



TELSTRA MOBILE CASUAL PLAN \$10

INFORMATION ABOUT THE SERVICE

Your plan is for a post-paid mobile phone service. It gives you access to our network and lets you make and receive calls, send and receive messages, and access mobile data.

HANDSET REPAYMENT OPTION

You have the option to purchase a compatible handset to use with your plan when you take out a Mobile Repayment Option (MRO). Depending on the handset you choose, you may have to pay an amount upfront and make monthly interest free repayments. We'll let you know beforehand if any payments apply to you.

BYO HANDSET

If you don't want to take out an MRO, you have the option to bring your own (BYO) Next G® or 4G compatible handset to take up this plan. Handsets that only operate on the 2100MHz network are not compatible with our Next G® network and can't access data services (to find out more, visit telstra.com/3g2100info).

To make sure your compatible handset is set up to get the most from our Next G® or 4G network, visit configure.telstra.com.au

MINIMUM TERM

You may change your monthly spend or cancel your plan at any time by calling us.

INFORMATION ABOUT PRICING

YOUR MINIMUM MONTHLY CHARGE

\$10 – the monthly charge is an access fee only – it doesn't include a call or data allowance.

CALL, SMS AND MMS CHARGES IN AUSTRALIA

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

- **national calls** – 27¢ call connection fee and \$1 per 60 seconds or part. A 2-minute standard national mobile call costs \$2.27 (incl. connection fee) on this plan
- **video calls** – 27¢ call connection fee and \$1.10 per 60 seconds or part
- **national SMS** – 25¢ per message sent per recipient in Australia
- **national picture MMS** – 50¢ per message sent per recipient in Australia
- **MessageBank® Retrieval** – 30¢ per 30 seconds or part.

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
- **SMS to international numbers** – 50¢ per message sent per recipient
- **MMS to international numbers** – 75¢ per message sent per recipient.

For information on discounted calling packs visit telstra.com.au/mobile-phones/international-rates

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 telstra.com.au/postpaid-data-calculator

- **National data charges** – \$2 per MB – Pay As You Go (PAYG), charged per KB.

You may purchase a Data Pack that gives you a set amount of data each month to use in Australia, starting from \$5 for 250MB (2¢ per MB) instead of paying for your usage at a higher Pay As You Go rate. If you purchase a data pack, you'll automatically receive SMS alerts when you're reaching or have reached your monthly data limit.

EARLY TERMINATION CHARGE

No Early Termination Charge (ETC) applies.

OTHER INFORMATION

BILLING

The figures in this Critical Information Summary are for a full billing cycle. 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.

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

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 current billing period.

CALL AND DATA USAGE INFORMATION

To check your usage, you can register and login to My Account at telstra.com/myaccount

Alternatively, you can:

- 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™ Store)
- check the mobile data usage meter at telstra.com.au/my-data-usage

USING YOUR SERVICE OVERSEAS (INTERNATIONAL ROAMING)

You'll be charged separately for any usage overseas. This includes receiving calls overseas. Charges that apply if you use your service overseas are much higher than in Australia. They are:

- **calls while overseas** – for call rates, see telstra.com/info/roaming
- **data while overseas** – **\$3.00** per MB (charged per KB or part thereof).

If you're travelling overseas, you can set up international roaming online at telstra.com.au/ir-connection. Before you travel overseas, you should contact us on **12 5109** or visit telstra.com/info/roaming for more information about using your service overseas, including international rates, data and voice roaming plans, and information about how to configure your smartphone and stay in control of your costs.

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).

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com.au/help/contact/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 go online at 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