

Telstra - Upfront Data Plans



Critical Information Summary

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

Plan	Extra Small (XS)	Small (S)	Medium (M)	Large (L)
Minimum Monthly Charge Casual month to month	\$15/mth	\$25/mth	\$55/mth	\$85/mth
Monthly Data Allowance	5GB	30GB	75GB	400GB
Network Access	3G, 4G/4GX	3G, 4G/4GX	3G, 4G/4GX, 5G	3G, 4G/4GX, 5G
Minimum Term	1 month			
Roaming Data Allowance For use while overseas	Add on 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 https://www.telstra.com.au/support/mobiles-devices/international-roaming			
What's Included	<p>Your plan is for a post-paid mobile data service that provides access to the Telstra Mobile Network. It is for use in a tablet or mobile broadband device. It can be used within Australia to:</p> <ul style="list-style-type: none"> • Access data on the Telstra Mobile Network; • Data Sharing between up to 10 upfront services on the same account; • Stream live sport, data free. For details, visit https://www.telstra.com.au/tv-movies-music/sports-offer 			
What's Not Included	<p>This plan cannot be used:</p> <ul style="list-style-type: none"> • To make calls, SMS or MMS • To access Telstra Air • With an eSIM 			
All for use in Australia. For use in a tablet or mobile broadband device only.				

Information about the service

Important information about this plan

This plan allows you to data share with up to 10 eligible upfront mobile or data plans on your account.

This plan is only available for eligible customers.

Your device

You may bring your own compatible device with this plan, or may purchase an eligible device with this plan, payable over 12, 24 or 36 interest-free monthly payments.

See [telstra.com.au/device](https://www.telstra.com.au/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. We may take action if you breach the FairPlay Policy, including suspending or cancelling your service.

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

Information about pricing

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, including price and inclusions, 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.

FairPlay Policy

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Need help? We're here for you

Visit 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.

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. The full legal terms for this plan are available at telstra.com/customer-terms

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