

### Part B – Current Post-paid Plans

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Certain words are used with the specific meanings set in [Part A – General of the Telstra Mobile section](#), or in [the General Terms of Our Customer Terms](#).

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#### 1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

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#### 2 Eligibility for various plans

- 2.1 In addition to our rights under the General Terms, you may not be eligible to apply for the offers listed below or we may disconnect you from an offer if you:
- a) charge any other person for any of the services or benefits provided to you under the offer;
  - b) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under an offer; or
  - c) act as agent for any person in entering into an offer.

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#### 3 Calculating your early termination charge (ETC)

- 3.1 If you need to pay an ETC under the terms of your plan, it will be calculated according to the following formula:

$$\frac{\text{Base ETC} \times \text{number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in the minimum term}}$$

- 3.2 The Base ETC for your plan and the circumstances in which you may be required to pay an ETC are set out in the section of this part that relates to your plan.

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#### 4 Telstra Mobile Plans

**For new connections on and from 1 July 2022. Bundle Plans available for new connections on and from 2 August 2022.**

##### Eligibility

- 4.1 To be eligible for a Telstra Mobile Plan, you must be a new customer or an existing customer with a 13-digit account number.
- 4.2 If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN.

##### Availability

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- 4.3 All Mobile Plans are month-to-month plans that are available until withdrawn by us. At the end of each month your Mobile Plan will automatically roll over to the next month unless you or we change or cancel the plan.
- 4.4 To connect your existing Telstra mobile service to a new Mobile Plan, you must request to be moved and connected to a new Mobile Plan. This will lead to the cancellation of your existing Telstra mobile plan. We will not charge any applicable early termination charges for your service, however you'll have to pay us any fees and remaining device repayments arising from that cancellation, in full, if an associated device cannot be upgraded or transferred across to the new Mobile Plan.
- 4.5 International Call Packs offered before 1 July 2020 are not compatible with Mobile Plans and cannot be added or brought across to your Mobile Plan.
- 4.6 To be eligible for Bundle Plans, you must have an Essential or Premium Mobile Plan. You are eligible to add on up to 5 Bundle Plans.

#### Device Options

- 4.7 Mobile Plans are for personal use with compatible smartphones only. Other devices including tablets or mobile broadband devices are not eligible for use with Mobile Plans and may be blocked.
- 4.8 If you take up a Mobile Plan, you may:
- a) purchase an eligible device on a Device Payment Contract (DPC). The DPC terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms; or
  - b) bring your own (BYO) compatible handset or purchase a Telstra Mobile Network compatible handset. For the best possible experience on the Telstra Mobile Network, use a handset that supports 3G-850MHz, both 4G 1800MHz and 4G 700MHz, and 5G 3500 MHz banding. Check your device manual or manufacturer's website for more information.
- 4.9 We may choose to offer Device Payment Discounts (**DPD**) from time to time if you purchase an eligible handset on a DPC. If you purchase an eligible handset:
- a) you will receive the DPD amount as a credit towards your handset repayments each month for the term of your DPC;
  - b) we will tell you the DPD amount when you take up your eligible DPC; and
  - c) the monthly device repayments (if any) on your bill are the monthly amount you owe after the DPD amount has been applied.
- 4.10 If you cancel your Mobile Plan or your DPC, you will no longer be entitled to any DPD and you must pay the balance of any remaining device repayments in full.

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#### Accessory Repayment Option

4.11 You can choose to buy compatible mobile accessories with your Mobile Plan through an Accessory Repayment Option (ARO). If you cancel your ARO, you'll have to pay the remaining cost of the accessories in full. The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

#### Mobile Plan options

4.12 You can choose from the Telstra Mobile Plans set out in the table below.

	Starter (BTL)	Basic	Essential	Premium	Mobile Bundle Plan	Data Bundle Plan
Casual month-to-month	\$50	\$62 (\$65 from 27 Aug 2024)	\$72 (\$75 from 27 Aug 2024)	\$95 (\$99 from 27 Aug 2024)	\$50 (\$52 from 27 August 2024) Min cost \$122 (\$127 from 27 August 2024)	\$10 Min cost \$82
Plan prices may change						
Monthly Data (non-share)	2GB	50GB	180GB	300GB	25GB	10GB
Network Access (Requires compatible device, available in selected areas)	3G, 4G/4GX, 5G					
	<ul style="list-style-type: none"> <li>No excess data charges in Australia</li> <li>Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded</li> <li>Data can't be shared</li> <li>See <a href="#">Usage Alerts, Self Service &amp; Excess Data Options</a> for more information</li> </ul>					
Plan Speeds	4G and 5G Capped at 250Mbps for usage within the allowance		Uncapped 4G & 5G Speeds for usage within the allowance			
Monthly Calls, SMS & MMS to standard Australian numbers in Australia	Unlimited					<ul style="list-style-type: none"> <li>SMS and MMS are charged at PAYG rates:</li> <li>Standard national SMS - 25c</li> <li>Standard national MMS - 50c</li> <li>All for use in Australia (to standard</li> </ul>

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	Starter (BTL)	Basic	Essential	Premium	Mobile Bundle Plan	Data Bundle Plan
Casual month-to-month	\$50	\$62 (\$65 from 27 Aug 2024)	\$72 (\$75 from 27 Aug 2024)	\$95 (\$99 from 27 Aug 2024)	\$50 (\$52 from 27 August 2024) Min cost \$122 (\$127 from 27 August 2024)	\$10 Min cost \$82
						Australian numbers) <ul style="list-style-type: none"> <li>SMS to premium numbers is restricted</li> </ul>
International Calls, SMS & MMS for use in Australia	<ul style="list-style-type: none"> <li>International Calls: Rates vary by country. Check rates <a href="#">here</a></li> <li>Customers can also add an <a href="#">International Call and SMS pack</a> for use to eligible destinations</li> </ul>					<a href="#">PAYG Rates</a> <ul style="list-style-type: none"> <li>SMS: 50c per message sent per recipient</li> <li>MMS: 75c per message sent per recipient</li> </ul>
MessageBank Plus (iPhone only)	Included					N/A
International Roaming, calls, SMS and data Standard calls and SMS for use in eligible countries	<ul style="list-style-type: none"> <li>International Roaming is automatically activated unless the service is recontracted or they opt-out.</li> <li>International Day Pass automatically applied for new activations or can be added to these plans for use in eligible countries.</li> <li>PAYG rates apply if customer opted-out of International Day Pass or is roaming in an ineligible destination.</li> </ul>					
Devices	Purchase a handset on a 24 or 36 month (BTL) Device Payment Contract (one DPC per mobile service)					
Telstra Plus	Sign up to Telstra Plus - Join/Enrol to earn Telstra Plus Points	Silver Telstra Plus Tier Upgrade with 1 year upgrade the first time you take up this plan	Gold Telstra Plus Tier Upgrade with 1 year upgrade the first time you take up this plan	Sign up to Telstra Plus - Join/Enrol to earn Telstra Plus Points		
<b>Important Plan, Call and SMS Information</b>						

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	Starter (BTL)	Basic	Essential	Premium	Mobile Bundle Plan	Data Bundle Plan
Casual month-to-month	\$50	\$62 (\$65 from 27 Aug 2024)	\$72 (\$75 from 27 Aug 2024)	\$95 (\$99 from 27 Aug 2024)	\$50 (\$52 from 27 August 2024) Min cost \$122 (\$127 from 27 August 2024)	\$10 Min cost \$82
<ul style="list-style-type: none"> <li>• Monthly calls:               <ul style="list-style-type: none"> <li>○ Can be used in Australia to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers</li> <li>○ Doesn't include calls, SMS or MMS to international numbers (unless these are included in your plan allowance), premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges</li> </ul> </li> </ul>					•	•

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at [telstra.com/coverage](https://telstra.com/coverage).

#### What you must pay each month

4.13 Each month you must pay us:

- a) the minimum monthly charge for your Mobile Plan;
- b) for all usage other than included allowances;
- c) if you have a DPC, for any handset or device repayments (taking into account any DPD amount, if eligible);
- d) any accessory repayments under any ARO;
- e) any other value added services; and
- f) any amounts for usage outside Australia.

#### Changing you to a different plan

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

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- 4.15 If we change your Plan or move you to a new Plan , and that change has more than a minor detrimental impact on you:
- We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available Plan
  - If you don't like changes or the new Plan, you can choose a new Plan or cancel your Plan on Fair Terms.

#### Changing or cancelling your plan

- 4.16 You can change to a different available Mobile Plan once a month. If you change your plan, then you'll immediately be moved to the new plan, and at the end of the month, you'll be billed a pro-rated amount based on how much time you spent on each plan.

*Example: If you joined Telstra on the Basic Mobile Plan on 1 July 2022, and then increase your plan to the Essential Mobile Plan on 10 July 2022, you'll immediately be moved on to the Essential Mobile Plan on 10 July 2022 and enjoy benefits such as an increase from 40 to 180GB of data. At the end of that month (31 July 2022), you'll be billed at a pro rata rate for 10 days of the Basic Mobile Plan and 21 days of the Essential Mobile Plan amount, and after that your next monthly bill will be for the Essential Mobile Plan amount if you don't change again*

- 4.17 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:
- a pro-rated amount for your last billing period based on when you cancel your plan; and
  - if you've taken up a DPC or ARO associated with that plan, the balance of all remaining repayments in full.
- 4.18 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 the nearest in-market plans. We'll be in touch to let you know about these changes.

#### Standard and Non-Standard Calls and Messages

- 4.19 With your Mobile Plan all Standard Calls and Messages are included in your minimum monthly charge. However, in addition to your minimum monthly charge, you must pay for Non-Standard Calls and Messages as set out in [Part D – Other Call Types of the Telstra Mobile section of our Customer Terms](#).

Standard Calls and Messages	Non-standard Calls and Messages
Standard national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia and calls to Telstra and	Calls/SMS to premium numbers (such as 0055 calls and Wake-up and Reminder calls)

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Standard Calls and Messages	Non-standard Calls and Messages
Optus Satellite Mobiles)	
Most '12' calls, including calls to 1234, 12455 and 12456 (excluding 12 numbers listed as Non-standard Calls and Messages)	Successful and attempted connections to requested numbers through a directory assistance call, 1234 service or Call Connect call
All '11' calls	Most operator assisted calls not listed as standard calls (e.g., 1223 is not a standard call)
All '13' calls (6 and 10 digit)	Calls and SMS to international numbers from Australia (unless your Telstra Mobile Plan includes a Standard International Call and SMS Allowance)
All '1800' calls	Video calls and video messages to international numbers
Call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only	Call diversions to international numbers
MessageBank® diversion and retrieval charges (voice and video) within Australia	All use (such as calls made and received) while overseas
National mobile originating text, picture and video messages	Reverse charge calls
Any other calls determined as eligible by us.	Third party content charges, WAP, GRPS and data usage
	Information calls
	Any other calls determined by us not to be eligible calls

#### No International Calls and SMS Allowance (from Australia)

4.20 Mobile Plans do not include any allowance for international calls, SMS or MMS while you are in Australia. If you make any international calls or send international SMS or MMS while you are in Australia, you can:

- a) purchase an International Call and SMS Pack for unlimited standard international calls or SMS to eligible countries (you will be charged extra for all non-standard international calls or SMS and all international calls or SMS outside eligible countries); or
- b) pay standard Pay-as-You-Go (PAYG) rates for all international calls, SMS or MMS.

#### International Roaming

4.21 International roaming is automatically activated on Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international



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roaming for that mobile service). Standard international roaming rates apply. You can disable International Roaming in the My Telstra app, or by calling us between 8am-7pm AEST Monday to Friday on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. See [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

#### **International Roaming Day Pass**

- 4.22 All Mobile Plans have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 1GB 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 1GB for \$10 valid for 31 days. You can disable International Day Pass in the My Telstra app (charges may apply outside of Australia), or by calling us between 8am-7pm AEST Monday to Friday on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. If you disable International Day Pass without disabling International Roaming, you may be subject to standard international roaming SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part). For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 4.23 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- a) use your mobile outside of Eligible Roaming Destinations; or
  - b) choose to opt out of your International Day Pass.

#### **Monthly Mobile Data Allowance**

- 4.24 Each Mobile Plan has a non-shareable monthly data allowance for use within Australia. Any unused monthly data allowance expires at the end of each billing month. You'll receive notifications of your data usage at approximately 50%, 85% and 100% of your data allowance to help you make the most of your data allowance. You can also check how much data you've used via the My Telstra app, MyAccount, and the Mobile Data Usage Meter.
- 4.25 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Mobile Plans.
- 4.26 Your Monthly Mobile Data Allowance can only be used in Australia and cannot be used for sending SMS or MMS to international numbers. If you send SMS or MMS to international numbers or if you use your services overseas, additional charges will apply.
- 4.27 If you use more than your monthly data allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month until your next billing period. This is not suitable for HD video or high-speed applications, and means that some webpages,

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video/social media content and may take longer to load. You can still use your device to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.

4.28 If you have exceeded your monthly data allowance, you can increase your plan (once per month) to increase your monthly data allowance. See clause 4.16 on how to change your plan.

4.29 When calculating mobile data volumes:

- a) if the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
- b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

#### **FairPlay Policy**

4.30 Our FairPlay Policy (set out in the [General Terms for Consumer Customers](#)) applies to your Mobile Plan.

4.31 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.

#### **Electronic Billing and Payment**

4.32 Your Mobile Plan requires electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.

4.33 Exemptions from these fees are available for:

- a) Telstra Pensioner Discount customers;
- b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
- c) Australian Government Health Care Card Holder customers; and
- d) customers who do not have an email address or internet access.

4.34 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.

4.35 **Electronic Payment:**

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### **For new connections and existing services changing to these plans from 27 October 2020**

- 4.36 You must pay your account via direct debit when connecting a new service on, or changing an existing service to one of the plans outlined in this section. If you are not already registered with direct debit, you will be required to do so as a condition of the plan. Direct debit applies to the entirety of your billing account – if other services are on the same billing account they will also be paid via direct debit.

Some exceptions may apply depending on your circumstances such as:

- a) Customers with a Centrelink payment arrangement, Telstra Bill Assistance Certificate
- b) No access to a Bank Account or Credit/Debit card.

### **For new connections and existing services changing to these plans prior to 27 October 2020**

- 4.37 You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a Centrelink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee)

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## **5 JB Hi-Fi and The Good Guys Mobile Plans**

12 month plans available for new connections on and from 14 July 2020. 24 month plans also available for new connections on and from 17 August 2021.

On and from 14 April 2023, JB Hi-Fi and The Good Guys BYO Mobile Plans are only available by invitation only. at our sole discretion.

### **Eligibility**

- 5.1 To be eligible to take up a JB Hi-Fi and The Good Guys Mobile BYO Plan you must:
- a) be a new or recontracting Telstra customer; and
  - b) purchase your Plan from a JB Hi-Fi or The Good Guys store

- 5.2 If you are a business customer, you must provide us with proof of your ABN, ACN or ARBN.

### **Availability**

- 5.3 JB Hi-Fi and The Good Guys BYO Mobile Plans are available until withdrawn by us. To connect your existing Telstra mobile service to a JB Hi-Fi and The Good Guys BYO Mobile Plan, you must cancel your current plan and pay us any applicable early termination charge.
- 5.4 JB Hi-Fi and The Good Guys BYO Mobile Plans are available as a 12 month or 24 month JB Hi-Fi and The Good Guys BYO Mobile Plan. You bring your own compatible handset or purchase a compatible handset from JB Hi-Fi or The Good Guys.

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#### Device Options

- 5.5 JB Hi-Fi and The Good Guys BYO Mobile Plans are for personal use with compatible smartphones only. Other devices including tablets or mobile broadband devices are not eligible for use with Mobile Plans and may be blocked.
- 5.6 If you have taken up a JB Hi-Fi and The Good Guys BYO Mobile Plan, you need to bring your own (“**BYO**”) compatible handset or purchase a Telstra Mobile Network compatible handset. For the best possible experience on the Telstra Mobile Network, use a handset that supports 3G-850MHz, 4G 1800MHz, 4G 700MHz and 5G 3500MHz banding. Check your device manual or manufacturer’s website.

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#### JB Hi-Fi and The Good Guys BYO Mobile Plans (exclusive to JB Hi-Fi and The Good Guys)

JB Hi-Fi and The Good Guys BYO Mobile Plans	\$49	\$69 Not available for new sign ups from of 14 April 2023	\$99 - Not available for new sign ups from of 14 April 2023	\$69 - Available for recontracting customers only	\$99
Contract Term	12 months			24 months	
Monthly Data	30GB	60GB	200GB	60GB	200GB
	<p>No excess data charges in Australia</p> <p>Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded</p> <p>Data can't be shared</p> <p>See <a href="#">Data Speed Shaping</a> for more information.</p>				
Network Access (Requires compatible device, available in selected areas)	3G,4G/4GX	3G,4G/4GX, 5G			
Monthly Calls, SMS & MMS to standard Australian numbers in Australia	Unlimited				
<b>Important Plan, Call and SMS Information</b>					
<p>Monthly Calls:</p> <ul style="list-style-type: none"> <li>Can be used in Australia for calls to standard Australian numbers, as well as 11xx, 12xx, 13xx and 1800 numbers</li> <li>Doesn't include: <ul style="list-style-type: none"> <li>Calls, SMS or MMS to international numbers</li> <li>Premium numbers</li> <li>Some satellite numbers (eg 1234, 12 455 and 12 456 numbers)</li> <li>Content charges</li> </ul> </li> <li>are charged in 60 second blocks</li> </ul> <p>Voice and video calls and messages are charged at standard plan rates</p>					
Vouchers for new/eligible customers	N/A	\$300	N/A	N/A	\$800
Add-Ons					
Monthly International	Standard PAYG rates apply. Rates vary by country. Check rates <a href="#">here</a> International SMS: 50c per message sent per recipient				

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JB Hi-Fi and The Good Guys BYO Mobile Plans	\$49	\$69 Not available for new sign ups from of 14 April 2023	\$99 - Not available for new sign ups from of 14 April 2023	\$69 - Available for recontracting customers only	\$99
Calls & SMS Allowance to standard fixed and mobile numbes (fron Australia)	International MMS: 75c per message sent per recipient				
Monthly International Roaming Allowance to standard fixed and mobile numbers (while overseas)	International Day Pass For an additional charge per day, unlimited calls/SMS and 1GB/day of data to use in eligible roaming destinations For charges and list of eligible roaming destinations visit <a href="http://Telstra.com/overseas">Telstra.com/overseas</a>				

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at [telstra.com/coverage](http://telstra.com/coverage).

If you signed up to these plans before 6 November 2021, your data inclusion on the \$99 Mobile Plan was 150GB per month. Your data inclusion will increase to 200GB per month commencing from your next billing cycle after 6 November 2021. All other terms and inclusions remain unchanged.

If you signed up to the \$99 Mobile Plan (24 month term) before 5 May 2022, and met the eligibility criteria, your voucher amount was \$600.

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#### What you must pay each month

5.7 Each month you must pay us:

- a) the minimum monthly charge for your JB Hi-Fi and The Good Guys BYO Mobile Plan;
- b) for all usage in excess of your included allowances;
- c) for all usage not eligible to draw from your included allowances;
- d) any other value added services; and
- e) any amounts for usage outside Australia.

#### Monthly Call Allowance and unlimited SMS and MMS

5.8 In addition to your minimum monthly charge you must pay for:

- a) subject to clause 6.12 any eligible calls in excess of your Monthly Call Allowance; and
- b) calls and messages that aren't standard calls and messages.

5.9 You will not pay for calls of the type that are included in your Monthly Call Allowance (**eligible calls**), which are:

- a) standard national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia and calls to Telstra and Optus Satellite Mobiles);
- b) most '12' calls (excluding the 12 numbers below);
- c) all '11' calls;
- d) all '13' calls (6 and 10 digit);
- e) all '1800' calls;
- f) call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only;
- g) MessageBank diversion and retrieval charges (voice and video) within Australia;
- h) national mobile originating text, picture and video messages; and
- i) any other calls determined as eligible by us.

5.10 Call types that are not eligible calls include:

- a) calls/SMS to premium numbers (such as 0055 calls and Wake-up and Reminder

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- calls);
- b) calls to 1234, 12455 and 12456;
- c) most operator assisted calls not listed above as eligible calls (eg, 1223 is not an eligible call);
- d) calls and SMS to international numbers from Australia (unless your Telstra Mobile Plan includes a Standard International Call and SMS Allowance);
- e) video calls and video messages to international numbers;
- f) call diversions to international numbers;
- g) all use (such as calls made and received) while overseas (unless your Telstra Mobile Plan includes a Monthly International Roaming Allowance);
- h) reverse charge calls;
- i) information calls; and
- j) any other calls determined by us not to be eligible calls.

5.11 You must pay for any calls that are not eligible calls.

#### **Monthly International Call and SMS Allowance (from Australia)**

5.12 If you make non-standard international calls, or call destinations which are not Eligible Countries, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms will apply.

#### **International Roaming**

5.13 International roaming is automatically activated on new JB Hi-Fi and The Good Guys BYO Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply.

5.14 All JB Hi-Fi and The Good Guys BYO Plans have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited SMS and includes 1GB 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 1GB for \$10 valid for 31 days. You can disable International Roaming in the JB Hi-Fi Mobile App or the relevant app which services the The Good Guys Mobile Upfront Plans. If you disable International Day Pass without disabling International Roaming, you may be subject to standard international roaming SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part).



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5.15 For more information refer to Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

#### Monthly Mobile Data Allowance

- 5.16 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Telstra Mobile Plans.
- 5.17 If you use more than your monthly data allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month until your next billing period. This is not suitable for HD video or high-speed applications, and means that some webpages, video/social media content and may take longer to load. You can still use your device to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.
- 5.18 Any unused Monthly Mobile Data Allowance will expire at the end of each billing month.
- 5.19 When calculating mobile data volumes:
- a) if the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
  - b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB) and 1024 MB = 1 gigabyte (GB).

#### FairPlay Policy

- 5.20 Our FairPlay Policy (set out in the [General Terms for Consumer Customers](#)) applies to your Telstra Mobile Plan.
- 5.21 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.

#### Changing your plan or your minimum monthly spend

5.22 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if JB Hi-Fi and The Good Guys BYO Mobile Plans are still available for recontracting.

Scenarios	Service Contract	Voucher	Service Contract	Voucher
		12 Months		24 Months

**Part B – Current Post-paid Plans**

Disconnect		ETCs and Voucher Reimbursement Cancellation Fees (VRCF) apply			
Changing plans within the same JB Hi-Fi and The Good Guys Plan Family  (ie Mobile to Mobile, or MBB to MBB)	Right Plan/Recontract  Upgrade scenario (eg from \$49-\$69)	Service ETCs won't apply. Contract term will continue	VRCF won't apply. Voucher term will continue.	Service ETCs won't apply. Contract term will continue	VRCF won't apply.
	Right Plan/Recontract  Downgrade scenario (eg \$69-\$49)	Contract term will start again. ETCs won't apply.	VRCF won't apply if recontracting to another JB HiFi or The Good Guys 12 month plan. Voucher term will continue.  VRCF may apply if moving from 12-month to 24-month plan	Contract term will start again. ETCs won't apply	VRCF won't apply if recontracting to another JB Hi-Fi or The Good Guys 24 month plan. Voucher term will continue.  VRCF may apply if moving from 24-month to 12-month plan
Change plan from JB Hi-Fi and The Good Guys Mobile Plan to MBB Plan or vice versa	Different contract term  (12-month contract to 24-month contract or vice versa)	Contract term will start again. ETCs won't apply.	VRCF applies	Contract term will start again. ETCs won't apply.	VRCF applies
	Same contract term  (12-month contract to 12-month contract, or 24-month contract to 24-month contract)	Contract term will start again. ETCs won't apply.	VRCF won't apply if recontracting to another JB Hi-Fi or The Good Guys 12 month plan. Voucher term will continue	Contract term will start again. ETCs won't apply.	VRCF won't apply if recontracting to another JB Hi-Fi or The Good Guys 24 month plan. Voucher term will continue
Recontract	JB Hi-Fi Plan to Telstra/Upfront Plan	ETCs and Voucher Reimbursement Cancellation Fee applies			

### Part B – Current Post-paid Plans

#### Early termination charges for your plan

5.23 If, at any time before the end of the 12-month or 24 month term (as applicable) of your JB Hi-Fi and The Good Guys BYO Mobile Plan (“**Minimum Term**”):

- a) you cancel your JB Hi-Fi and The Good Guys BYO Mobile Plan (other than as a result of our material breach);
- b) we cancel your JB Hi-Fi and The Good Guys BYO Mobile Plan in accordance with the General Terms for Consumer Customers; or
- c) you change your minimum monthly spend and the table above specifies you will have to pay an early termination charge,

then you must pay an early termination charge (**ETC**) and any costs incurred up to the point of cancellation.

5.24 The amount of any ETC payable is calculated in accordance with the formula in clause 3 of this [Part B of the Telstra Mobile Section of Our Customer Terms](#).

