



MOBILE ACCELERATE CASUAL PLAN MONTH-TO-MONTH \$10

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.

BYO handset

You need to bring your own (BYO) compatible handset to take up this Plan. Be sure to check that your handset supports 3G-850MHz to ensure you get the best possible experience on the Telstra Mobile Network. Check your device manual or manufacturer's website. See telstra.com/device for more information.

Minimum term

One month.

You can cancel your Plan at any time but if you cancel you will also need to pay any charges up to the point of cancellation.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$10 – the monthly charge is an access fee only – it doesn't include any call or data allowance. Your monthly charges are billed according to your billing cycle.

Call, SMS and MMS charges in Australia

These are the main charges used to calculate your usage for your Plan:

- **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 SMS** – 25¢ per standard message sent per recipient in Australia
- **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

Calls, SMS and MMS to international numbers

These are the main charges to use your service to call, SMS or MMS an international number:

- **calls to international numbers** – for call rates to overseas, see 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

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

- **National data charges** – 3¢ per MB Pay As You Go (PAYG), charged per KB.

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.

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 monthly charge in advance, plus a proportion of your 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 to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

Call and data usage information

You'll automatically be sent SMS alerts in real-time when you reach \$20, \$40, \$50 and each subsequent \$50 of Pay As You Go usage. To check your usage, you can register and login to My Account at telstra.com/myaccount. To track your usage, you can also:

- use My Plan Manager by going to 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

Visit 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
- **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.au/overseas
- For information on how to monitor your usage and register for these tools, visit 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

We're here to help

If you have any questions about your offer, technical support, service or connection please log onto 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 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

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