



# TELSTRA PRE-PAID MOBILE BROADBAND

## INFORMATION ABOUT THE SERVICE

Your offer is for a Telstra Pre-Paid Mobile Broadband service. It gives you access to your own personal internet connection on the Telstra Mobile Network.

### Device pack or SIM Starter Kit option

Simply buy a Telstra Pre-Paid or Mobile Wi-Fi or USB + Wi-Fi device which includes a SIM card.

If you have a Telstra Mobile Network compatible device or tablet you can buy a Telstra Pre-Paid Starter Kit available in micro, nano and full size. Make sure you also check which SIM is the correct size for your Telstra mobile network compatible device and isn't locked to another network. Check that your device supports 3G-850MHz to ensure you get the best possible experience on the Telstra Mobile Network. See [telstra.com/device](http://telstra.com/device) for more information.

### Activation

To get started you'll need to activate your SIM Card online at [telstra.com/activate](http://telstra.com/activate). Make sure you have your new service number or SIM serial number – you'll find this on the packaging.

### What's included

Depending on the amount you recharge, you'll get recharge credit and included data to use in Australia. Once you've used your included data, you'll be charged the PAYG rate of \$2/MB from your recharge credit.

You can also use your recharge credit for data while you're overseas and to send SMS and MMS to standard Australian and International numbers or to buy content or subscription.

### What's not

Your included data can't be used while you're overseas.

## INFORMATION ABOUT PRICING

These are the recharge options available once you have activated your Telstra Pre-Paid Mobile Broadband service.

Recharge	Recharge credit	Included data (charged per KB)	Expires in
\$15	\$15	1GB	10 days
\$30	\$30	2GB	30 days
\$50	\$50	4GB	60 days
\$100	\$100	10GB	90 days
\$200	\$200	12GB	365 days
All to use in Australia			

If you recharge before your expiry date you can roll over your unused recharge credit.

To keep your service active, you'll need to recharge 6 months from your expiry date, otherwise you may need to buy a new SIM card.

### Data charges

Once you've used your included data, you'll be charged the PAYG rate of \$2/MB in Australia.

### SMS and MMS charges in Australia

These are the main charges used to calculate your usage:

- **national SMS** – 29¢ per message sent per recipient
- **national MMS** – 50¢ per message sent sent per recipient.

### SMS and MMS charges to international numbers

The main charges that apply:

- **SMS to international numbers** – 35¢ per message sent per recipient
- **MMS to international numbers** – 75¢ per message sent per recipient.

## OTHER INFORMATION

### Using your data

Data usage is the amount of data you use (ie upload and download) to access the internet via your Telstra Pre-Paid Mobile Broadband service.

It's important to note that, when you buy content or subscriptions, additional charges apply. You'll usually be notified before you're charged.

### Data usage

Anytime you want to track your usage, credit expiry or recharge you can use the options listed:

- register for My Account online at [telstra.com/myaccount](http://telstra.com/myaccount)
- download the Telstra 24x7® App from your iPad, iPhone or Android® device
- visit [telstra.com](http://telstra.com) while your device is connected to the internet
- on selected devices, select the My Account icon from your Telstra Connection Manager only.

### Recharge

You can use your credit/debit card, recharge voucher (available from a Telstra or partner store) using one of the above options.

## Using your service overseas

International Roaming is automatically activated on your Telstra Pre-Paid Mobile Broadband service and you can use your recharge credit for data overseas.

The cost of using your service overseas is higher than in Australia.

Here are the main charges that apply:

- **data while overseas** – \$3 per MB (charged per KB or part thereof).

We recommend you consider one of our International Roaming Browse Plus Packs which provide a set amount of data to use in selected countries for 30 days. These are available at [telstra.com/roaming/prepaidpacks](https://telstra.com/roaming/prepaidpacks)

### Before you travel overseas

- For information about using your service overseas and other tips 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 useful tools, visit [telstra.com/manageirusage](https://telstra.com/manageirusage)
- If you would like to de-activate international roaming, please call us on 125 8880.

## Unlocking fee

If you want to use your Telstra Pre-Paid Mobile Broadband device on another network, you'll need to pay a network unlocking fee.

## We're here to help

You'll find more information at [telstra.com/prepaid](https://telstra.com/prepaid), including 24/7 live chat support. If you have questions about your service, technical support service or connection, please call us on 125 8880 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)

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