5.25 The ETC decreases over the Minimum Term. The maximum ETC for each Telstra Mobile Plan, is set out in the tables below. This is also the Base ETC for the purpose of the calculation in clause 3. Please contact us for the amount of ETC payable.

JB Hi-Fi and The Good Guys BYO Mobile Plans	Maximum/Base ETC
\$49 Plan (12 months)	\$294
\$69 Plan (12 months)	\$414
\$99 Plan (12 months)	\$594
\$69 Plan (24 months)	\$828
\$99 Plan (24 months)	\$1188

#### Voucher Reimbursement Cancellation Fee

5.26 If you received a voucher and you cancel, recontract, move to an ineligible plan or change your minimum monthly spend of your JB Hi-Fi and The Good Guys BYO Mobile Plan during the minimum term, you will also be charged a Voucher Reimbursement Cancellation Fee. This will be in addition to the Early Termination Charge above, as well as any accessory payments that may apply.

5.27 A Voucher Reimbursement Cancellation Fee is a pro-rata amount, equal to the total amount of the base voucher divided by 12 or 24 (as applicable) and multiplied by the months (or part months) remaining in your plan term. For example, if you are on a plan with a 12 month term, then in:

- a) Month 1: You will need to repay 100% of the voucher you received

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- b) Month 6: You will need to repay ½ of the voucher you received
- c) Month 12: You will need to repay 1/12 of the voucher you received

For example, if you are on a plan with a 24 month term, then in:

- d) Month 1: You will need to repay 100% of the voucher you received
- e) Month 12: You will need to repay ½ of the voucher you received
- f) Month 24: You will need to repay 1/24 of the voucher you received

5.28 This Voucher Reimbursement Cancellation Fee decreases over the Minimum Term. The maximum Voucher Reimbursement Cancellation Fee for each Telstra Mobile Plan is set out in the table below. Please contact us for the amount of Voucher Reimbursement Cancellation Fee payable.

JB Hi-Fi and The Good Guys Mobile Plan Maximum Voucher Reimbursement Cancellation Fee	
\$49 Plan (12 months)	N/A
\$69 Plan (12 months)	\$300
\$99 Plan (12 months)	N/A
\$69 Plan (24 months)	N/A
\$99 Plan (24 months) if you signed up prior to 05 May 2022	\$600
\$99 Plan (24 months) if you signed up from 5 May 2022	\$800

5.29 As this voucher is provided in partnership with JB Hi-Fi and The Good Guys, the ETC for the voucher will appear on your Telstra bill

**At the end of your minimum term**

5.30 At the end of your minimum term your service will remain on your chosen Telstra Mobile Plan, however if you are on a Mobile Plan, you will no longer be entitled to the Device Plan Credit. You cannot move to another Telstra Mobile Plan unless the plans are still available for recontracting and you recontract for another minimum term.

5.31 At any time, after the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens. We will provide you with reasonable advance notice that your service is about to be migrated. After your service has been migrated, you can terminate your service at any time in which case we will not charge you the standard early termination charges for your service (if any), but we may charge you an

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amount equal to the actual third-party costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the termination. If we fail to provide you with reasonable advance notice or if the migration to the new service has more than a minor detrimental impact on you, you may terminate your service at any time after your service has renewed without having to pay any early termination charges (including the charges contemplated in the previous sentence).

#### Electronic Billing and Payment

- 5.32 Your Telstra Mobile Plan requires paperless billing and electronic payment. A \$2.20 fee will apply each month in arrears if you receive a paper bill. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 5.33 Exemptions from these fees are available for:
- a) Telstra Pensioner Discount customers;
  - b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
  - c) Australian Government Health Care Card Holder customers; and
  - d) customers who do not have an email address or internet access.
- 5.34 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via My Account on telstra.com.
- 5.35 **Electronic Payment:** You may pay your bill via Direct Debit, BPAY, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.)

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## 6 Telstra One Number

#### What is Telstra One Number?

- 6.1 Telstra One Number is a subscription service that allows you to connect a secondary device (such as a compatible smartwatch) to the Telstra Mobile Network for use while in Australia. You can then use your secondary device to make and receive calls, and send and receive messages, without having your Telstra mobile service with you.

