

## Critical Information Summary

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



# Mobile BYO Plans

Mobile BYO Plan (12 month term)	\$49/mth	\$69/mth	\$89/mth
Minimum Monthly Charge	\$49	\$69	\$89
Monthly Calls, SMS, MMS and MessageBank®	Unlimited	Unlimited	Unlimited
Monthly Data Allowance	15GB	30GB	60GB
International Monthly Calls and SMS from Australia	PAYG	Unlimited to Eligible Destinations	Unlimited to Eligible Destinations
International Roaming calls and SMS for use while overseas	Refer to Using your service overseas		Unlimited in Eligible Roaming Destinations
International Roaming data allowance for use while overseas	Refer to Using your service overseas		2GB in Eligible Roaming Destinations
Early Termination Charge	\$294	\$414	\$534
Total Minimum Cost	\$588	\$828	\$1,068

Domestic allowances: Calls, SMS and MMS to standard Australian numbers. Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. All for use in Australia. Roaming allowances: For details refer to Monthly International Roaming allowance section.

## Information about the service

Your Mobile BYO plan (**Plan**) is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, lets you make and receive calls, send and receive messages, and access mobile data.

### BYO handset

You can bring your own (**BYO**) Telstra Mobile Network compatible handset to take up this Plan. Be sure to check that your handset supports 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, to ensure you get the best possible experience on the Telstra Mobile Network. You can find your handset banding in your device manual or manufacturer's website.

### Device Payment Contract

You may purchase a new eligible handset to use with your Plan, and pay off that handset over 12 or 24 interest-free monthly payments with a Device Payment Contract.

If you cancel your Plan or Device Payment Contract before the end of your Device Payment Contract term, you'll need to pay the balance of any remaining handset payments.

### Minimum term

12 months

### Monthly Calls

#### 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.

#### International Monthly Calls and SMS from Australia

If you have a \$69 or \$89 plan, it includes unlimited International calls and SMS from Australia to standard fixed and mobile numbers in Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (**Eligible Destinations**).

## 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.

### Peace of Mind data

If you have a \$49 plan, you may add Peace of Mind data for \$10/mth. You will be charged for Peace of Mind data each month until you cancel even if you don't use all your included data in a month.

If you have a \$69 or \$89 plan, your Plan includes Peace of Mind data at no additional cost but you may switch to Extra Data at \$10/1GB.

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.

### Extra Data

Unless you've opted in to Peace of Mind 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.

## Monthly International Roaming allowance

If you have a \$89 plan, it includes unlimited calls and SMS to standard fixed and mobile numbers, and a monthly International Roaming data allowance (in the table above), for use while in:

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**).

The list of Eligible Roaming Destinations may change from time to time. For a current list please visit [telstra.com/overseas](https://telstra.com/overseas)

Your unlimited calls and SMS doesn't include MMS. Any data used to send or receive an MMS from an Eligible Roaming Country will use your International Roaming data allowance.

Your International Roaming data allowance is separate from your Monthly Data allowance and can't be shared with other services on your account. If you exceed your International Roaming data allowance, we'll automatically add extra data to your service in blocks of 500MB for \$10.

### 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](https://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 (except where your Plan includes an International Call and SMS allowance), premium numbers (eg 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](https://telstra.com/customer-terms)

If you have a \$89 plan, your International Roaming calls and SMS allowance does not include MMS or any calls or SMS to premium numbers, satellite numbers, 1234, 12 455 and 12 456 numbers, content charges or calls or SMS while you are in non-Eligible Roaming Countries.

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

## Information about pricing

See the above table for your Plan pricing.

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 your minimum monthly charge set out in the above 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

If:

- you have an International Call and SMS allowance included in your Plan and you call or SMS a country other than an Eligible Destinations or send an MMS to any overseas country (including Eligible Destinations); or
- 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](https://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.

### Early Termination Charge

If you cancel your Plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments.

The maximum ETC at the start of your Plan is set out in the above table.

## Other information

### Billing

#### Important information about your first bill

When you start or change your Plan part way through a billing period, your first bill will have additional charges. Electronic bills and payment are free of charge. A \$2.20 charge applies to paper bills, a \$1.00 charge applies to payments made in person or via mail. Some exemptions may apply. For more information go to [telstra.com/billpay](https://telstra.com/billpay)

### 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](https://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.

If you have a \$89 plan it includes International Roaming allowances described in the above table. If you have a \$49 or \$69 plan you have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 200MB 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 500MB 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](https://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part) where you:

- use your mobile outside of Eligible Roaming Countries
- choose to opt out of your International Day Pass (on a \$49 or \$69 plan).

### 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.

### Mobile coverage

You can access 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 3G coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from. To find out more about our mobile coverage and networks or how to optimise network performance visit [telstra.com/coverage](https://telstra.com/coverage)

### We're here to help

If you have questions about your plan visit [telstra.com/contactus](https://telstra.com/contactus) or call us on 13 2200 or 133 677 (TTY), or +61 439 12 5109 if you are overseas.

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://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](https://tio.com.au/about-us/contact-us)

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)