



BOOST PREPAID MOBILE

INFORMATION ABOUT THE SERVICE

Your Boost Prepaid Mobile service gives you access to the 3G and 4G parts of the Telstra Mobile Network to make and receive calls and texts, as well as use mobile data.

Handset Pack or Prepaid SIM Options

You'll need to purchase a Boost Handset Pack or a Boost Prepaid SIM to take up the Boost UNLTD Plus™ offer. We update our handsets frequently, so visit boost.com.au for the latest range of handsets and pricing. If you purchase a Boost Prepaid SIM you'll need to have an 850MHz compatible handset for 3G access and LTE band 3 (1800MHz) and band 28 (700MHz) for 4G access. To check if your handset is compatible visit telstra.com/device

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. You can purchase our \$10 UNLTD+™, \$30 UNLTD+™, \$40 UNLTD+™

and \$50 UNLTD+™ Prepaid Recharges.

What's included

When you recharge, you'll get inclusions to use on calls, text and data. These inclusions depend on your Prepaid mobile offer and your recharge, so check out what's included before you recharge.

What's not

Your inclusions can't be used for some things like calls and text to international numbers (if country not included in UNLTD calls and text to 10 countries), satellite and premium numbers (eg. 19xx numbers), operator assisted calls (most 12xx numbers), diverted calls, content charges and all use overseas.

INFORMATION ABOUT PRICING

COST	TOTAL DATA	DATA	CALLS & TEXT	INTL CALLS & TEXT	EXPIRY
\$10	1GB	1GB ANYTIME	UNLTD® CALLS & TEXT [^] To standard national numbers	BOLT-ON™ REQUIRED Standard rates and charges apply. <i>See below for more information</i>	UP TO 7 DAYS *
\$30	UP TO 7GB	3GB ANYTIME +1GB every weekend [§]		UNLTD® CALLS & TEXT To 10 selected countries [†]	UP TO 28 DAYS*
\$40	UP TO 9GB	5GB ANYTIME +1GB every weekend [§]			
\$50	UP TO 11GB	7GB ANYTIME +1GB every weekend [§]			

ALL FOR USE WITHIN AUSTRALIA

§Weekend Data: Active \$30 UNLTD+™, \$40 UNLTD+™ or \$50 UNLTD+™ recharge required. For use 9:00pm Friday – 11:59pm Sunday (AEST). UNLTD+™ data will be used if you consume all your Weekend Data before 11:59pm Sunday AEST. Data charged per KB. For personal use only and the Telstra FairPlay™ Policy applies. ^Calls and Text inclusions: excludes calls and text to international numbers, satellite and premium numbers (eg. 19xx numbers), operator assisted calls (most 12xx numbers), diverted calls, content charges and all use overseas. †UNLTD calls and text to 10 countries: For use within Australia to standard International numbers to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. Excludes satellite, premium numbers and video calls. *Recharge inclusions expire on next recharge or recharge expiry date, whichever is earlier.

Bolt-On™

For those of you that want to use services not included in your UNLTD+™ Recharge, you can purchase a Bolt-On™, which gives you \$15 credit to use for services such as international calls and text, international roaming calls, text and data, premium services and content.

Check the rates and cost of each service prior to use to ensure you understand how each service is charged. For more information go to boost.com.au/rates

COST	CREDIT	EXPIRY
\$15 BOLT-ON™	\$15 To use on international calls/text, international roaming & premium services.	28 DAYS

Credit consumed at PAYG rates after UNLTD+™ inclusions exhausted. For personal use only and the Telstra FairPlay™ Policy applies.



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OTHER INFORMATION

Recharging your Service

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

- using the **Boost Mobile App** (available on App Store and Google Play)
- type **care.boost.com.au** into your mobile's browser
- at **recharge.boost.com.au**
- by dialling **#111#** from your mobile

Auto Recharge is available to customers who have registered a valid credit or debit card with Boost. Auto Recharge can only be used when recharging with \$30 UNLTD+™, \$40 UNLTD+™ or \$50 UNLTD+™. Visit boost.com.au/recharge for more information.

Calls, Text & MMS to international numbers from Australia

Our \$40 UNLTD+™ and \$50 UNLTD+™ recharges come with unlimited calls and text from Australia to standard international numbers to 10 countries: Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA. To call these countries on \$10 UNLTD+™ and \$30 UNLTD+™, you'll need to add a Bolt-On™.

The \$15 credit included in the Bolt-On™ can also be used on standard international calls and text to countries not included in the selected 10. For further information on international call rates please refer to boost.com.au/rates

MESSAGE TYPE	RATE
Text (SMS) per message per recipient to an international number	20c
MMS picture, audio, or video per message per recipient to an international number	75c

Call and Data 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 **Boost Mobile App**, by typing **care.boost.com.au** into your mobile's browser or by dialling **#111#**; look under 'History'.

Using your Service Overseas

Heading overseas? Roaming is already set up on your Boost Prepaid Mobile service. Different rates apply to use your service overseas and these rates are much higher than in Australia, see boost.com.au/rates for more information.

Just purchase a Bolt-On™ and keep in touch or connected when you're travelling overseas with international roaming. The Bolt-On™ comes with \$15 included credit that can be used toward calls, text and data while roaming.

When travelling overseas the best way to recharge is online at boost.com.au/recharge or using **#111#**. You can recharge using your credit / debit card, PayPal™ or alternatively you can take a spare voucher to redeem.

Unlocking Fee

If you have purchased a Boost Prepaid Mobile 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.

We're Here to Help

If you have any questions about our offers, need technical support, service or are having connection issues, please contact our Boost Live Chat team 24-7 online at boost.com.au/livechat or call us on **125 8881** (8am - 9pm AEST, 7 days a week).

Complaints or Disputes

If you have a problem or complaint about your service, please email compliancemanager@boost.com.au or call our customer care team on **125 8881** (8am - 9pm AEST, 7 days a week).

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**. For full contact information go online at tio.com.au/about-us/contact-us

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

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