

# Ultimate Mobile Lease Plan



## Critical Information Summary

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

Plan		\$199
<b>Minimum Monthly Charge</b> 24 month term		\$199/mth
<b>Monthly Data Allowance</b>		Unlimited
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers		Unlimited
<b>Calls + SMS + MMS</b> To international numbers		Unlimited to all destinations
<b>Roaming Calls + SMS + MMS</b> For use while overseas		Unlimited in Eligible Roaming Destinations MMS - 75c per recipient per message
<b>Roaming Data Allowance</b> For use while overseas		10GB in Eligible Roaming Destinations
<b>What's Included</b>		<ul style="list-style-type: none"> <li>• <b>Data-free Apple Music</b></li> <li>• <b>Data-free live sports</b> For details, visit <a href="https://telstra.com.au/tv-movies-music/sports-offer">telstra.com.au/tv-movies-music/sports-offer</a></li> <li>• <b>Free Telstra Air.</b> You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit <a href="https://telstra.com/air">telstra.com/air</a> to activate</li> </ul>
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>• Calls, text or MMS to international numbers (unless otherwise stated)</li> <li>• Calls to premium numbers (e.g. 19xx numbers)</li> <li>• Some satellite numbers</li> <li>• 1234, 12 455 and 12 456 numbers</li> <li>• Content charges (including third party charges)</li> <li>• Visit <a href="https://telstra.com/customer-terms">telstra.com/customer-terms</a> for information on rates.</li> </ul>
<b>Minimum Cost</b>	24 month term	\$4,776
<b>Maximum Early Termination Charges (ETC)</b>	24 month term	\$2,388
<p>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.</p> <p>Standard international call rates can be found at <a href="https://telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia">telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia</a></p>		

## 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.

### Premium Customer Service

Your Plan includes access to a dedicated 24/7 helpdesk. If you have any issues with your Telstra Ultimate Mobile service, don't hesitate to call us on 1800 890 655. Queries about your other services should be directed to our normal support channels.

### 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.

### What if my device is damaged?

Regardless of damage, you can upgrade your leased handset to a new eligible handset, provided you terminate your existing Device Lease Contract (DLC), return the leased handset to us within 14 days of entering into a new 24 month eligible handset and mobile service plan and pay an upgrade fee of \$190. If you upgrade your device after the first 12 months of your DLC and your phone is in good working order, you'll only pay \$99.

### Upgrading your device

Your Plan automatically includes Mobile Swap Assure at no additional monthly cost. You may upgrade your device two times in each 12 month period of your Plan. To find out more refer to the Mobile Swap Assure Critical Information Summary.

### 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 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.

## 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.

### 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 deactivate this by calling us on 125 109.

Your Plan includes the International Roaming allowances described in the Plan Cost table.

Calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](https://www.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](https://www.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](https://www.telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://www.telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://www.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.

### 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](https://www.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](https://www.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](https://www.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](https://www.telstra.com/customer-terms)