

Critical Information Summary

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.



Family and Friends Mobile Plans

Plan (24-month term)	\$49/mth	\$69/mth
Minimum Monthly Charge	\$49	\$69
Monthly Calls	Unlimited	Unlimited
SMS, MMS and MessageBank®	Unlimited	Unlimited
Monthly Data Allowance	10GB	20GB
International Monthly Calls and SMS from Australia	PAYG	PAYG
International Roaming calls and SMS for use while overseas	Refer to Using your service overseas	Refer to Using your service overseas
International Roaming data allowance for use while overseas	Refer to Using your service overseas	Refer to Using your service overseas
Early Termination Charge	\$588	\$828
Total Minimum Cost	\$1,176	\$1,656

Domestic allowances: Calls, SMS and MMS to standard Australian numbers. All for use in Australia.
All allowances: For Personal use in a smartphone only. FairPlay Policy applies.

Information about the service

Your Mobile plan (**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. You can't share the mobile data between other plans on the same account.

Device Payment Contract

You must purchase a handset to use with your Plan and pay it off over 24 interest-free monthly payments. Because your Plan and Device Payment Contract have the same start date and 24-month term, you'll receive a monthly credit. If you cancel early, the remaining handset payments will be higher as you'll no longer receive a credit.

Minimum term

24-months.

Monthly Calls (domestic)

Monthly Calls

Unlimited. Your Monthly Calls can be used in Australia for calls to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers.

Monthly Data (domestic)

All data is not shareable and expires at the end of the month. Data is for personal use in a smartphone and for use in Australia. Our FairPlay policy applies.

Peace of Mind data

Peace of Mind data is not available on the \$49 plan.

If you have a \$69 plan, your Plan includes Peace of Mind data at no additional cost but you may switch to Extra Data at \$10/1GB.

For Peace of Mind data if you exceed your included data allowance, your data speeds are capped at 1.5Mbps until the end of your bill cycle (not suitable for HD video or high speed applications, and means that some web pages, video/social media content and files may take longer to load) and slowed further during busy periods.

Extra Data

For \$49 plan without Peace of Mind data, if you use more than your Monthly Data allowance, we will automatically add extra data to your service in blocks of 1GB for \$10 (**Extra Data**).

What's not included

Your Monthly Calls and Monthly Data can't be used overseas. Your Monthly Calls do not include 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.

Charges for all calls, SMS and MMS not included in your Plan can be found at telstra.com/customer-terms

Information about pricing

See the above table for your Plan pricing.

If you use your mobile for things not included in your Plan or exceed your Monthly Data allowance, you'll have to pay more than your minimum monthly charge set out in the table above.

Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile accessories. You'll be charged for your accessories in interest-free monthly payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories. Only available at selected Telstra stores and partners.

Calls, SMS and MMS to International numbers

Your Plan does not include an International Call and SMS allowance. The following charges apply:

- 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; and
- MMS to international numbers – 75¢ per standard message sent per recipient.

Early Termination Charge

If you cancel your Plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining handset and accessory payments. The maximum ETC at the start of your Plan is set out in the above table.

Other information

Billing

Important information about your first bill

When you start or change your Plan part way through a billing period, your first bill will have additional charges. Electronic bills and payment are free of charge. A \$2.20 charge applies to paper bills, a \$1.00 charge applies to payments made in person or via mail. Some exemptions may apply. For more information go to telstra.com/billpay

Call and mobile data usage information

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We will also send you an alert if Extra Data is added to your service.

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

Using your service overseas

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming and an International Day Pass, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 500MB for \$10. For more information refer to the International Day Pass Critical Information Summary.

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) where you:

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

For more information and pricing visit telstra.com/overseas or refer to the International Day Pass Critical Information Summary.

Visit telstra.com/manageirusage for information on spend management tools while you're overseas.

To de-activate International Roaming call us on 12 5109.

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.

Mobile coverage

You can access 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 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 questions about your plan visit telstra.com/contactus or call us on 13 2200 or 133 677 (TTY), or +61 439 12 5109 if you are overseas.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints

Further investigation

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or 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/customer-terms