

Critical Information Summary

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



Ultimate Mobile Plan

Plan (24-month term)	\$199/mth
Minimum Monthly Charge	\$199
Monthly Calls, SMS, MMS and MessageBank®	Unlimited
Monthly Data Allowance	Unlimited GB
Monthly Calls, SMS and MMS from Australia to international numbers	Unlimited to all destinations
International Roaming Calls, SMS and MMS Allowance for use while overseas	Unlimited in Eligible Destinations
International Roaming Data Allowance for use while overseas	10GB in Eligible Destinations
Early Termination Charge	\$2,388
Total Minimum Cost*	\$4,776

Domestic allowances: Unlimited Wi-Fi data at Telstra Air® hotspots in Australia. Calls, SMS and MMS to standard Australian numbers. All for use in Australia. Roaming allowances: For details, refer to Monthly International Roaming Allowance section. All allowances: For personal use in a smartphone only. FairPlay Policy applies.

Information about the service

Your Ultimate Mobile 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. You can't share the data between other plans on the same account.

Device Payment Contract

You must purchase a handset to use with your Plan and pay it off over 24 interest-free monthly payments. Because your Plan and Device Payment Contract (DPC) have the same start date and 24-month term, you'll receive a monthly credit. If you cancel early the remaining handset payments will be higher as you'll no longer receive a credit.

Minimum term

24-months.

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 from Australia

Your Plan includes unlimited calls, SMS and MMS from Australia to standard international fixed and mobile numbers.

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.

Monthly International Roaming allowance

Your Plan includes unlimited calls, SMS and MMS to standard fixed and mobile numbers and 10GB of data each month to use when you are 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 and Vietnam (**Eligible Destinations**).

The list of Eligible Destinations may change from time to time. For a current list please visit telstra.com/overseas

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 10GB International Roaming data allowance, we'll automatically add extra data to your service in blocks of 500MB for \$10. Also, any data used to send or receive an MMS overseas will use your International Roaming data allowance.

New Telstra Phone Feeling™

This Plan means you can take up a new phone after 12 months on your Device Payment Contract. To redeem the offer return your existing phone undamaged and in good working order and sign up to a new eligible 24-month service plan and a 24-month Device Payment Contract. For more information refer to the New Phone Feeling Critical Information Summary.

StayConnected Advanced™

You are eligible for StayConnected Advanced™ Service at no additional monthly cost, which provides after sales service for your mobile device or tablet. To find out more about this offer, refer to the StayConnected Advanced™ Critical Information Summary.

Premium customer service

Your Plan includes access to a dedicated 24/7 helpdesk staffed by some of Telstra's best customer representatives. If you have any issues with your Telstra Premium 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.

What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls doesn't include calls to premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges (including third party charges).

Your International Roaming calls and SMS allowance doesn't 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

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 \$199 each month.

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.

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 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

Call and data usage information

Find out how to check your usage at telstra.com/myusage

Using your service outside Eligible Destinations

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

If you use your service outside of Eligible Destinations, you will be charged separately for this usage. The cost of using your service overseas is higher than in Australia. The main charges that apply are:

- **calls and SMS** – our International Roaming charges can be found at telstra.com.au/overseas
- **mobile data** – \$3 per MB (charged per KB or part hereof).

When you arrive in an overseas country, you will receive SMS alerts about International Roaming to notify you of the cost of using your service overseas and how to stop roaming. For more information visit telstra.com/manageirusage

To deactivate 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 visit telstra.com/coverage

We're here to help

If you have questions about your plan visit 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

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

This is a summary only. The full legal terms for this Plan are available at telstra.com/customer-terms