

## 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 Anytime Plus™ offer. We update our handsets frequently, so visit [boost.com.au](http://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](http://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 on Boost Anytime Plus™.

### 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 satellite and premium numbers (eg. 19xx numbers), operator assisted calls (most 12xx numbers), content charges and data roaming while overseas. You can purchase an Add-On to access some of these features, see below.

## INFORMATION ABOUT PRICING

	\$10 RECHARGE	\$20 RECHARGE	\$30 RECHARGE	\$40 RECHARGE	\$50 RECHARGE
DATA	1GB	1GB	4GB	8GB	12GB
CALLS & TEXT	UNLIMITED CALLS & TEXT TO NATIONAL STANDARD NUMBERS				
ROLLOVER	RECHARGE BEFORE EXPIRY TO ROLLOVER UNUSED DATA TO USE WITHIN YOUR NEXT RECHARGE				
EXPIRY	7 DAY EXPIRY		20 DAY EXPIRY		

**T&Cs:** Any unused data expires unless you recharge \$30+ before expiry. For \$30+ recharges, unused data will then roll over and expire at the end of the next 28 day period. UNLTD® Calls and Texts excludes calls and text to international numbers, satellite and premium numbers (eg. 19xx numbers), operator assisted calls (most 12xx numbers), content charges and all use overseas. For personal use only and the Telstra FairPlay™ Policy applies.

### ADD-ON:

For those of you that want to use services not included in your Anytime Plus™ Recharge, you can purchase an Add-On. Our \$5 Add-On gives you 500MB of data to use within Australia and also \$5 Add-On credit to use on calls and texts while overseas and premium services. Our \$15 Add-On gives you UNLTD® International Calls & Text to standard numbers in 10 destinations from Australia, plus \$15 Add-On credit for International Calls & Text to standard international numbers from Australia to most other destinations at standard International rates. You must have an active recharge to use an Add-On.

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](http://boost.com.au/rates)

	\$5 BOLT-ON*	\$15 BOLT-ON
DATA	500MB	N/A
PREMIUM CREDIT	\$5 To use at pay-as-you-go rates for data, calls & text to satellite and premium numbers (eg. 19xx numbers), operator assisted calls (most 12xx numbers) and use overseas (excl. data roaming)	N/A
INT'L CALLS & TEXT	N/A	UNLTD INT'L CALLS & TEXT TO 10 DESTINATIONS: To standard numbers in Canada, China, Germany, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK and USA  \$15 CREDIT TO ALL OTHER DESTINATIONS: To use at standard rates on calls and text to countries not included in the 10 above
EXPIRY	28 DAYS	

**Add-Ons:** Active \$10, \$20, \$30, \$40 or \$50 Boost Anytime Plus™ recharge required to use Add-On. \$5 Add-On Credit excludes content purchases. \$15 Add-On UNLTD® Int'l calls and texts excludes satellite, premium numbers and video calls. For personal use only and the Telstra FairPlay™ Policy applies.

## 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 \$20, \$30, \$40 or \$50. Visit [boost.com.au/recharge](http://boost.com.au/recharge) for more information.

### CALLS, TEXT & MMS TO INTERNATIONAL NUMBERS FROM AUSTRALIA

Our \$15 Add-On gives you unlimited calls and text from Australia to standard international numbers in 10 destinations: Canada, China, Germany, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK and USA.

The included \$15 Add-On credit can be used for standard international calls and texts to destination not included in the selected ten. For further information on international call rates please refer to [boost.com.au/rates](http://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](http://boost.com.au/rates) for more information.

Just purchase a \$5 Add-On and keep in touch or connected when you're travelling overseas with \$5 credit for calls and text while roaming. The Boost Anytime Plus™ offer excludes data usage while overseas.

When travelling overseas the best way to recharge is online at [boost.com.au/recharge](http://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](http://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](mailto: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](http://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](http://boost.com.au/terms-of-use)

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