



# MOBILE ACCELERATE PLAN

**\$55/mth**

Contract term: 24-months  
Minimum cost: \$1,320

**\$550/mth**

of calls, SMS and MMS  
2 min standard call \$2.38

**Unlimited SMS**

**500MB/mth**

of data  
Excess usage 3¢/MB

• All to standard Australian numbers (excludes use overseas)

## INFORMATION ABOUT THE SERVICE

Your 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.

### Device Payment Contract

You'll need to purchase a handset to use with your Plan. A Device Payment Contract allows you to get a new handset and make monthly interest free repayments.

### Device Plan Discount

If you choose an eligible handset on a 24 month Device Payment Contract with the same start date as your 24 month Mobile Accelerate Plan, you'll receive a Device Plan Discount each month for 24 months.

If you cancel your Plan or your Device Payment Contract early, you won't receive the Device Plan Discount any more. You'll also have to make your remaining handset repayments and pay any early termination charges for your Plan.

### Minimum term

24 months.

### Your Monthly Call Allowance

\$550 – your unused Monthly Call Allowance expires each month.

### Your Monthly Data Allowance

500MB (Megabytes). Your unused Monthly Data Allowance expires each month. Once you've used your Monthly Data Allowance, you'll be charged for excess data usage at a rate of 3¢/MB (or part thereof).

### What's included

Your Monthly Call Allowance can be used within Australia for calls and MMS to standard Australian landline and mobile numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers (from 3 October 2014 calls to 1800 numbers will no longer be charged). You also get unlimited SMS to standard Australian landline and mobile numbers in Australia. Your Monthly Data Allowance can be used to access mobile internet and some mobile apps on your compatible handset in Australia.

### What's not

Your Monthly Call Allowance can't be used for some things like: calls, SMS or MMS to international numbers or while overseas, calls/SMS to premium numbers (eg 19xx numbers) and some satellite numbers, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges).

Charges for these calls, SMS and MMS can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms). Your Monthly Data Allowance can't be used for data while you're overseas.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

\$55 – if you use more than your Monthly Call or Data Allowance per month, or use your mobile for things not included in your Plan, you'll have to pay more than \$55. Your monthly charges are billed according to your billing cycle.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile accessories, you'll be charged for your accessories in monthly, interest-free 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.

### The total minimum Plan cost

The total minimum amount that you'll pay over the period of your Plan term (plus any handset and accessory repayments, if applicable) is \$1,320.

### Call and MMS charges in Australia

These are the main charges used to calculate your usage for your Monthly Call Allowance. If you go over your \$550 Monthly Call Allowance each month, the following additional charges will apply:

- **national calls** – 40¢ call connection fee and 99¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$2.38 (incl. connection fee) on this Plan
- **national picture MMS** – 50¢ per standard message sent per recipient in Australia
- **MessageBank® retrieval** – 40¢ call connection fee and 99¢ per 60 seconds or part.

Other call, SMS and MMS charges can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

If you restricted your use solely to Standard National Mobile Calls each of 2 minute duration, you could make 231 calls per month.

### Calls, SMS and MMS to international numbers

You'll be charged if you make calls, SMS or MMS to international numbers. The main charges that apply:

- **calls to international numbers** – for call rates to overseas, see [telstra.com.au/mobile-other-call-types](http://telstra.com.au/mobile-other-call-types)
- **SMS to international numbers** – 50¢ per standard message sent per recipient
- **MMS to international numbers** – 75¢ per standard message sent per recipient.

For information on discounted international calling packs visit [telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia](http://telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia)

## Data charges

Data charges are based on how much data you use accessing email, some mobile apps and mobile internet. To understand how much data you might need go to [telstra.com.au/postpaid-data-calculator](https://telstra.com.au/postpaid-data-calculator)

If you use more than your Monthly Data Allowance the following additional charges will apply:

- **national data charges** – 3¢ per MB.

If you need more data you can add a data pack to your Plan which gives you an extra Monthly Data Allowance to use in Australia.

## Early Termination Charge

If you cancel your Plan before the end of your minimum term, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments.

If you move to another Plan before the end of your minimum term, you'll need to pay a \$50 Early Recontracting Fee and you may also need to pay an ETC.

The ETC decreases by equal installments each month you stay on the Plan. Your maximum ETC at the start of your Plan is **\$660** on a 24-month Plan.

You may change your Plan's minimum monthly spend once every 60 days if you don't move below your original contracted spend level.

## OTHER INFORMATION

### Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your Plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

#### Important information about your first bill

When you first start a Plan or change your Plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

This Plan requires paperless billing and electronic payment. A \$2 charge will be applied in arrears if you receive a paper bill or make a bill payment in person or via mail. Some exemptions may apply. Visit [telstra.com/emailbill](https://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com/billpay](https://telstra.com/billpay)

### Call and data usage information

You'll automatically receive SMS alerts within 48 hours of reaching 50%, 85% and 100% of your Monthly Call Allowance. You will also automatically be sent SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. To check your usage, you can register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)

To track your usage, you can also:

- use My Plan Manager by going to [m.bigpond.com](https://m.bigpond.com) on your mobile's browser (select the 'My' tab to view details)
- use the Telstra 24x7® app on your iPhone and Android phone (available on the App Store and Google Play)
- check the mobile data usage meter at [telstra.com.au/my-data-usage](https://telstra.com.au/my-data-usage)

Visit [telstra.com/myusage](https://telstra.com/myusage) to find out more about other ways to manage your usage.

## Using your service overseas

The cost of using your service overseas is higher than in Australia. Your monthly Plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

Here are the main charges that apply:

- **calls and SMS while overseas** – for call and SMS rates, see [telstra.com.au/roaming](https://telstra.com.au/roaming)
- **data while overseas** – \$3 per MB (charged per KB or part thereof).

### Before you travel overseas

- For information about using your service overseas, activation and other tips and offers to help you stay in control of your costs, visit [telstra.com/overseas](https://telstra.com/overseas)
- For information on how to monitor your usage and register for these tools, visit [telstra.com/manageirusage](https://telstra.com/manageirusage)
- If you would like to de-activate international roaming, please call us on **12 5109**.

## Mobile coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. If you're outside 4G areas or if you have a 3G device, you'll receive access to our 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 any questions about your offer, technical support, service or connection please log onto [telstra.com](https://telstra.com) which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://telstra.com/complaints) where you'll find full contact details and information about how to resolve it.

### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, 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)