

## 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, data roaming and MMS 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	\$70 RECHARGE
DATA	1.5GB	3GB	12GB	22GB	32GB	52GB
CALLS & TEXT	UNLIMITED CALLS & TEXT TO NATIONAL STANDARD NUMBERS					
ROLLOVER	RECHARGE \$30+ BEFORE EXPIRY TO ROLLOVER UNUSED DATA TO USE WITHIN YOUR NEXT RECHARGE					
INTL. CALLS			UNLIMITED STND CALLS TO 10 SELECTED COUNTRIES: New Zealand, United Kingdom, USA, China, Canada, Malaysia, Ireland, Indonesia, France, Thailand, Vietnam, Brazil  PLUS 100 STND MIN TO 40 SELECTED COUNTRIES: American Samoa, Bangladesh, Brunei, Cambodia, Chile, Colombia, Cyprus, Czech Republic, Denmark, Finland, France, Greece, Guam, Hong Kong, Hungary, Iceland, India, Israel, Japan, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Singapore, Slovak Republic, South Africa, South Korea, Spain, Sweden, Taiwan, Thailand	UNLIMITED STND CALLS TO 15 SELECTED COUNTRIES: New Zealand, United Kingdom, USA, China, Canada, Germany, Malaysia, Ireland, Indonesia, France, Thailand, South Korea, Hong Kong, Vietnam, Brazil  PLUS 100 STND MIN TO 35 SELECTED COUNTRIES: American Samoa, Bangladesh, Brunei, Cambodia, Chile, Colombia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Israel, Japan, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Singapore, Slovak Republic, South Africa, Spain, Sweden, Taiwan	UNLIMITED STND CALLS TO 20 SELECTED COUNTRIES: New Zealand, United Kingdom, USA, China, Canada, Germany, Malaysia, Ireland, Indonesia, France, Thailand, South Korea, Hong Kong, Vietnam, Brazil, Chile, Colombia, Taiwan, Japan, Singapore  PLUS 100 STND MIN TO 30 SELECTED COUNTRIES: American Samoa, Bangladesh, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Slovak Republic, South Africa, Spain, Sweden	
			100 STND TEXT TO 50 SELECTED COUNTRIES: New Zealand, United Kingdom, USA, China, Canada, Germany, Malaysia, Ireland, Indonesia, France, Thailand, South Korea, Hong Kong, Vietnam, Brazil, American Samoa, Bangladesh, Brunei, Cambodia, Chile, Colombia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Israel, Japan, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Singapore, Slovak Republic, South Africa, Spain, Sweden, Taiwan			
INTL. TEXT						
EXPIRY	7 DAY EXPIRY		20 DAY EXPIRY			

### ALL FOR USE WITHIN AUSTRALIA

**T&Cs:** Boost offers 3G and 4G services. Outside of 4G coverage areas your device will automatically switch to 3G and speeds will be less." prominently above the T&C's. Amend T&C's to On \$30+ recharges rollover unused data to use within your next recharge when you recharge \$30+. Unlimited Calls and Texts included calls and text to international numbers, satellite and premium numbers (e.g. 19xx numbers), operator assisted calls (most 12xx numbers) and all use overseas. Unlimited International Talk to selected destinations includes calls to standard international numbers to the selected destinations from Australia. Excludes premium services and video calls. 100 mins includes calls to standard international numbers from Australia (excludes premium services and video calls) and 100 texts includes 100 standard texts to eligible destinations. See [boost.com.au/international](http://boost.com.au/international). Service provided by Telstra Corporation Ltd ABN 33 051 775 556. For personal use only, Telstra FairPlay Policy applies.

## INFORMATION ABOUT PRICING

### ADD-ON:

For those of you that want to use services not included in your Boost Anytime Plus™ recharge, you can purchase an Add-On. 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](https://boost.com.au/rates)

	\$5 ADD-ON	\$15 ADD-ON
DATA	500MB	N/A
ADD-ON 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 & MMS)	\$15 To use at standard rates on <b>international calls and text from Australia not included below</b>
INT'L CALLS & TEXT	N/A	<b>UNLIMITED INT'L CALLS &amp; TEXT</b> to standard numbers in Canada, China, Germany, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK and USA from Australia  <b>100 MINS &amp; 100 TEXT</b> to standard numbers in <b>40 eligible destinations</b> from Australia: South Korea, India, Indonesia, Cyprus, Guam, Hawaii, Mongolia, Romania, Israel, Denmark, Luxembourg, Malta, Sweden, Bangladesh, Hong Kong, Puerto Rico, American Samoa, Brunei, Pakistan, Thailand, Mexico, Japan, Colombia, France, Kuwait, Iceland, Hungary, Norway, Peru, Cambodia, Finland, Greece, Spain, Czech Republic, Slovak Republic, Chile, Laos, Vietnam, Brazil, and Taiwan
EXPIRY	28 DAYS	

**Add-Ons:** Active \$10, \$20, \$30, \$40, \$50 or \$70 Boost Anytime Plus™ recharge required to use Add-On. \$5 Add-On Credit excludes content purchases. \$15 Add-On Unlimited Int'l calls and texts and 100 minutes and 100 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, \$50 or \$70. Visit [boost.com.au/recharge](https://boost.com.au/recharge) for more information.

MESSAGE TYPE	RATE
Text (SMS) per message per recipient to a standard international number	20c
MMS picture, audio, or video per message per recipient to a standard 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](https://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 and MMS while overseas.

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

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