

# Telstra Upfront 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
<b>Monthly Charge</b>	\$58/mth	\$68/mth	\$89/mth
<b>Annual Price Review</b>	Price may increase by CPI annually in July		
<b>Monthly Data Allowance</b>	40GB	180GB	300GB
<b>Network Access</b>	3G, 4G/4GX, 5G		
<b>Plan Speeds</b>	Capped Speed	Ultimate Speed	Ultimate Speed
<b>Minimum Term</b>	1 month		
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited		
<b>Calls + SMS + MMS</b> To international numbers	Unlimited SMS and MMS to all standard international numbers Includes 30 minutes of calls to any standard international number, then purchase an International Calling Pack for additional minutes to selected destinations		
<b>Roaming Calls + SMS + MMS</b> For use while overseas	Add on an International Roaming Day Pass to use your service in selected overseas destinations. Not all destinations are included in the Day Pass. For more info, visit <a href="https://www.telstra.com.au/support/mobiles-devices/international-roaming">https://www.telstra.com.au/support/mobiles-devices/international-roaming</a>		
<b>What's Included</b>	<p>Your plan is for a post-paid mobile phone service that provides access to the Telstra Mobile Network. It can be used within Australia to:</p> <ul style="list-style-type: none"> <li>• Receive calls, MMS, SMS and access data;</li> <li>• Make calls and send SMS and MMS to standard Australian numbers; as well as calls to most '11xx', '12xx', '13xx' and 1800 numbers;</li> <li>• Share data between up to 10 eligible mobile or data plans on your account;</li> <li>• Calls, SMS and MMS to standard international numbers</li> </ul>		
<b>What's Not Included</b>	<p>The plan cannot be used for:</p> <ul style="list-style-type: none"> <li>• SMS &amp; calls to premium numbers (e.g. 19xx numbers)</li> <li>• Calls to some satellite numbers</li> <li>• Telstra Air</li> <li>• Use with an eSIM</li> </ul>		
<b>Telstra Plus</b>	Sign up to earn Telstra Plus points today <a href="https://plus.telstra.com.au/">https://plus.telstra.com.au/</a>	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
<p>All for use in Australia. For use in a smartphone or tablet only. Capped speeds: Download speeds for included data are capped at 250Mbps on our 4G and 5G network, rolling out from August 2022. Ultimate 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://telstra.com/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://tel.st/goodbye3G)

### Your device

You may bring your own compatible device with this plan, or may purchase an eligible device with this plan, payable outright or over 12, 24 or 36 interest-free monthly payments. Some devices may not have a 36 month repayment option. See [telstra.com/device](https://telstra.com/device) for more information on compatible devices. If you cancel your device payment contract early, you must pay any remaining device repayments in full.

### Your data usage

If 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.

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. You receive SMS and/or email alerts in near real-time when you reach 50%, 85% and 100% of your data allowance. To check your usage, install the My Telstra app on your smartphone or tablet.

## Plan Speeds

Download speeds for your included data on the Basic Mobile plan are capped at 250Mbps on our 4G and 5G network, rolling out from August 2022. With an Essential and Premium Mobile plan your included data comes with access to our fastest download speeds on our 4G and 5G network. 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](https://telstra.com/coverage)

## Information about pricing

### 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.

### Your first month's charges

When you start your plan, you will be charged for the first month when you place your order. If you purchase a phone, tablet or mobile broadband device on repayment, you will also be charged for the first month when you place your order.

### When will I pay?

You make an initial payment when you order this plan. The minimum monthly plan charge (see above table) is charged in advance, on the same day each month. You can view your upcoming payment dates in the My Telstra app.

### How do I pay?

You'll need to pay for this plan via AutoPay from a credit or debit card (Visa, MasterCard or American Express) or a bank account. See our **Direct Debit Payment Terms** for more details.

## Other Information

### Can I cancel my plan?

Yes, you can cancel your plan at any time by calling us on 13 22 00, messaging us or visiting a Telstra store. When you cancel, your service will be disconnected immediately. We won't refund any money you've already paid and you'll need to pay out any remaining devices or accessories in full when you cancel.

### Can Telstra change my plan?

From time to time we may make changes to your plan, or we may move you to a new plan (which may cost more). If we change your plan or move you to a new plan and we reasonably consider that change or move has more than a minor detrimental impact on you:

- a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- b) If you don't like the changes or the new plan, you can cancel your plan. If you cancel your plan, you'll need to pay out the remaining cost of your devices, accessories or services in full.

### 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.

## 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](https://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.

For more information specific to your new Upfront Mobile Plan, visit our support page at [telstra.com/upfrontplansupport](https://telstra.com/upfrontplansupport)

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://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](https://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](https://telstra.com/customer-terms)

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