

Telstra Pre-Paid Mobile Offers



Critical Information Summary

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


Telstra Pre-Paid Max™

Recharge Amount	\$30	\$40	\$50	\$60
Expiry	All for use in Australia within 28 days			
Data Allowance	8GB	18GB	28GB	38GB
Data Bank	Save up to 200GB of unused data when you recharge \$30+ before expiry. Active recharge required to access Data Bank. Data Bank expires if you change your plan to Telstra Pre-Paid Day2Day			
Calls + Text + MMS + MessageBank® To standard Australian numbers	Unlimited - Calls, Text & Messagebank Retrieval MMS - 50c/MMS			
Calls + Text + MMS To international numbers	International call rates apply – see telstra.com/prepaid Text to international numbers – 20c/text MMS To international numbers – 75c/MMS	Unlimited international calls to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. International call rates apply to destinations not listed above – see telstra.com/prepaid Text to international numbers – 20c/text MMS to international numbers – 75c/MMS	Unlimited international calls to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. International call rates apply to destinations not listed above – see telstra.com/prepaid Text to international numbers – 20c/text MMS to international numbers – 75c/MMS	Unlimited international calls to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. International call rates apply to destinations not listed above – see telstra.com/prepaid Text to international numbers – 20c/text MMS to international numbers – 75c/MMS
Extra Credit	\$5 Credit	\$10 Credit	\$15 Credit	\$20 Credit
Extra Credit is for calls & text to standard international numbers, roaming and Premium SMS.				

Telstra Pre-Paid Day2Day®

Recharge Amount	\$5	\$10	\$20	\$30	\$60
Expiry	Up to 5 days	Up to 10 days	Up to 20 days	Up to 30 days	Up to 60 days
\$1 Daily Inclusions	<ul style="list-style-type: none"> Charged per day regardless of usage Data Block - 100MB Unlimited Calls + Text to standard Australian numbers including MessageBank retrieval 				
\$1 Optional Extra's	<ul style="list-style-type: none"> Extra Data - if you exceed the 100MB Data Block during the day, we'll automatically give you another 100MB data block and charge you \$1 Unlimited calls to standard international numbers - we'll charge you \$1 per destination when you ake your first call to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. You can then make unlimited calls to that destination for the rest of the day. 				
Calls + Text + MMS + MessageBank® To standard Australian numbers	MMS - 50c/MMS				
Calls + Text + MMS To international numbers	<ul style="list-style-type: none"> Calls - see telstra.com/prepaid Text - 20c/text National MMS – 50c/MMS MMS - 75c/MMS 				
<p>All for use in Australia. A day is 12.00am to 11.59pm (AEST). Each day you will be charged \$1 from your recharge credit regardless of usage. If you have run out of recharge credit, then you will be charged \$1 the next time you recharge. All inclusions and extra's expire at 11.59pm. If an international call continues over 12.00am then another \$1 per destination will be charged. International calls exclude video calls.</p>					

Telstra Pre-Paid Long Life Plus

Recharge Amount	\$20	\$30	\$50	\$70	\$100
Expiry	45 days	186 days	186 days	365 days	365 days
 Data Allowance	10c per 1MB (rounded to the nearest MB)				
Calls + Text + MMS + MessageBank® To standard Australian numbers	<ul style="list-style-type: none"> • Calls – 30c/min or part • Text – 30c/text • MMS – 30c/MMS • MessageBank® retrieval 30c/min or part 				
Calls + Text + MMS To international numbers	<ul style="list-style-type: none"> • International call rates apply – see telstra.com/prepaid • Text to international numbers – 35c/text • MMS to international numbers – 75c/MMS 				
All for use in Australia. Recharge before your expiry date and roll over your unused recharge credit.					

Information about the service

This is a Pre-Paid service with a mobile phone number and access to the Telstra network for you to make and receive calls, send and receive texts and use mobile data. Your Pre-Paid mobile service is for personal use only.

Sim and Activation

You can get a Pre-Paid SIM when you:

- Buy a Telstra Pre-Paid mobile; or
- Buy a Telstra Pre-Paid SIM kit and bring your own (BYO) unlocked device that's compatible with the Telstra Mobile Network (check at telstra.com/device)

Activate your SIM and choose a plan online at telstra.com/activate.

Choosing a plan

Choose a Pre-Paid mobile plan when you activate your SIM and recharge as you need to. You can change your plan when you want to but note that inclusions and credit do not rollover when you switch plans and you'll need to recharge to get the benefits of the new plan.

What's Included

- Telstra Air® – Access Free Telstra Air® Wi-Fi data with an active recharge. You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit telstra.com/air to activate
- Data free Apple Music
- Data free live sports

What's Not Included

- Overseas use
- Satellite numbers
- Premium numbers (eg 19xx numbers)
- Operated assisted calls (eg most 12xx numbers)
- Third-party content or subscription charges
- Diverted calls

Additionally the following is not included for Telstra Pre-Paid Max

- Extra Credit excludes calls/texts to Australian numbers and MessageBank retrieval. PAYG data and content purchases such as Google Play are not available

Additionally the following is not included for Telstra Pre-Paid Day2Day

- Unlimited calls to standard international numbers exclude satellite and premium numbers, and video calls
- Unused \$1 Daily inclusions do not rollover

Information about pricing

Refer to the Plan Cost table.

Unlocking fee

If you want to use your Telstra purchased Pre-Paid Mobile device on another network, you'll need to pay a network unlocking fee.

Other Information

How can I monitor and manage my usage?

- MyAccount at telstra.com/myaccount
- Telstra 24x7® App on iPhone and Android
- Dial #100# from your mobile
- Visit m.telstra.com on your mobile's browser
- Call 125 8888 from your Telstra mobile
- Recharge at telstra.com/recharge

Using my service overseas

Your plan automatically has International Roaming activated on this service. Call 125 88 80 to deactivate. Your recharge credit or Telstra Pre-Paid Max credit can be used overseas to selected countries, at a higher rate than in Australia. For information on using and monitoring your service overseas, including a list of eligible countries, visit:

- telstra.com/overseas
- telstra.com/roaming/prepaidpricing
- telstra.com/manageirusage

While overseas data is charged at \$3/MB, charged per KB or part.

Need help? We're here for you.

Visit telstra.com/contactus for our support options. Call 125 8880, 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 full legal terms for this plan are available at telstra.com/customer-terms