

JB Hi-Fi Mobile Plans



Critical Information Summary

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

Plans		\$45 BYO Plan	\$65 BYO Plan	\$65 Mobile Plan	\$65 Mobile Plan
	Minimum Monthly Charge	\$45/mth 12 Months	\$65/mth 12 Months	\$65/mth 24 Months	\$65/mth 24 Months
	Monthly Data Allowance	15GB	40GB	40GB	40GB
Calls + SMS + MMS + MessageBank® To standard Australian numbers		Unlimited	Unlimited	Unlimited	Unlimited
Calls + SMS + MMS To international numbers		PAYG	PAYG	PAYG	PAYG
Roaming Calls + SMS + MMS For use while overseas		Refer to Using your service overseas	Refer to Using your service overseas	Refer to Using your service overseas	Refer to Using your service overseas
Roaming Data Allowance For use while overseas		Refer to Using your service overseas	Refer to Using your service overseas	Refer to Using your service overseas	Refer to Using your service overseas
Minimum Cost	12 month term	\$540	\$780	N/A	N/A
	24 month term	N/A	N/A	\$1,560	\$1,560
Maximum Early Termination Charges (ETC)	12 month term	\$270	\$390	N/A	N/A
	24 month term	N/A	N/A	\$780	\$780
Phone Credit Amount for eligible devices		N/A	N/A	\$300	\$500
Maximum Phone Credit Cancellation Fee		N/A	N/A	\$300	\$500
Domestic allowances: Calls, SMS and MMS to standard Australian numbers. Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. Roaming allowances: For details refer to Monthly Roaming allowance section. All for use in Australia.					

Information about the service

Your JB Hi-Fi Mobile BYO Plan or JB Hi-Fi Mobile Plan (**Plan**) is for a post-paid mobile phone service. It gives you access to the Telstra Mobile Network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data. Telstra will be switching off 3G in 2024. After switch off you will still be able to access the Telstra Mobile Network provided your handset is 4G voice enabled and 4G 700MHz compatible. Find out more: tel.st/goodbye3G

BYO handset

You can bring your own (**BYO**) Telstra Mobile Network compatible handset to take up a JB Hi-Fi Mobile BYO Plan. Telstra will be switching off 3G in 2024. Before switch off, you can use handsets supporting 3G on 850MHz and 4G minimally on 700MHz and 1800MHz. See telstra.com/device for more information. After switch off you will still be able to access the Telstra Mobile Network provided your handset is 4G voice enabled and 4G 700MHz compatible. Find out more: tel.st/goodbye3G

JB Hi-Fi Phone Credit (only available on \$65 JB Hi-Fi Mobile Plan)

For new Telstra customers signing up to a \$65 JB Hi-Fi Mobile Plan, you may be eligible to receive a credit to put towards the purchase of an eligible JB Hi-Fi handset (Phone Credit Amount). The applicable Phone Credit Amount will be applied to the purchase price of your eligible handset at the point of sale within the JB Hi-Fi store. This Phone Credit Amount must be used at the time you sign up to the plan and is not transferable or redeemable for cash (including any unused part).

If you cancel, recontract or move to an ineligible plan then you will need to pay a Phone Credit Cancellation Fee pro-rated against the remaining months on your plan, the maximum of which is set out in the table above. This is in addition to any Early Termination Charges (ETCs) set out in the above table and accessory payments.

Mobile Repayment Contract

Once the Phone Credit Amount is applied to the purchase price of an eligible handset, the remaining amount is paid over 24 months with interest-free monthly payments (Handset Repayment Amount). If you cancel your \$65 JB Hi-Fi Mobile Plan early, you will have to pay the remaining Handset Repayment Amount, any prorated Phone Credit Cancellation Fee and any applicable ETCs.

Minimum Term

12 or 24 months depending on which Plan you choose.

Monthly Calls

Your Monthly Calls are set out in the table above. Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers.

Monthly Data

All data expires at the end of the month and is not shareable. Data is for personal use in a smartphone only. Our FairPlay policy applies. Data is for use in Australia.

Extra Data

If you use more than your Monthly Data Allowance, we will automatically add extra data to your service in blocks of 1GB for \$10 (**Extra Data**). Extra Data is for use in Australia and expires at the end of your billing month and is not sharable with other services on your account.

Free Telstra Air® Wi-Fi data

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 Telstra Air.

What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include calls, SMS or MMS to international numbers, premium numbers (e.g. 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges.

Charges for all calls, SMS and MMS not included in your Plan can be found at telstra.com/customer-terms

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.

Accessory Repayment Option

You can choose an Accessory Repayment Option (**ARO**) to buy mobile accessories. You'll be charged for your accessories in interest-free monthly payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories. Only available at selected Telstra stores and partners.

Calls and SMS to International numbers

Your Plan does not include an International Call and SMS allowance. The following charges apply:

- calls to international numbers – for call rates to overseas, see telstra.com.au/mobile-other-call-types
- SMS to international numbers – **50¢** per standard message sent per recipient; and
- MMS to international numbers – **75¢** per standard message sent per recipient.

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. You will also need to pay a Phone Credit Cancellation Fee if you received a Phone Credit Amount at sign up. The Maximum Phone Credit Cancellation Fee is set out in the Plan Cost table.

Bill Payment Charges

- Paperless bills and electronic payments – **Free**
- 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.

Call and mobile data usage information

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data Allowance. We will also send you an alert if Extra Data is added to your service. Find out how to check your usage at telstra.com/myusage

Using your service overseas

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming.

You have an International Day Pass activated, which for an additional \$10 per day lets you make and receive unlimited standard voice calls and SMS and includes 500MB data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 1GB for \$10. For more information refer to the International Day Pass Critical Information Summary.

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.

For more information and pricing visit telstra.com/overseas or refer to the International Day Pass Critical Information Summary.

Visit telstra.com/manageirusage for information on spend management tools while you're overseas.

To de-activate International Roaming call us on 12 5109.

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