

**INFORMATION ABOUT PRICING****7, 28 DAY AND LONG EXPIRY PLANS**

Your Boost Mobile Prepaid service gives you access to the Telstra Mobile Network (excluding 5G standalone mobile sites) for you to make and receive calls, send and receive texts, send and use mobile data. Your Prepaid mobile service is for personal use only.

**7, 28 DAY EXPIRY PLANS**

MINIMUM COST	\$13 Recharge	\$26 Recharge	\$39 Recharge	\$49 Recharge	\$59 Recharge	\$74 Recharge
MINIMUM TERM	7 Day Expiry	28 Day Expiry				
DATA ALLOWANCE	5GB	7GB	25GB	35GB	45GB	90GB
NETWORK ACCESS	<b>4G and 5G on the Telstra Mobile Network, excluding 5G standalone mobile sites</b>					
CANCELLATION COSTS	<b>Not applicable</b>					
PLAN SPEEDS	150Mbps	150Mbps	150Mbps	150Mbps	250Mbps	Uncapped
	<p><b>Capped mobile download speeds:</b>            Capped mobile download speeds: Download speeds for the above Recharge amounts, are capped at 150Mbps/250Mbps, which is great for most customers' regular usage including streaming, browsing and social media. Your capped download speed is the maximum potential download speed for data included in your recharge.</p> <p><b>Network Speeds</b>            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.</p>					
CANCELLATION COSTS	<b>Not applicable</b>					
WHAT'S INCLUDED	<ul style="list-style-type: none"> <li><b>An allowance of Mobile data</b></li> <li><b>Unlimited calls &amp; text</b> to standard Australian numbers</li> </ul> Inclusions depend on your recharge, so check out what's included before you recharge.					
IMPORTANT THINGS YOU SHOULD KNOW ABOUT YOUR SERVICE	<p><b>Plan prices may change.</b></p> <p><b>Only for use in Australia.</b></p> <p><b>Your plan can't be used for:</b></p> <ul style="list-style-type: none"> <li>Satellite and Premium numbers (e.g. 19xx numbers)</li> <li>Third-party content or subscription charges</li> <li>Calls and text to premium international numbers and international roaming.</li> </ul> <p>Calls and text to selected standard international numbers are enabled on recharges of \$39 - \$300 only.</p>					
DATA ROLLOVER	<b>Not included on \$13 plans</b>	Recharge offer before expiry to rollover unused data to use within your next recharge				
INTERNATIONAL CALLS & TEXT	<b>Not included on \$13 &amp; \$26 plans</b>		<p><b>International inclusions:</b>            For standard calls and SMS from Australia to standard international numbers in selected destinations.</p> <p><b>Unlimited stnd calls to the following destinations:</b>            Brazil, Canada, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam</p> <p><b>Plus 300 stnd mins to the following destinations:</b>            Argentina, Austria, Bangladesh, Cambodia, Chile, Colombia, Denmark, Finland, Greece, Iran, Iraq, Israel, Italy, Kuwait, Mexico, Nepal, Norway, Pakistan, Peru, Philippines, Poland, Qatar, Romania, Saudi Arabia, Serbia, South Africa, Spain, Sri Lanka, Sweden, UAE</p> <p><b>Plus 300 stnd text to international destinations</b></p>			

## INFORMATION ABOUT PRICING (cont)

## 12 MONTH EXPIRY PLANS

MINIMUM COST	\$300 Recharge	\$365 Recharge
MINIMUM TERM		12 Month Expiry
DATA ALLOWANCE	240GB	365GB
NETWORK ACCESS	4G and 5G on the Telstra Mobile Network, excluding 5G standalone mobile sites	
CANCELLATION COSTS	Not applicable	
PLAN SPEEDS	150Mbps	150Mbps
	<p><b>Capped mobile download speeds:</b>            Capped mobile download speeds: Download speeds for the above Recharge amounts, are capped at 150Mbps, which is great for most customers' regular usage including streaming, browsing and social media. Your capped download speed is the maximum potential download speed for data included in your recharge.</p> <p><b>Network Speeds</b>            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.</p>	
CANCELLATION COSTS	Not applicable	
WHAT'S INCLUDED	<ul style="list-style-type: none"> <li>An allowance of Mobile data</li> <li>Unlimited calls &amp; text to standard Australian numbers</li> </ul> Inclusions depend on your recharge, so check out what's included before you recharge.	
IMPORTANT THINGS YOU SHOULD KNOW ABOUT YOUR SERVICE	<p><b>Plan prices may change.</b></p> <p><b>Only for use in Australia.</b></p> <p><b>Your plan can't be used for:</b></p> <ul style="list-style-type: none"> <li>Satellite and Premium numbers (e.g. 19xx numbers)</li> <li>Third-party content or subscription charges</li> <li>Calls and text to premium international numbers and international roaming.</li> </ul> <p>Calls and text to selected standard international numbers are enabled on recharges of \$39 -\$300 only.</p>	
DATA ROLLOVER	Not included on \$300 & \$365 plans	
INTERNATIONAL CALLS & TEXT	<p><b>International inclusions:</b>            For standard calls and SMS from Australia to standard international numbers in selected destinations.</p> <p><b>Unlimited stnd calls to the following destinations:</b>            Brazil, Canada, China, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam</p> <p><b>Plus 3600 stnd mins to the following destinations:</b>            Argentina, Austria, Bangladesh, Cambodia, Chile, Colombia, Denmark, Finland, Greece, Iran, Iraq, Israel, Italy, Kuwait, Mexico, Nepal, Norway, Pakistan, Peru, Philippines, Poland, Qatar, Romania, Saudi Arabia, Serbia, South Africa, Spain, Sri Lanka, Sweden, UAE</p> <p><b>Plus 3600 stnd text to international destinations</b></p>	<p><b>\$365 plan does not include international inclusions</b></p>

**ADDITIONAL EXTRAS FOR BOOST MOBILE PREPAID****\$5 DATA PACK**

DATA	1GB TO USE WITHIN AUS.
EXPIRY	7 DAYS

**\$20 DATA PACK**

DATA	4GB TO USE WITHIN AUS.
EXPIRY	28 DAYS

**INFORMATION ABOUT THE SERVICE****SIM ACTIVATION**

Activate your SIM online at [boost.com.au/activate](http://boost.com.au/activate) and choose a recharge.

**CHOOSING A PLAN**

You'll need to buy a Boost Prepaid SIM to get the Boost Mobile plan and choose a recharge.

**NETWORK ACCESS**

If you purchase a Boost Prepaid SIM, you'll need to have LTE band 3 (1800MHz) and band 28 (700MHz) capable device for

4G access. To check if your handset is compatible visit [telstra.com/device](http://telstra.com/device).

If you purchase a Boost SIM you must make sure your device is compatible with the Telstra Mobile Network, including that it is able to make calls to emergency services. If your device is not compatible, it may be blocked and may not have access to voice or data services or be able to call emergency services (including triple zero). See [boost.com.au/pages/volte](http://boost.com.au/pages/volte). for more information on compatible devices

**OTHER INFORMATION****HOW CAN I MONITOR AND MANAGE MY USAGE?**

You'll automatically receive SMS alerts when you're reaching or when you have reached your data limits or credit expiry. You can obtain call and data usage information using the My Boost Mobile App or by texting "balance" to 125100.

**PREPAID MOBILE RECHARGE OPTIONS**

Some Boost SIMs come preloaded with credit. If your SIM doesn't include credit, simply activate your SIM and then recharge the amount that's right for you on Boost Mobile Prepaid..

**UNLOCKING FEE**

If you have purchased a Boost Mobile Prepaid 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, \$25 after the first six months and \$0 after 2 years.

**YOUR COVERAGE**

**5G network access:** Your plan provides access to Telstra's 5G non-standalone (5G NSA) coverage, which is available in most metro and many regional areas when a 5G NSA compatible device. 5G standalone (5G SA) is available in limited areas but access to 5G SA is not currently available on a Boost Mobile Plan. In any new 5G SA only areas, you will continue to have access to 4G

Check our coverage maps at [boost.com.au/coverage](http://boost.com.au/coverage) to see what network coverage is predicted to be available in the areas where you intend to use your service, as well as information about factors that may impact coverage.

**YOUR PAYMENT OPTIONS**

You can recharge with a credit / debit card, PayPal™ or a voucher:

- using the My Boost Mobile App (available on App Store and Google Play)
- SMS 125 100 from your Boost mobile with the word 'recharge' (Account Balance and Recharge voucher)
- Call 125 100 from your Boost mobile (Recharge by credit or debit card only)

Auto Recharge is available to customers who have registered a valid credit or debit card with Boost.

Visit [boost.com.au/recharge](http://boost.com.au/recharge) for more information.

**Cancelling your plan**

Your Prepaid SIM card will be automatically deactivated 6 months after the expiry date of your last recharge. If you want to keep your number, you will need to keep your service recharged or transfer to another provider.

If you don't want to keep your number, simply cancel automatic recharge (if you have it set up) and your number will stop working when your current recharge expiry date passes. During this period, you won't be able to access data. You'll still be able to receive calls, but you'll only be able to make outbound calls to:

- Emergency numbers like 000 and 112 - find out more on [Triple Zero \(000\)](http://Triple Zero (000)) website
- Freecall phone numbers like Telstra Customer Service on 13 22 00

## OTHER INFORMATION

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### INTERNATIONAL ROAMING

Add on an International Roaming Pack to use your service in selected overseas destinations. For more info, visit [boost.com.au/pages/international-roaming](http://boost.com.au/pages/international-roaming)

### FAIRPLAY POLICY

All customers must adhere to our FairPlay Policy. This means you shouldn't use your service in an unacceptable, unfair, or dishonest way, or do anything that interferes with the network or causes significant congestion. If you breach the policy, we might stop or cancel your service. For more details, visit [telstra.com/customer-terms](http://telstra.com/customer-terms)

### PRIVACY STATEMENT

Telstra collects your personal information to provide you with products and services. Without it, we may not be able to give you these products or services. We also use it for things like administration, security and fraud protection, communications and marketing, and analysis to help us improve and create products and services.

To find more details on what personal information we collect, how we use it, how to access or correct your personal information, or to make a complaint, please visit our privacy statement at [telstra.com/privacy](http://telstra.com/privacy)

### ONLINE SAFETY

Learn about staying safe online at [telstra.com/online-safety-wellbeing](http://telstra.com/online-safety-wellbeing) including the safe use of devices and content filters, the role of eSafety and how to report harmful online content. To learn about the Family Friendly Filter program, go to the Australian Telecommunications Alliance (ATA) website at [www.austelco.org.au/news-and-resources/family-friendly-filter](http://www.austelco.org.au/news-and-resources/family-friendly-filter)

### NEED HELP? WE'RE HERE FOR YOU

Recharge and manage your service 24/7 with the My Boost Mobile App. For help & support you can message us in the My Boost Mobile App or call us on 125 8881. For more information visit [boost.com.au/pages/get-help](http://boost.com.au/pages/get-help).

**Speak with us in your language** - For help in languages other than English, call the Telstra Interpreter Service on 1800 241 600 Monday to Friday 8am – 6pm (AEST):

- ئەرۇفلى ئەمچىرىتلى
- Servicios de interpretación
- Dịch vụ phiên dịch
- 口譯服務
- 口译服务
- ଦୁଡ଼ାଗୀରେ ମେହାଦାନ

**National Relay Service (NRS)** - If you are Deaf, hard of hearing or have a speech or communication difficulty you can use the National Relay Service (NRS) to contact us. First, choose your NRS access option.

Next, tell the relay officer our number: 13 22 00. For information about the NRS, visit [www.accesshub.gov.au](http://www.accesshub.gov.au), call 1800 555 660 or text 0416 001 350.

### IF YOU HAVE A COMPLAINT

If you're not happy with something and want to make a complaint, visit [boost.com.au/pages/compliments-complaints](http://boost.com.au/pages/compliments-complaints). We appreciate your feedback and are dedicated to resolving your complaint in a timely, fair, and transparent way.

If you're not happy with how your complaint has been resolved you can contact the Telecommunications Industry Ombudsman (TIO), go to [www.tio.com.au](http://www.tio.com.au) or call 1800 062 058. The TIO is a free and independent service.

### FULL CUSTOMER TERMS AND CONDITIONS

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](http://boost.com.au/terms-of-use)