



# MOBILE ACCELERATE CASUAL PLAN MONTH-TO-MONTH

|  |  |               |  |
|--|--|---------------|--|
| \$70/mth   | \$700/mth<br>of calls, SMS and MMS<br>2 min standard call \$2.38 | Unlimited SMS | 1.5GB/mth<br>of data<br>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.

### BYO handset

You can 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](http://telstra.com/device) for more information.

### Device Payment Contract

You may purchase a handset to use with your Plan. A Device Payment Contract allows you to get a new handset and make monthly interest free payments for 12 or 24 months.

If you cancel your Plan or Device Payment Contract before the end of your Device Payment Contract term, you'll need to pay any remaining handset payments.

### Minimum term

One month.

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

### Your Monthly Call Allowance

\$700 – your unused Monthly Call Allowance expires each month.

### Your Monthly Data Allowance

1.5GB where 1GB (Gigabyte) = 1,024MB (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, and unlimited MessageBank® retrieval in Australia. Your Monthly Data Allowance can be used to access mobile internet and some mobile apps on your Telstra Mobile Network compatible handset in Australia.

### What's Not

Your Monthly Call Allowance and Monthly Data Allowance can't be used overseas. Your Monthly Call Allowance can't be used for some things like calls, SMS or MMS to international numbers, premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges (including third party charges). Your Monthly Data Allowance can't be used for data while you're overseas. Charges for these calls, SMS and MMS can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

\$70 – 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 \$70. Your monthly charges are billed according to your billing cycle.

### 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 \$700 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.

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 294 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 are:

- **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 apps and mobile internet. To understand how much data you might need, go to the Data Usage Calculator at [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.

## 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](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)

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