

Mobile Lease Plans



Critical Information Summary

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

Plan		Small (S)	Medium (M)	Large (L)	Extra Large (XL)
Minimum Monthly Charge 24 month term		\$59/mth	\$79/mth	\$99/mth	\$129/mth
Monthly Data Allowance		3GB	10GB	30GB	60GB
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	Pay as you go or purchase an International Call Pack	Calls & SMS - Unlimited in Eligible Destinations MMS - 75c per recipient per message	Calls & SMS - Unlimited in Eligible Destinations MMS - 75c per recipient per message
Roaming Calls + SMS + MMS For use while overseas		International Day Pass or opt out. Standard international roaming rates apply.	International Day Pass or opt out. Standard international roaming rates apply.	International Day Pass or opt out. Standard international roaming rates apply.	Unlimited in Eligible Roaming Destinations
Roaming Data Allowance For use while overseas		International Day Pass or opt out. Standard international roaming rates apply.	International Day Pass or opt out. Standard international roaming rates apply.	International Day Pass or opt out. Standard international roaming rates apply.	2GB in Eligible Roaming Destinations
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	\$1,416	\$1,896	\$2,376	\$3,096
Maximum Early Termination Charges (ETC)	24 month term	\$708	\$948	\$1,188	\$1,548
Domestic allowances: Calls, SMS and MMS to standard Australian numbers. All for use in Australia. All allowances: for personal use in 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. 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.

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

Upgrading your device

Upgrade your leased handset to a new eligible handset after the first 12 months of your Device Lease Contract for \$99. You must terminate your existing Device Lease Contract and return the leased handset to us in good working order within 14 days of entering into a new 24 month eligible handset and mobile service plan.

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).

What if my device is damaged?

If your device is damaged, you will be required to pay \$229 (minor damage) or up to \$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).

What happens if I don't return my device?

You must return the original device with its associated documentation or you may be charged a fee of \$499. You'll be required to continue the monthly payments for your device and plan (including any Mobile Swap Assure fees) for up to six months if your device is not returned at the end of its lease term. A non-return fee equivalent to the fair market value of the device at the time will be charged if still not returned after 6 months, plus an additional 20% if you've failed to return your device within 14 days of upgrading your device.

Peace of Mind Data & Extra Data

If you have a \$59 or \$79 plan, you may add Peace of Mind data for \$10/mth otherwise, Extra Data is automatically added to your service in blocks of 1GB for \$10. 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 or \$129 plan however you can 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?

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.

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 deactivate 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. 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) 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 Destinations

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

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. These countries may change from time to time. Visit telstra.com/overseas for the latest list.

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