

Critical Information Summary

SIM Only Mobile Phone Plans on TELSTRA



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

Plan Name	Small	Medium	Large	X-Large	XX-Large
Minimum Monthly Charge	\$35	\$40	\$45	\$50	\$70
Network	Telstra 5G				
Calls to standard Australian numbers	Unlimited				
SMS & MMS to standard Australian numbers	Unlimited				
Included International Calling Pack	Calling Pack 15 Unlimited				
Additional International Calling Pack	Calling Pack 120 (+\$5/mth)				
	Calling Pack 300 (+\$10/mth)				
Calls, SMS & MMS Outside International Calling Packs	Pay as you go. For details, visit myhomefone.com.au/rates				
Included Data	15GB	45GB	65GB	100GB	180GB
Data Bank	Up to 1000GB				
Maximum Download Speed	150Mbps	150Mbps	150Mbps	150Mbps	250Mbps
International Roaming	Available Upon Request				
Optional Landline Inbound Number	\$5 per month				
Mobile Handset/Device	BYO				
Total Minimum Cost Over Minimum Term	\$35	\$40	\$45	\$50	\$70
Minimum Term	1 Month				

Other SIM Only plan sets

This Critical Information Summary covers mobile plans delivered over the **Telstra** network only. We also offer mobile plans on the **Optus** network which have different pricing and inclusions and are set out in their own Critical Information Summary.

Information about this service

This service is delivered using the Telstra Wholesale Mobile Network. You can transfer your existing mobile number to us or obtain a new one.

Device (Handset)

No handset is included, giving you the freedom to choose from a wide range at competitive prices. We can recommend trusted retailers, including options for seniors.

You must provide an unlocked handset compatible with your plan's network, including its supported frequencies, bands and 4G VoLTE voice and emergency calling requirements. Access to 5G requires a compatible handset, eligible plan and coverage. Check your handset's specifications and

consult its manufacturer to confirm compatibility before purchasing this service.

Data Usage

Your monthly data allowance is used first, then your Data Bank. Unused monthly plan data rolls over up to the Data Bank cap shown in the plan table. Banked data may be forfeited on downgrade, transfer to an ineligible plan, cancellation, disconnection or service transfer. Once both allowances are exhausted, data stops until the next billing cycle unless bolt-ons or excess usage are enabled.

Excess data costs 2.06 cents per MB.

To help manage excess usage and avoid unexpected charges, you can contact us at any time to request that data access be disabled or re-enabled.

Optional Data Bolt-ons

On request, **automatic 2GB bolt-ons can be enabled for \$10 per block**. After your monthly allowance and Data Bank are exhausted, blocks activate as needed, up to five per billing period (10GB for \$50). Automatic bolt-ons remain enabled in future billing periods until you request removal.

After all five blocks are used, data stops unless excess usage is enabled, in which case the excess data rate above applies. You can then request **one-off 1GB bolt-ons for \$10 each**. These do not renew. Adding another one-off block replaces any unused balance, so use each block fully before requesting another.

Unused bolt-on data expires at the end of the billing period. Bolt-ons do not cover usage already incurred, and their purchase charges are additional and excluded from excess usage spend controls.

Changing Your Plan or International Calling Pack

Changes take effect from your next billing cycle. For additional data before then, contact us about the bolt-ons above.

Usage Information

Email alerts are sent at 50%, 85% and 100% of your monthly data allowance. SMS **BAL to 179** from your phone for real-time plan balances. View usage and charges at myaccount.myhomefone.com.au; portal information may not always be real-time.

eSIM Capabilities

Physical SIMs are supplied by default. Contact us before ordering an eSIM, as availability varies by plan. An eSIM-compatible device and active email address are required.

Network Availability & Congestion

Check coverage before purchase. Coverage and speeds vary and may be affected by network changes, congestion and operator de-prioritisation.

Optional Landline Inbound Number

You can add your existing home phone number to your mobile plan. Once transferred, your old landline service should cancel automatically (check with your provider). Incoming calls to your landline number will then be redirected to your mobile. This feature supports incoming calls only; outgoing calls will display your mobile number.

International Calling, Roaming & Excess Usage

International calling, roaming and excess usage are disabled by default, even where international calls are included in your plan. Contact us to enable international calling or roaming. Enabling either also permits PAYG usage across the service, including excess data after available allowances are exhausted. Our excess spend control limits the value of PAYG usage each billing period to help prevent bill shock.

Roaming is available only in destinations covered by our roaming packs. Contact us before departing

Australia. For international calling and roaming options, destinations and charges, refer to our Pay-As-You-Go (PAYG) Rates document at www.myhomefone.com.au/rates

Exclusions

Your plan does not include calls to premium services or any services not specifically listed as included.

Cancelling

Cancellation takes effect at the end of your current billing period, with no cancellation fee. Submit your request 7–30 days before that date. If you have a separate Device Instalment Plan, its remaining balance becomes payable on your next bill.

Billing & Fees

Billing starts when your physical SIM is dispatched or eSIM is active within the network. Accounts are billed monthly in advance. Your first bill includes a pro-rata charge for the current period.

In addition to the monthly charge, you may pay the following charges:

Call Charges: calls to numbers not included in your plan.

Excess Data: 2.06 cents per MB, only when excess usage is enabled.

Delivery Fee: \$24 for any new/replacement SIM or equipment.

Paper Bill Fee: \$3.30 for each paper bill posted.

Late Payment Fee: \$10 per overdue bill.

SIM Card Replacement Fee: \$10.

Customer Service

You can contact us by emailing support@myhomefone.com.au or by phoning 1300 031 107

Fair Use

Our Fair Use Policy applies, including restrictions on excessive, fraudulent or unlawful use.

Dispute Resolution & Complaints

If you're unhappy with us or your service, please contact our Customer Service Team first. To make a formal complaint, see our Complaint Handling Policy on our website. If you're still unhappy, call the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only. To view all policies, terms and conditions, go to:

www.myhomefone.com.au/terms-and-conditions