

Telstra Mobile Plans



Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Plan	Basic	Essential	Premium	Mobile Bundle Plan
Minimum Monthly Charge	\$62/mth	\$72/mth	\$95/mth	\$50/mth
Annual Price Review	Price may increase by CPI annually in July			
Monthly Data Allowance	50GB	180GB	300GB	25GB
Network Access	3G, 4G/4GX, 5G			
Plan Speeds	Capped Speed	Ultimate 4G & 5G Speeds	Ultimate 4G & 5G Speeds	Ultimate 4G & 5G Speeds
Calls + SMS + MMS + MessageBank® To standard Australian numbers	Unlimited			
Calls + SMS + MMS To international numbers	Pay as you go or purchase an International Call & SMS Pack Standard international call rates can be found at https://www.telstra.com.au/mobile-phones/calling-overseas-from-australia			
Roaming Calls + SMS + MMS For use while overseas	International Day Pass or opt out. Standard international roaming rates apply if you don't have International Day Pass or travel in a country not covered by International Day Pass.			
What's Included	Calls, SMS and MMS to standard Australian numbers, as well as most 11xx, 12xx, 13xx, and 1800 numbers for use in Australia. Telstra Directory Services (including 1223, 1234, 12456): \$1.50 connection fee for through connection, plus standard rates for the connected call. Monthly Data Allowance to use in Australia.			
What's Not Included	This plan cannot be used for: <ul style="list-style-type: none"> • Data sharing with other services on your account • SMS & calls to premium numbers (e.g. 19xx numbers) • Some satellite numbers • Content charges (including third party charges) Visit telstra.com/customer-terms for information on rates			
Devices	You can bring your own compatible device or purchase an eligible device with this plan, payable outright, or over 12, 24 or 36 monthly payments. Some devices may not have a 36 month repayment option.			
Telstra Plus	Sign up to earn Telstra Plus points today https://plus.telstra.com.au/	Silver Telstra Plus with up to 1 year upgrade for the first time you take up this plan	Gold Telstra Plus with up to 1 year upgrade for the first time you take up this plan	Sign up to earn Telstra Plus points today https://plus.telstra.com.au/
Minimum Cost Casual Month to Month	\$62	\$72	\$95	\$122 with Essential Mobile Plan
<p>All for use in Australia. For use in a smartphone or tablet only. FairPlay Policy applies.</p> <p>Capped Speed: Download speeds for included data are capped at 250Mbps on our 4G and 5G network.</p> <p>Ultimate 4G & 5G Speeds: Included data comes with access to our fastest download speeds on our 4G and 5G network.</p>				

Information about the service

Telstra will be switching off 3G in 2024. Before switch off, you can use handsets supporting 3G on 850MHz and 4G minimally on 700MHz and 1800MHz. See [telstra.com/device](https://www.telstra.com.au/device) for more information. After switch off you will still be able to access the Telstra Mobile Network provided your device is 4G voice enabled and 4G 700MHz compatible. Find out more: [tel.st/goodbye3G](https://www.telstra.com.au/goodbye3G)

Annual Price Review

Our mobile and data plans include an annual price review and may increase in line with CPI in July each year. CPI measures household inflation and is released by the Australian Bureau of Statistics. We'll use the CPI for full year to March quarter and any increase will be rounded to the nearest dollar and occurs within your July billing cycle. We'll let you know before any changes take effect.

No Excess Data Charges In Australia

Once you exceed your included data allowance, your speed will be capped at 1.5Mbps, and slowed further in busy periods. This means it is not suitable for HD video or high speed applications and means that some webpages, videos, social media content and files may take longer to load, but you can still stream video in standard definition, listen to music, browse the web and access social media, even if the experience is slower sometimes. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods.

Plan Speeds

Speeds may vary due to factors such as location, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination. For 5G coverage information, see telstra.com/coverage

Bundle Plan

You're eligible to add on up to 5 Bundle Plans if you're on an Essential or Premium Mobile plan. If you cancel or change your Essential or Premium Mobile plan you will no longer be eligible for Bundle Plans and existing Mobile Bundle Plans or Data Bundle Plans will be moved to an in-market plan. We'll be in touch to let you know about these changes.

Accessory Repayment Options

You can choose to repay the cost of eligible accessories over a fixed period of time. This applies to accessories with a cost of \$120 or more and can be paid over a 12 month period. The charge for accessories will appear as a separate line item on your bill. There are 3 tiers available and if the total value of the accessory is more than one of these tiers, you'll need to pay the difference upfront. If you cancel your accessory repayment early or cancel your service(s), your accessory repayment will also terminate and you will be required to pay out the remainder of your accessory repayments.

Telstra Plus Upgrade

You're eligible for the Telstra Plus upgrade if you are an existing Telstra Plus member or sign up to Telstra Plus and are on an Essential or Premium Mobile plan. Telstra Plus Tier Upgrade will be applied within 30 days and will apply for a year aligned to membership date. Once you reach the anniversary of the relevant membership year, we'll let you know that this offer is ending and you'll be moved to the relevant tier based on your previous years spend.

What happens if I cancel my plan early?

You'll need to pay out any remaining device and accessory payments.

If you receive a monthly credit and cancel your Plan or Device Payment Contract early, you will lose your credit and must pay the balance of any remaining device repayments on your next bill.

Changes to your plan

From time to time we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more).

If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it.

If you don't like the change you can change or cancel your plan or add-ons and just pay out your device, accessories and services in full.

What happens if I go overseas?

If you are moving your existing service and it currently has International Roaming blocked this will continue to apply on your new Plan, otherwise, International Roaming and International Day Pass are activated by default on your plan. You can deactivate them by calling us on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. For an additional charge per day an International Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 500MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than the International Day Pass data allowance, we will automatically add extra data in blocks of 1GB for \$10 each.

Calls/SMS/MMS will be charged at international roaming rates (refer to telstra.com/overseas) and mobile data at \$3 per MB (charged per KB or part) if you:

- use your service outside of Eligible Roaming Destinations
- choose to opt out of your International Day Pass

Eligible Roaming Destinations

Visit telstra.com/overseas for the latest list or for more information on using your device overseas.

Bill payment charges

Fees and charges may apply for bill delivery and payment of your invoice, depending on the method.

We do have fee free options available - more information is available at:

Personal: telstra.com/payment-fees

Business: telstra.com/fees-on-payment-methods

Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

How can I monitor and manage my usage?

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance.

To check your usage:

- use the My Telstra app on your compatible smartphone or tablet
- sign in to My Telstra at telstra.com/my-telstra

Find out how to check your usage at telstra.com/myusage

FairPlay Policy

You must comply with our FairPlay Policy and not use your service in an unacceptable, unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of, or causes significant congestion to, the network. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

Need help? We're here for you

Visit telstra.com/contactus for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms