

TELSTRA PRE-PAID MOBILE OFFERS

INFORMATION ABOUT THE SERVICE

Your Telstra Pre-Paid mobile phone service gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages and access mobile data.

Handset pack or SIM Starter Kit option

You'll need to purchase a Telstra handset pack or purchase a SIM Starter kit for your Telstra Mobile Network compatible handset to take up a Pre-Paid mobile offer. To enjoy the full benefits of the Telstra Mobile Network, be sure to check your device supports 3G-850MHz.

Pre-Paid mobile offer options

When you activate your SIM Card, you'll need to choose a Pre-Paid mobile offer, then recharge when you need to. You may change your offer up to 10 times a year without charge.

What's included

Depending on your Pre-Paid mobile offer, when you recharge you'll get recharge credit that you can use for calls and text in Australia and overseas. You may also get bonuses like Data, Talk, Text and Telstra Text to use while you stay on your offer. More detail about what's included in your bonuses is listed under each offer.

What's not

Your bonuses can't be used for some things like use overseas, talk/text to satellite numbers, premium numbers (eg 19xx numbers), operator assisted calls (eg most 12xx numbers), content charges, or diverted calls. Any further restrictions are listed under each offer.

BlackBerry Individual Solution (BIS)

If you have a compatible BlackBerry smartphone, you can connect BIS to any Pre-Paid mobile offer. Just call 125 8887 and then recharge \$40 or more.

What's included

Your BIS can be used for 30 days for:

- an unlimited number of emails (up to 10 email accounts including an optional BlackBerry email account)
- unlimited instant messaging with BBM™, Google®, Yahoo!, Windows Live® and Facebook Chat
- unmetered use of many BlackBerry apps from BlackBerry AppWorld™.

You may also be able to browse using the BlackBerry Browser without using your data allowance – check out the BlackBerry Browsing Tips at telstra.com/prepaid for more details.

What's not

Once your BIS has expired, the standard data rates of your Telstra Pre-Paid offer will apply. Unlimited BlackBerry email experience may vary with large emails, large attachments and/or embedded content. BIS excludes use while overseas. BB10 smartphones are not compatible with BlackBerry Individual Solution (BIS).

INFORMATION ABOUT PRICING

Calls, SMS and MMS charges in Australia

These are the main charges used to calculate your usage:

Telstra Pre-Paid Freedom Plus™:

- national calls – 39¢ connection fee and 89¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$2.17 (incl. connection fee) on these offers
- national SMS – 29¢ per message sent per recipient
- MessageBank® retrieval – 39¢ connection fee and 89¢ per 60 seconds or part.

Telstra Pre-Paid Beyond Talk® and Long Life:

- national calls – 39¢ connection fee and 78¢ per 60 seconds or part. A 2-minute standard national mobile call costs \$1.95 (incl. connection fee) on these offers
- national SMS – 29¢ per message sent per recipient.

Telstra Pre-Paid Beyond Talk®, Long Life and

Telstra Pre-Paid Simplicity®:

- MessageBank® retrieval – 39¢ connection fee and 78¢ per 60 seconds or part.

All offers:

- national MMS – 50¢ per message sent per recipient in Australia.

Calls, SMS and MMS to international numbers

The main charges that apply to all offers are:

- calls to international numbers – for call rates see telstra.com/prepaid
- MMS to international numbers – 75¢ per message sent per recipient.

Charges that apply to Telstra Pre-Paid Freedom Plus®,

Telstra Pre-Paid Beyond Talk® and Long Life are:

- SMS to international numbers – 35¢ per message sent per recipient.

Charges that apply to Telstra Pre-Paid Simplicity® are:

- SMS to international numbers – 20¢ per message sent per recipient.

Telstra Pre-Paid Freedom Plus™

Recharge	\$30	\$40	\$50
Data	1.3GB	3GB	4GB
	\$250	\$750	\$1,500
Call Credit	To call standard Australian and international numbers plus MessageBank® retrieval		
Calls	Unlimited calls to standard Telstra mobiles		
Text	Unlimited texts to standard Australian numbers		
Roll over	Roll over your Call Credit and data to your next recharge		
All to use in Australia within 28 days			

Your Call Credit and data expires after 28 days, unless you recharge again before expiry. Any unused Call Credit and data will then roll over once and expire at the end of the next 28 day period.

Telstra Pre-Paid Beyond Talk®

Recharge	Bonus talk charged per min.	Bonus text	Telstra text	Data (charged per KB)
\$30	Max 200 mins	200	1¢ text to Telstra mobiles (after bonus text used up)	200MB
\$40	Max 300 mins	300		300MB
\$50	Max 500 mins	Unlimited text to standard Australian numbers		400MB
\$70	Max 700 mins			600MB
\$100	Max 800 mins			1GB
All to use in Australia within 30 days				

Your Bonus Talk and Bonus Text are for calls and SMS to standard Australian numbers. Telstra Text is for SMS to standard Telstra numbers. Recharge before your credit expiry date and roll over your unused recharged credit. Bonus Talk/Text/Data do not roll over.

Telstra Pre-Paid Long Life

Recharge	Bonus Telstra Talk charged per minute	Expiry
\$20	–	60 days
\$30	–	6 months
\$40	Max 50 mins	6 months
\$50	Max 100 mins	6 months
\$70	Max 100 mins	12 months
\$100	Max 200 mins	12 months

Bonus Telstra Talk can be used to call standard Telstra numbers. Recharge before your credit expiry date and roll over your unused recharged credit. Bonus Telstra Talk does not roll over.

Telstra Pre-Paid Simplicity®

\$20 recharge	\$30 recharge	\$50 recharge	\$100 recharge
30 days	60 days	90 days	180 days
0¢ – connection fee to standard Australian and international numbers			
15¢ calls – per minute (or part) to standard Australian numbers and from 5¢/min (or part) to standard international numbers (2-minute standard national mobile call costs 30¢ on this offer)			
12¢ text – to standard Australian numbers			
20¢ text – to standard international numbers			
10¢ per MB – data (charged per MB)			
All to use in Australia			

Your data usage will be rounded to the nearest MB at the end of each session. Recharge before your credit expiry date and roll over your unused recharged credit.

Data charges

You use mobile data when you access email, mobile internet and apps on your handset. To understand how much data you might need visit telstra.com.au/prepaid-data-calculator

If the offer you've selected doesn't include bonus data, or you have used up all the bonus data on your offer, data will be charged at the Bonus data rate of \$2 per MB in Australia.

PAYG data is not available on Telstra Pre-Paid Freedom Plus™.

OTHER INFORMATION

Using your service overseas

International Roaming is automatically activated on your Telstra Pre-Paid Mobile service and you can use your recharge credit for making and receiving calls, SMS and data overseas. The cost of using your service overseas is higher than in Australia.

Here are the main charges that apply:

- **calls and SMS while overseas** – for call and SMS rates, see telstra.com/roaming/prepaidpricing
- **data while overseas** – \$3 per MB (charged per KB or part thereof).

We recommend you consider one of our International Roaming Browse Plus Packs which provide a set amount of data to use in selected countries for 30 days. These are available at telstra.com/roaming/prepaidpacks

Before you travel overseas

For information about using your service overseas and other tips to help you stay in control of your costs, visit telstra.com/overseas

For information on how to monitor your usage and useful tools, visit telstra.com/manageirusage

If you would like to de-activate international roaming, please call us on 125 8880.

Call and data usage

You'll automatically receive SMS alerts when you're reaching or have reached your credit and bonus limits and when your credit is due to expire. To track your usage, review your calls text and data, you can:

- register for My Account Online at telstra.com/prepaid
- dial #100# from your mobile
- by going to m.bigpond.com on your mobile's browser (select the 'My' tab to view details)
- call 125 8888.

Recharge

- **Voucher, credit or debit card** – online (telstra.com/recharge), #100#, 'My' Tab, 125 8888.

Other recharge options are available including BPAY® and PayPal™. Visit telstra.com/recharge for more information.

Unlocking fee

If you have purchased a Telstra handset pack and want to use it on another network, you'll need to pay a network unlocking fee. This fee is \$80 within the first six months. After six months, the fee is \$25.

We're here to help

You'll find more information at telstra.com/prepaid, including 24/7 live chat support. If you have questions about your service, technical support service or connection, please call us on 125 8880 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk on +61 439 12 5109.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

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 visit tio.com.au/about-us/contact-us

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