

Family and Friends Mobile Plans



Critical Information Summary

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

Plan		\$49	\$69
Minimum Monthly Charge 24 month term		\$49/mth	\$69/mth
Monthly Data Allowance		10GB	20GB
Calls + SMS + MMS + MessageBank® To standard Australian numbers		Unlimited	
Calls + SMS + MMS To international numbers		Pay as you go or purchase an International Call Pack.	
Roaming Calls + SMS + MMS For use while overseas		International Day Pass or opt out. Standard international roaming rates apply.	
Roaming Data Allowance For use while overseas		International Day Pass or opt out. Standard international roaming rates apply.	
What's Included		<ul style="list-style-type: none"> • Data-free Apple Music • Data-free live sports. For details, visit telstra.com.au/tv-movies-music/sports-offer • Free Telstra Air. You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit telstra.com/air to activate 	
What's Not Included		<ul style="list-style-type: none"> • Calls, SMS or MMS to international numbers (unless otherwise stated) • Calls to premium numbers (e.g. 19xx numbers) • Some satellite numbers • 1234, 12 455 and 12 456 numbers • Content charges (including third party charges) • Visit telstra.com/customer-terms for information on rates 	
Minimum Cost	24 month term	\$1,176	\$1,656
Maximum Early Termination Charges (ETC)	24 month term	\$588	\$828
Domestic allowances: Calls, SMS and MMS to standard Australian numbers. All for use in Australia. All allowances: for personal use on a smartphone only. FairPlay policy applies. The Total Minimum Cost does not include additional monthly device payments. Standard international call rates can be found at telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia			

Information about the service

Your plan is for a post-paid mobile phone service that provides access to the Telstra Mobile Network. You can't share the mobile data with other services on your account.

Your Device Payment Contract

You must purchase an eligible device with this plan, payable over 24 interest-free monthly payments. You'll receive a monthly credit however, if you cancel early you will lose your credit and must pay the balance of any remaining device repayments.

Peace of Mind Data & Extra Data

Peace of Mind data is not available on the \$49 plan. If you use more than your Monthly Data allowance, Extra Data is automatically added to your service in blocks of 1GB for \$10 (Extra Data). Extra Data expires at the end of your billing month and is not sharable with other services on your account. Peace of Mind data is included with the \$69 plan however you may switch to Extra Data.

For Peace of Mind data if you exceed your included data allowance, your data speeds are capped at 1.5Mbps until the end of your bill cycle (not suitable for HD video or high speed applications, and means that some web pages, video/social media content and some large files may take longer to load) and slowed further during busy periods.

Information about pricing

Refer to the Plan Cost table. If you use your mobile for things not included in your Plan or exceed your Monthly Data allowance, you'll have to pay more than the Minimum Monthly Charge set out in the Plan Cost table.

What happens if I cancel my plan early?

You'll need to pay an Early Termination Charge if you cancel your plan early plus any remaining handset and accessory payments. The maximum Early Termination Charge for your plan is set out in the above table.

Eligible Destinations

If your plan includes unlimited international calls and SMS from Australia to standard fixed and mobile numbers, it includes: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.

What happens if I go overseas?

Unless you are re-contracting your existing service or have chosen to opt out, your plan is automatically activated with International Roaming and International Day Pass. You can de-activate this by calling us on 125 109. Check the Plan Cost table to see if your plan has International Roaming Calls & SMS or Roaming Data.

Your plan has an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we will automatically add extra data to your service in blocks of 500MB for \$10.

Calls/SMS/MMS will be charged at international roaming rates (refer to telstra.com/overseas) and mobile data at \$3 per MB (charged per KB or part) where you:

- use your mobile outside of Eligible Roaming Destinations
- choose to opt out of your International Day Pass

Eligible Roaming Destinations

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam (Eligible Roaming Destinations). These countries may change from time to time. Visit telstra.com/overseas for the latest list or for more information on using your device overseas..

Bill Payment Charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at telstra.com/emailbill

Some exemptions may apply. For details, visit telstra.com/billpay. To set up Direct Debit or for details on other bill payment options, visit telstra.com/billpay

Other information

Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

How can I monitor and manage my usage?

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We'll also send you an alert if Extra Data is added to your service.

To check your usage:

- use the Telstra 24x7® App on your iPhone and Android phone (available on the App Store and Google Play)
- login to Telstra 24x7 My Account at telstra.com/myaccount

Find out how to check your usage at telstra.com/myusage

FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

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