

## Critical Information Summary

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



# Mobile Lease Plans

Mobile Lease Plan (24-month term)	\$59/mth	\$79/mth	\$99/mth	\$129/mth
Minimum Monthly Charge	\$59	\$79	\$99	\$129
Monthly Calls ,SMS, MMS and MessageBank®	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Data Allowance	3GB	10GB	30GB	60GB
International Monthly Calls and SMS from Australia	PAYG	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 <sup>^</sup>	\$708	\$948	\$1,188	\$1,548
Total Minimum Cost* (when device returned in good working order)	\$1,416	\$1,896	\$2,376	\$3,096
<p>* The Total Minimum Cost does not include additional monthly device lease payments. <sup>^</sup> Plus any Early Termination Charge for your Device Lease Contract (see Early Termination Charge section below). Domestic allowances: Calls, SMS and MMS to standard Australian numbers. For \$59 and \$79 plan Extra Data \$10/GB automatically added in 1GB blocks for use that month if you don't choose to add Peace of Mind data. All for use in Australia. All allowances: For Personal use in a smartphone only. FairPlay Policy applies.</p>				

## Information about the service

Your Mobile Lease 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. As part of taking up your Plan, you will receive marketing communications from us reminding you of your right to upgrade your handset, even if you opt out of Telstra marketing.

### Device Lease Contract

You must lease an eligible handset to use with your Plan and make a monthly lease payment over a minimum term of 24-months. You don't own the device as you're just leasing it. Lease costs vary depending on the handset you choose.

At the end of your 24-month Device Lease Contract (DLC), you must return your device to us.

### Upgrade Fees

You can upgrade your leased handset to a new eligible handset after the first 12 months of your DLC, provided you terminate your existing DLC, return the leased handset (in good working order) to us within 14 days of entering into a new 24-month eligible handset and mobile service plan and pay an upgrade fee of \$99.

### Damaged Device

If your device is damaged, you will be required to pay \$229 (minor damage), or \$499 (if damaged beyond repair). You may be able to make an offer to buy your device from us at fair market value (to be advised at the time).

### Minimum term

24-months.

### Returning your device

Your SIM card must be removed and the device reset to factory settings so that personal or confidential information is deleted. All activation/locking features must be disabled (eg Find My iPhone) and you must provide any documentation reasonably required to show it is the correct device. Otherwise a fee of up to \$499 applies.

### What happens if I don't return my device?

If you fail to return your device at the end of the DLC term, (subject to our approval), you must continue to pay the monthly payment for your device and Plan (including any Mobile Swap Assure fees) for up to 6 months after which, if still not returned we will charge you a device non return fee equivalent to the fair market value of the device (to be advised at the time). If you fail to return your device within 14 days of upgrading your device, you must pay a non return fee based on the fair market value of the device (to be advised at the time) plus 20%.

### Monthly Calls (domestic)

#### Monthly Calls

Unlimited. 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, SMS and MMS allowance from Australia

If you have a \$99 or \$129 plan this 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 (domestic)

Data is not shareable and 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 \$59 and \$79 plan, you may add Peace of Mind data for \$10/mth otherwise Extra Data is auto added in 1GB blocks at a cost of \$10/GB. 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. Peace of Mind data is included with the \$99 and \$129 plan however you can switch to Extra Data at a cost of \$10/GB.

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 may take longer to load) and slowed further during busy periods.

## Extra Data

Unless you've opted in to Peace of Mind data for an additional \$10/mth, or if you are on the \$99 or \$129 plan and have chosen to switch to 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).

## Monthly International Roaming allowance

If you have a \$129 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 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 Destination 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.

## 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 calls and SMS to Eligible Destinations), premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges.

If you have a \$129 plan, your Monthly International Roaming call 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 Destinations.

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 table above.

## Calls, SMS and MMS 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 or we terminate your DLC for your breach within the first 12 months, you must pay a fee based on the device's recommended retail price which decreases by 3% each month up until the month in which you terminate (or part thereof). You will retain the leased handset and title will pass to you. If you cancel or we terminate for your breach from month 13 and you want to (a) return your handset, a fee of \$99 will apply for good working order handsets or up to \$499 for damaged handsets or (b) retain your handset and have title pass to you, you must pay the fair market value for your handset (to be advised at the time). All charges are in addition to any Early Termination Charges for your Plan and accessories.

The maximum Early Termination Charge for your Plan at the start of your Plan is set out in the table above.

## 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 \$129 plan, your Plan includes the International Roaming allowances described above. If you have a \$59, \$79 or \$99 plan you have 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](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 Destinations
- choose to opt out of your International Day Pass (on a \$59, \$79 or \$99 plan).

For more information and pricing visit [telstra.com/overseas](https://telstra.com/overseas) or refer to the International Day Pass Critical Information Summary.

Visit [telstra.com/manageirusage](https://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.

### 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)