

# THE GOOD GUYS MOBILE UPFRONT DATA SERVICE TERMS

This section sets out specific terms that apply to services on a The Good Guys Mobile Upfront Data Plan. These terms are in addition to the General Terms and relevant Critical Information Summary.

## 1 CONNECTING

### **We aim to connect you as soon as reasonably possible**

- 1.1 Once you have your SIM installed in your eligible device, we'll aim to connect you as soon as reasonably possible. We'll notify you when you can start to use your Service.

## 2 VOUCHER CONTRACT TERM

- 2.1 If you received a The Good Guys Voucher when you purchased a service on a The Good Guys Mobile Upfront Data Plan, the Voucher may have a fixed term of 12 or 24 months (**Voucher Term**).

## 3 USING YOUR DATA SERVICE

### **Your Data Service features**

- 3.1 Your Service:
- (a) requires that you set up a new or use your existing Telstra ID;
  - (b) includes an allowance of data to use in Australia;
  - (c) allows you to BYO device, or purchase a new device outright from a The Good Guys store;
  - (d) allows you to add on eligible extras; and
  - (e) Includes data sharing, with up to 10 eligible The Good Guys Upfront Mobile services on your account.
- 3.2 Your Service comes with the features and inclusions as set out in your Critical Information Summary
- 3.3 Your Service, and the allowances included with your service, are for personal use in a tablet or mobile broadband device only.

## 4 INTERNATIONAL ROAMING

### **What is International Roaming services?**

- 4.1 International Roaming allows you to use your compatible device to use data services in eligible countries using an International Roaming Day Pass.
- 4.2 International Roaming will be automatically enabled on all mobile data plans. You can disable your International Roaming in the relevant mobile app which services The Good Guys Mobile Upfront Data Plans.

### **What is an International Roaming Day Pass**

- 4.3 With an International Day Pass you get a limited daily data allowance in Zone 1 and 2, for

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use in Eligible Countries (**Day Pass**) during a 24 hour period starting when the Day Pass is used on the service (**Day Pass Period**).

- 4.4 An applicable Day Pass charge is triggered when you use your eligible service overseas in an Eligible Country.

### Pricing

- 4.5 Each day a service is used in an Eligible Country, \$5 or \$10 will be charged to your account and the inclusions listed in the table below will be available for use that Day Pass Period.
- 4.6 An International Day Pass includes 1GB of data for use each day (AEST) when travelling in the Eligible Countries listed in the Zones listed in the table below.

	<b>Zone 1</b>	<b>Zone 2</b>
	<b>\$5/day (AEST)</b>	<b>\$10/day (AEST)</b>
Data allowance for us in Eligible Countries	1GB/day	1GB/day
Duration	1 Day Pass Period	1 Day Pass Period
Excess Data Charge	\$10 per 1GB, valid for 31 days	\$10 per 1GB, valid for 31 days
Eligible Countries	New Zealand	Refer to <a href="https://www.telstra.com/roaming">telstra.com/roaming</a> for a list of Eligible Countries

- 4.7 Unused data expires at the end of each Day Pass Period.
- 4.8 A standard number refers to local or international fixed-line and mobile numbers. Data usage is the amount of data you use to browse the internet, send and receive email and MMS, and use mobile apps.

### Usage

- 4.9 Your International Day Pass excludes the following usage:
- (a) Data used in Eligible Countries in excess of the Day Pass Allowance;
  - (b) data used while in Australia, while on airplanes or cruise ships, or in overseas destinations other than in the Eligible Countries; and
  - (c) Usage in countries that are not Eligible Countries.

### International Roaming Notification

- 4.10 We will send you notifications (each a **Notification message**) when you are overseas to:
- (a) remind you that you have activated your mobile device overseas, and that there may be delays in receiving data usage alerts;
  - (b) provide a telephone number that you can call us on when you are overseas; and
  - (c) provide you a tax invoice for Day Pass or Data Pack charges that have been triggered and paid by your AutoPay method.
- 4.11 You will only be able to receive Notification messages by SMS if you have a mobile device which is capable of receiving SMS.
- 4.12 We will send you a Notification message when you connect your mobile device with one of

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our partner carrier network operators in each country you are roaming in. We will resend a Notification message where:

- (a) you are in a particular country for more than 14 days (in which case we will resend a Notification message every 14 days); or
- (b) you are roaming in more than one country and return to a country where you have previously received a Notification message (provided that you have not received a Notification message for that country in the preceding 14 days).

## 5 GET HELP

### Replacement SIM cards

- 5.1 You can request a replacement SIM card if you need one in any The Good Guys store or by calling the The Good Guys Contact Centre. We'll provide a new SIM card free of charge within Australia.

### Reporting Service faults

- 5.2 You can check the status of an outage online or report a Service fault to our 24-hour service.

### Repairing Mobile Network faults

- 5.3 We'll repair faults that occur on our mobile Networks and restore full service during standard business hours (8am-5pm Monday to Friday, except public holidays). We'll also aim for the following:
- (a) All faults: Provide after-hours maintenance where there are major Network outages (giving priority to outages), natural disasters, and any other special cases that we consider deserve after-hours maintenance.
  - (b) Contact you every 48 hours with progress reports until the mobile services are restored.
  - (c) Urban: Restore within two working days of being told about the fault
  - (d) Rural: Restore within three working days of being told about the fault
  - (e) Isolated areas: Restore within four working days of being told about the fault

### Blocking your handset

- 5.4 If your handset is lost or stolen, you can ask us to block it. Blocking your handset means people can't use it on our Network (other than calls to emergency services and certain customer service numbers).
- 5.5 We may block your handset if:
- (a) we reasonably think it is lost or stolen, or is threatening the integrity of our Network; or
  - (b) we are requested to block it as part of the inter-carrier International Mobile Equipment Identity (IMEI) blocking initiative.
- 5.6 We may decide not to block or stop blocking your handset if you ask us, or if we believe

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there may be another handset with the same IMEI number we use to block and unblock your handset.

### Unblocking your handset

5.7 You can ask us to unblock the use of a handset:

- (a) if you believe that we may have blocked the use of a handset by mistake; or
- (b) where you recover a lost or stolen handset.

## 6 LEAVING

### Voucher Repayment Fee

- 6.1 If you received a The Good Guys Voucher when you purchased your Mobile Data Service and you cancel that Mobile Data Service within any applicable Voucher Term, you must pay us the outstanding amounts for the The Good Guys Voucher you received for the cancelled Mobile Data Service (the **Voucher Repayment Fee**).
- 6.2 The Voucher Repayment Fee is a pro-rata amount, equal to the total amount of the base Voucher divided by 24 (as applicable) and multiplied by the months (or part months) remaining in your Voucher Term. For example, if received a voucher with a 24-month Voucher Term, then in:
- (a) Month 1: You will need to repay 23/24 of the Voucher you received;
  - (b) Month 12: You will need to repay 11/24 of the Voucher you received; and
  - (c) Month 23: You will need to repay 1/24 of the Voucher you received.
- 6.3 If you cease making payment for your Mobile Data Service under our Financial Hardship Policy, then each month during which payments are suspended will be added to the Voucher Term.
- 6.4 Where you are required to pay the Voucher Repayment Fee, we will issue you with a bill for the amount payable, which you can pay using a payment method of your choice within 10 days. If you don't pay it within 10 days, then we will automatically deduct the amount owing from the bank account, debit card or credit card that you have nominated for your AutoPay payments.

## 7 DICTIONARY

7.1 The following words have the following special meanings:

**Voucher** means a voucher which entitles you to the purchase of goods from The Good Guys stores.