#### Eligibility

- 6.2 To purchase Telstra One Number you need:
- a) a Telstra ID;
  - b) a consumer Telstra mobile service with a 13 digital account number

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- c) an eligible primary device with an eligible operating system; and
  - d) an eligible secondary device.
- 6.3 Pre-paid mobile services and mobile services on a Telstra business account are not eligible for Telstra One Number.
- 6.4 Primary and secondary devices and operating systems currently eligible for use with Telstra One Number are listed below:

<b>Eligible Secondary Devices</b>	<b>Eligible Primary Devices and Operating Systems</b>
Apple Watch Series 3 GPS + Cellular Apple Watch Series 4 GPS + Cellular	iPhone SE or above running iOS 11.0 or later ( <b>note:</b> iPhone 5S and below don't support Telstra One Number)
Galaxy Watch	Samsung Galaxy devices running Android 5.0 and above that have a minimum of 1.5GB RAM and 1.5GB of free hard drive space

- 6.5 Only one secondary device can be connected to your Telstra mobile service at a time.

#### **Cost**

- 6.6 A subscription to Telstra One Number costs \$5 per month, which is added to your monthly mobile service bill.
- 6.7 Any calls made or texts sent on your secondary device over the Telstra Mobile Network will count towards your mobile service's monthly usage and charges.
- 6.8 Telstra One Number has no minimum term, so you can cancel your subscription anytime. If you cancel part way through a month, you will only be charged up to the date of cancellation.

#### **App terms and conditions**

- 6.9 There are additional terms and conditions for Telstra One Number set out in the mobile application associated with your secondary device. You will need to agree to these application terms and conditions prior to being able to use the application and Telstra One Number.

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## **7 International Call and SMS Packs**

**For new connections on and from 1 July 2020**

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#### What is the International Call and SMS Pack?

- 7.1 The International Call and SMS Packs give you a monthly allowance which you can use to make standard voice and video calls and send SMS from your eligible Telstra Post-Paid mobile service while in Australia to standard international numbers in Eligible Destinations (“**Included Allowance**”).
- 7.2 You can’t use your Included Allowance to send MMS, to call, MMS or SMS premium and satellite services, for content charges, or while you are overseas.

#### Availability

- 7.3 The Standard International Call and SMS Pack is available to customers with an eligible Telstra pay monthly mobile service on and from 25 June 2019. The Special International Call and SMS Pack is available to customers by invite only on and from 25 June 2019.
- 7.4 The International Call and SMS Packs are not compatible with any other discount on international rates. You can’t take up an International Call and SMS Pack if you already receive a discount or special pricing for international rates with your Telstra postpaid mobile service.

#### International Call and SMS Packs - Details

- 7.5 The International Call and SMS Packs have the following details:

	<b>Standard International Call and SMS Pack</b>
<b>Price</b>	\$10/month
<b>Term</b>	Casual – add or remove at any time
<b>International calls to standard numbers</b>	Unlimited calls to eligible standard international fixed and mobile numbers in eligible destinations from Australia
<b>International SMS to standard numbers</b>	Unlimited SMS to eligible standard international numbers in eligible destinations from Australia
<b>International calls to non-standard numbers</b>	PAYG rates set out in in <u>Part D – Other Call Types</u> of the Telstra Mobile Section of Our Customer Terms
<b>International SMS to non-standard</b>	PAYG rates in <u>Part E – SMS Messages and Email</u> of the Telstra Mobile Section of Our

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<b>numbers and International MMS</b>	Customer Terms
<b>Eligible Destinations</b>	Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Spain, Sweden, UK, USA, US Virgin Islands, Vietnam.

Added: Spain, Sweden and US Virgin Islands on 21 January 2021

- 7.6 You must pay us the PAYG rates set out in [Part D – Other Call Types](#) and [Part E – SMS Messages and Email](#) of the Telstra Mobile Section of Our Customer Terms for all international calls and SMS to non-standard numbers and international SMS.
- 7.7 If you purchase an International Call and SMS Pack partway through a month, the monthly pack charge will be pro-rated according to the days the International Call and SMS Pack was active in that month.

#### **Cancellation of pack**

- 7.8 Your International Call and SMS Pack will continue on a month-to-month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 7.9 If you cancel your International Call and SMS Pack part way through a billing month your monthly pack charge for that month will be pro-rated according to the days your International Call and SMS Pack was active in that month.