

# Telstra Mobile 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)
<b>Minimum Monthly Charge</b> Casual month to month	\$55/mth	\$65/mth	\$85/mth	\$115/mth
<b>Monthly Data Allowance</b>	40GB	80GB	120GB	180GB
<b>Network Access</b>	3G, 4G/4GX	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited			
<b>Calls + SMS + MMS</b> To international numbers	Pay as you go or purchase an International Call & SMS Pack Standard international call rates can be found at <a href="https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia">https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia</a>			
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.			
<b>Roaming Data Allowance</b> For use while overseas	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.			
<b>What's Included</b>	<p>Your plan is for a post-paid mobile phone service.</p> <ul style="list-style-type: none"> <li><b>Data-free Apple Music</b> Subscription charges apply. Non-Apple radio stations and non-music streaming use such as downloads, video streaming and social interaction will attract data charges</li> <li><b>Live sport, data-free.</b> For details, visit <a href="https://www.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://www.telstra.com.au/air">telstra.com/air</a> to activate</li> </ul>			
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>Calls to premium numbers</li> <li>Some satellite numbers</li> <li>Content charges (including third party charges)</li> </ul> <p>Visit <a href="https://www.telstra.com.au/customer-terms">telstra.com/customer-terms</a> for information on rates</p>			
<b>Devices</b>	You can bring your own compatible device or purchase an eligible device with this plan, payable over 24 or 36 monthly payments.			
<b>Allowances</b>	For use in a smartphone only. FairPlay Policy applies.			
<p>Domestic allowances: Calls, SMS and MMS to standard Australian numbers, as well as most 11xx, 12xx, 13xx, and 1800 numbers for use in Australia. Telstra Directory Services (including 1223, 1234, 12455, 12456): \$1.50 connection fee for through connection, plus standard rates for the connected call. Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded. The total Minimum Monthly Charge does not include additional monthly device payments.</p>				

## Telstra Mobile Plans 25 June 2019 - 30 June 2020

<https://www.telstra.com.au/content/dam/tcom/help/critical-information-summaries/personal/mobile/mobile-plans/july-2019-plan.pdf>

## Information about the service

Telstra will be switching off 3G in 2024. Before switch off, you can use handsets supporting 3G on 850MHz and 4G minimally on 700MHz and 1800MHz. See [telstra.com/device](https://www.telstra.com/device) for more information. After switch off you will still be able to access the Telstra Mobile Network provided your device is 4G voice enabled and 4G 700MHz compatible. Find out more: [tel.st/goodbye3G](https://www.telstra.com/goodbye3G)

## No Excess Data Charges In Australia

Once you exceed your included data allowance, your speed will be capped at 1.5Mbps, and slowed further in busy periods. This means it is not suitable for HD video or high speed applications and means that some webpages, videos, social media content and files may take longer to load, but you can still stream video in standard definition, listen to music, browse the web and access social media, even if the experience is slower sometimes. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods.

## Accessory Repayment Options

You can choose to repay the cost of eligible accessories over a fixed period of time. This applies to accessories with a cost of \$120 or more and can be paid over a 12 or 24 month period. The charge for accessories will appear as a separate line item on your bill. There are 3 tiers available and if the total value of the accessory is more than one of these tiers, you'll need to pay the difference upfront. If you cancel your accessory repayment early or cancel your service(s), your accessory repayment will also terminate and you will be required to pay out the remainder of your accessory repayments.

## What happens if I cancel my plan early?

You'll need to pay out any remaining device and accessory payments.

If you receive a monthly credit and cancel your Plan or Device Payment Contract early, you will lose your credit and must pay the balance of any remaining device repayments on your next bill.

## Changes to your plan

From time to time we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more).

If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it.

If you don't like the change you can change or cancel your plan or add-ons and just pay out your device, accessories and services in full.

## What happens if I go overseas?

If you are moving your existing service and it currently has International Roaming blocked this will continue to apply on your new Plan, otherwise, International Roaming and International Day Pass are activated by default on your plan. You can deactivate them by calling us on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. For an additional charge per day an International Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 500MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than the International Day Pass data allowance, we will automatically add extra data in blocks of 1GB for \$10 each.

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) if you:

- use your service outside of Eligible Roaming Destinations
- choose to opt out of your International Day Pass

## Eligible Roaming Destinations

Visit [telstra.com/overseas](https://telstra.com/overseas) for the latest list or for more information on using your device overseas.

## Bill Payment Charges

- Direct Debit is our preferred payment method, you can set it up anytime at [telstra.com/directdebit](https://telstra.com/directdebit)
- Paperless bills and electronic payments – **Free**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](https://telstra.com/emailbill)

Exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay).

## 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.

To check your usage:

- use the My Telstra app on your compatible smartphone or tablet
- login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)

Find out how to check your usage at [telstra.com/myusage](https://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](https://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://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://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://telstra.com/customer-terms)