

CRITICAL INFORMATION SUMMARY

BOOST PRE-PAID MOBILE

INFORMATION ABOUT THE SERVICE...

Your Boost Pre-paid Mobile service gives you access to the 2G, 3G and 4G parts of the Telstra Mobile Network, a mobile phone number and lets you make and receive calls and texts, as well as use mobile data.

HANDSET PACK OR SIM STARTER KIT OPTION.

You'll need to purchase a **Boost Handset Pack** or a **Boost SIM Starter Kit** to take up the pre-paid mobile plan. If you purchase a SIM starter kit you'll need to have a 850MHz compatible handset for 3G access and 1800MHz plus 700MHz for 4G access. To check if your handset is compatible see telstra.com/device. To see more about pricing of SIM Starter Kits and Handset Packs please refer to the **Information About Pricing** section.

PRE-PAID MOBILE PLAN OPTIONS.

At Boost once you activate your SIM card you'll have access to our **ULTRA™** or **UNLTD®** plan. If your SIM card doesn't include credit, simply recharge the amount that's right for you.

INFORMATION ABOUT PRICING, BOOST HANDSET PACKS AND BOOST SIM STARTER KITS

BOOST PRE-PAID RECHARGE PLANS

\$20 ULTRA™

\$40 UNLTD®

HERE'S WHAT YOU GET

1GB DATA

3GB DATA

**UNLIMITED TEXT & MMS
PLUS 100 MIN CALLS**
CALLS CHARGED PER MINUTE

**UNLIMITED TALK,
TEXT & MMS**

TO STANDARD NATIONAL NUMBERS, ALL FOR USE WITHIN AUSTRALIA

30 DAY EXPIRY

500MB
**BONUS WEEKEND DATA
EVERY WEEKEND**

2GB
**BONUS WEEKEND DATA
EVERY WEEKEND**

BOOST PRE-PAID RECHARGE PLANS

To get started, you will need to buy a **Boost SIM Starter Kit** which are either **\$2** (with no included value), **\$20** (gives you \$20 of included value) or **\$40** (gives you \$40 of included value).

If you purchase a **Boost Handset Pack**, your SIM card is included in the pack plus \$10 credit to get you started, to use in Australia within 7 days. We update our handsets frequently, so visit boost.com.au for the latest range of handsets and pricing.

Boost Pre-paid Recharge plans: Boost Mobile customers with an active \$20 ULTRA™ recharge will receive 500MB of Data for use on the Weekend between 9:00pm Friday AEST and 11:59pm Sunday AEST. Boost Mobile customers with an active \$40 UNLTD® recharge will receive 2GB of Data for use on the Weekend between 9:00pm Friday AEST and 11:59pm Sunday AEST. If you use all of your Bonus Weekend Data inclusion before 11:59pm on a Sunday you will automatically return to using the standard data inclusion of your active \$20 ULTRA™ or \$40 UNLTD® recharge. Bonus Weekend Data is charged per KB and does not roll over to the next Weekend. Bonus Weekend Data, \$20 ULTRA™ and \$40 UNLTD® are for personal use only & the Telstra FairPlay™ Policy applies.

BOOST ADD-ONS

For those of you that want to use services not included in your **ULTRA™** or **UNLTD®** plan, you can purchase a **Boost Add-on** which gives you credit to use for services such as international calling/text/MMS, international roaming, premium services and content services plus included data.

These services are charged in different ways so **Boost Add-ons** give you credit to pay for them. Check the rates and cost of each service prior to use to ensure you understand how each service is charged. For more information go to boost.com.au/rates

To purchase **Boost Add-ons** simply grab your credit, debit card or voucher and dial #111# and follow the prompts. To find out more go to boost.com.au/recharge

Boost Add-ons: You can have a maximum Boost Add-on balance of \$100, any attempted Boost Add-on recharge that would take that would take you over this amount will fail. Boost ULTRA™ & UNLTD® recharge inclusions are consumed before Boost Add-on inclusions regardless of which

BOOST ADD-ONS

RECHARGE AMOUNT	ADD-ONS CREDIT	INC. DATA TO USE IN AUS	MAX. EXPIRY
\$10	\$10	500MB	30 Days
USE	Standard National calls, + MessageBank® retrieval & 1300/1800 numbers, International calls/texts/MMS, International roaming, premium services and content		
ALL FOR USE WITHIN AUSTRALIA			

expires first. Add-on included data is charged per KB. Once you've used your Add-on included Data, you'll be charged the PAYG rate of \$2/MB. For full rates go online to boost.com.au/rates. Messagebank® is a trademark of Telstra Corporation Limited ABN 33 051 775 556

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BOOST PRE-PAID MOBILE

OTHER INFORMATION

RECHARGING YOUR MOBILE

You can recharge your **Boost Pre-paid Mobile 24 / 7** so you never need to run out of credit. Simply grab your credit / debit card or your voucher, dial **#111#** and follow the instructions below:

STEP 1.	Dial #111# on your mobile phone.
STEP 2.	From the menu enter 1 on your phone to select recharge and then press send.
STEP 3.	Choose 1 for credit & debit card redemption or 2 for voucher redemption then press send.

Alternatively you can recharge using your credit/debit card online at boost.com.au/recharge or on the **Boost Mobile App** (available on App Store and Google Play). Auto Recharge is available to customers who have registered a valid credit or debit card. Auto Recharge may only be used when recharging with **\$20 ULTRA™** or **\$40 UNLTD®**. Other recharge options are available including PayPal™.

Visit boost.com.au/recharge for more information. You can also manage your account by dialling **125 8881**, or check your account balances by calling **#111#** or on the **Boost Mobile App**.

CALLS, SMS & MMS TO INTERNATIONAL NUMBERS FROM AUSTRALIA

Buy a **Boost Add-on** and you can use your **Boost Pre-paid Mobile** phone to call/text/MMS to international numbers from Australia. For further information on international call rates please refer to www.boost.com.au/rates

Message Type	Rate
Text (SMS) per message per recipient to an international number	20c
MMS picture, audio or video per message per recipient to an international number	75c

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CALL AND DATA USAGE

You'll automatically receive SMS alerts when you're reaching or have reached your data limits or credit expiry. To track and review your usage you can dial **#111#**.

USING YOUR SERVICE OVERSEAS

Heading overseas? Just purchase a **Boost Add-on** and keep in touch or connected when you're travelling overseas with international roaming.

This is already set up on your **Boost Pre-paid Mobile** service. Different rates apply to use your service overseas and these rates are much higher than in Australia. They are:

MESSAGEBANK

MessageBank® is an answering service for your mobile phone. It helps to make sure you receive missed calls when you're too busy to answer or just feel like dodging any stalkers!

To set up your personal voice greeting and retrieve messages: Dial **101** (in Australia only). Press the Voice Call button and follow the prompts.

UNLOCKING FEE

If you have purchased a Boost Pre-paid Mobile handset and want to use it with a non-Boost SIM card, you'll need to pay an unlocking fee. This fee is \$80 within the first six months of activation. After six months of activation, the fee is \$25. The fee is \$0 after two years of activating your service.

WE'RE HERE TO HELP

If you have any questions about our plans, need technical support, service or are having connection issues, please contact our **Boost Live Chat team 24-7 online** at boost.com.au/livechat or call us on **125 8881** (8am - 9pm, 7 days).

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service please email compliancemanager@boost.com.au or call our customer care team on **125 8881** (8am - 9pm, 7 days).

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for Boost Mobile are contained in our customer terms which can be located at boost.com.au/terms-of-use



When travelling overseas the best way to recharge is with a credit/debit card online, at boost.com.au/recharge or using **#111#**. Alternatively you can take a spare voucher to redeem.

PREMIUM SERVICES

Premium services are information and entertainment services that are purchased via SMS, by making a phone call (e.g. 19xx numbers), sending a text (e.g. Premium SMS, 19xx numbers, and SMS requests to 176), or via the mobile internet or data connection from your mobile phone.

You receive and use the services at a premium price set by the provider – which may not be Boost.