Telstra Locator Network.

Setting up

A home or office broadband plan with a Wi-Fi enabled modem is required to set up and use Wi-Fi Tags. You'll also need to download and use the Telstra Locator App on a compatible iOS or Android device in order to set up and use the service. Data charges may apply to download and use the app.

Locating tags and devices

The app will use your mobile and tablet devices to help locate nearby lost Telstra Locator Tags and other compatible devices, including those of other Telstra Locator users. This works in a secure and anonymous way and by using this product you will opt-in to be part of the locator community. You consent to us determining the location of your tags and devices in providing this service.

We provide a scanning feature that identifies if there are Telstra Locator Tags nearby. We may also use the location of where your Tags have been found by the Telstra Locator Network to provide an indicative published map of where tags have been found. These features will not disclose any personal information or the exact location of your tags to others.

You must not use the Telstra Locator service to track the location of another person or an object in their possession without that person's express consent.

Minimum term

Casual (month-by-month)

What's not included

Data to use and access your Telstra Locator service is metered and will count towards your home broadband or mobile data limits.

Information about pricing

Your minimum monthly charge

\$10 (plus the cost of your Telstra post-paid mobile service)

Additional devices

Telstra Locator Tags and accessories are available to purchase outright by visiting accessories.telstra.com.au/telstra-locator

Telstra Locator Expansion Pack

You can add a Telstra Locator Expansion Pack for \$5 per month to your subscription so you can locate an additional 10 Locator Tags, or compatible Android/iOS smartphones or tablets. Additional Telstra Locator tags available to purchase separately.

Other information

Understanding my bill

Your Telstra Locator Subscription will be charged monthly. Charging will only commence once your order has completed. Your order will be deemed complete once your Starter Kit has been delivered, or if a Starter Kit is not part of your order, upon order submission. You will be sent an email when your Telstra Locator Subscription is ready to activate and use. You will begin being charged for your subscription from the first full billing cycle after your order has completed. You will not be charged a pro-rata amount for any period where the subscription order is completed part way through a billing cycle.

Need help? We're here for you

Visit telstra.com/contactus for our support options. Call 13 22 00 or 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. The full legal terms for this plan are available at telstra.com/customer-terms