

The Good Guys Mobile Upfront Data Plans



Critical Information Summary

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

Plans	Good	Better	Best	
Minimum Monthly Charge	\$19	\$49	\$69	
Monthly Data Allowance	25GB	80GB	200GB	
Network Access	4G/4GX, 5G			
Plan Speeds	Uncapped 4G & 5G Speeds			
Minimum Term	1 month	24 months	24 months	
Roaming Data Allowance For use while overseas	Refer to Using your service overseas			
What's Included	Your plan is for an Upfront mobile phone service that provides access to the Telstra Mobile Network. In taking up this plan, you are entering into a contract with Telstra and it can be used within Australia to: <ul style="list-style-type: none"> • Access data • Share data between eligible The Good Guys Mobile Upfront services on your account 			
What's Not Included	<ul style="list-style-type: none"> • To make calls, SMS or MMS • With an eSIM • Joining Telstra Plus, earning and redeeming points 			
Minimum Cost	24 month term	N/A	\$1176	\$1656
Voucher For eligible customers (see below for eligibility criteria)	N/A	\$250	\$500	\$500
Maximum Voucher Repayment Fee	N/A	\$250	\$500	\$500
All for use in Australia. Uncapped 4G and 5G Speeds: Included data comes with access to our fastest download speeds on our 4G and 5G network. Our 5G coverage now reaches 80% of Australians. Compatible devices required. For 5G coverage information, see Telstra.com/coverage				

Information about the service

Your device

You may bring your own compatible device with this plan, or may purchase an eligible device with this plan from The Good Guys.

Important: You must make sure your device is compatible, or it may not be able to make calls, including calls to emergency services. See [telstra.com/support/mobile-devices/enable-volte-mobile-phone](https://www.telstra.com/support/mobile-devices/enable-volte-mobile-phone) for more information on compatible devices.

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 and 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.

You receive SMS and/or email alerts in near real-time when you reach 50%, 85% and 100% of your Data allowance. To check your usage, install the The Good Guys Mobile app on your smartphone or tablet.

Plan Speeds

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.

Voucher

To be eligible for a voucher, you must connect to a new The Good Guys Mobile service or transfer an existing service from another provider (excluding JB Hi-Fi, Telstra or Boost) and sign up to a Better or Best plan.

The voucher will entitle you to the purchase of goods from The Good Guys stores. It's not transferable or redeemable for cash (including any unused part). If you cancel or move to a lower cost plan then you'll need to pay a Voucher Repayment Fee pro-rated against the remaining months of your plan's minimum term.

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.

When will I pay?

You make an initial payment when you order this plan. If you've been invited to receive a bill for this plan, you'll be charged on your next bill. 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.

I already have a Service on a The Good Guys plan

If you already have an existing Service(s) which you pay for using AutoPay, when you add another Service, your first monthly payment for the new Service will start on your upcoming AutoPay monthly payment date for your existing Service, after your new Service has been connected.

If you have an existing Service(s) for which you receive a bill, when you add another Service, your first monthly payment for the new Service will start on the first day of your billing cycle for your existing Service, after your new Service has been connected.

How do I pay?

Autopay

You'll pay for your plan by automatic deduction from your credit or debit card (Visa, Mastercard or American Express) or a bank account. See our **Direct Debit Payment Terms** for more details.

Telstra Bill

If you've been invited to receive a bill for your plan, you'll need to pay the bill amount online or over the phone using an eligible credit or debit card or via BPAY or in person at Australia Post. Part payments are accepted once your Telstra Bill has been issued (minimum payment is \$1). Overpayments and any other payment methods not mentioned above are not accepted.

Information about the service

Using your service overseas

If you are moving your existing service and it currently has International Roaming blocked this will continue to apply on your new Plan, otherwise, International Roaming and International Day Pass are activated by default on your plan. You can deactivate them using the My Telstra app. For an additional charge per day an International Day Pass lets you make and receive unlimited standard voice calls and SMS and includes 2GB data for use each day (AEST) when traveling in Eligible Roaming Destinations. If your daily data allowance of 2GB within the Day Pass runs out, you'll get a text with the option for a 2GB data top-up for \$10 that stays active for 31 days. For more information see the International Day Pass Critical Information Summary. For more information visit [Telstra.com/overseas](https://telstra.com/overseas) or see the International Day Pass Critical Information Summary.

Visit **Can I reduce my bill costs when I'm travelling overseas?** for information on spend management tools while you're overseas.

Can I cancel my plan?

Yes, you can cancel your plan at any time by calling us on 13 50 88 or visiting a The Good Guys 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 Voucher Repayment Fee.

What happens when I cancel my plan early?

You'll need to repay Telstra for any vouchers you received when you purchased your plan. The Voucher Repayment Fee (if applicable) is pro-rated, equal to the total amount of the base voucher divided by 24 and multiplied by months (or part months) remaining in your plan term.

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:

- We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- If you don't like the changes or the new plan, you can cancel your plan.

FairPlay Policy

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.

Need help? We're here for you

Message us through **The Good Guys Mobile app** for support or call 13 50 88 or 133 677 (TTY), 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