



BOOST PREPAID MOBILE

INFORMATION ABOUT THE SERVICE

Your Boost Prepaid Mobile service gives you access to the 2G, 3G and 4G parts of the Telstra Mobile Network, a mobile phone number, lets you 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. If you purchase a Boost Prepaid SIM you'll need to have an 850MHz compatible handset for 3G access and 1800MHz plus 700MHz for 4G access. To check if your handset is compatible see telstra.com/device.

PREPAID MOBILE RECHARGE OPTIONS

Once you activate your SIM card you'll have access to our \$25 ULTRA+™, \$40 UNLTD+™ and \$50 UNLTD+™ Prepaid Recharges. If your SIM card doesn't include credit, simply recharge the amount that's right for you.

WHAT'S INCLUDED

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

WHAT'S NOT

Your credit 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

BOOST PREPAID RECHARGE OPTIONS

To get started, you'll need to buy a Boost Prepaid SIM which is either \$2 (with no included value) or \$40 (with the included value of the \$40 UNLTD+™ Prepaid Recharge).

If you purchase a Boost Handset Starter Pack, your SIM card is included in the pack plus \$10 credit to get you started, to use in Australia within 7 days. We update our handsets frequently, so visit boost.com.au for the latest range of handsets and pricing.

TERMS & CONDITIONS

§Weekend Data: Active \$25 ULTRA+™, \$40 UNLTD+™ or \$50 UNLTD+™ recharge required. For use 9:00pm Friday – 11:59pm Sunday (AEST). ULTRA+™ and 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.

^\$25 ULTRA+™: Calls charged per min.

#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.

	DATA	CALLS & TXT	INTL CALLS & TXT	EXP.
\$25 ULTRA+™	1.5GB DATA + 1GB EVERY WEEKEND§	100mins CALLS^ + UNLTD® TEXT <small>To std national numbers</small>	\$10 BOLT-ON™ REQUIRED	28 DAYS or next recharge
\$40 UNLTD+™	5GB DATA + 1GB EVERY WEEKEND§	UNLTD® CALLS & TEXT <small>To std national numbers</small>	UNLTD® CALLS & TEXT TO 10 SELECTED COUNTRIES# <small>To std international numbers</small>	28 DAYS or next recharge
\$50 UNLTD+™	7GB DATA + 1GB EVERY WEEKEND§	UNLTD® CALLS & TEXT <small>To std national numbers</small>	UNLTD® CALLS & TEXT TO 10 SELECTED COUNTRIES# <small>To std international numbers</small>	28 DAYS or next recharge

ALL FOR USE WITHIN AUSTRALIA

	DATA	CALLS & TXT	INTL CALLS & TXT	CREDIT	EXP.
\$10 BOLT-ON™	500 MB	UNLTD® CALLS & TEXT <small>To std national numbers</small>	UNLTD® CALLS & TEXT TO 10 SELECTED COUNTRIES# <small>To std international numbers</small>	\$10	7 DAYS

ALL FOR USE WITHIN AUSTRALIA

Max Bolt-On™ balance of \$100. Bolt-On™ inclusions are used before ULTRA+™ and UNLTD+™ inclusions, regardless of expiry. \$10 Credit cannot be used on data in Australia and overseas.

BOOST BOLT-ON™

For those of you that want to use services not included in your ULTRA+™ or UNLTD+™ Recharge, you can purchase a Bolt-On™, which gives you unlimited calls to standard Australian numbers, unlimited calls and text to standard international numbers to 10 selected countries#, 500MB data plus \$10 credit to use for services such as international calls and text, calls and text while roaming, premium services and content services.

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. To use your Bolt-On™, you must be within your credit expiry date of your ULTRA+™ or UNLTD+™ recharge.



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OTHER INFORMATION

RECHARGING YOUR SERVICE

You can recharge with a credit / debit card, PayPal™ or your voucher, dial **#111#** and follow the prompts. You can recharge:

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

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 \$25 ULTRA+™, \$40 UNLTD+™ or \$50 UNLTD+™. Visit **boost.com.au/recharge** for more information.

CALLS, SMS & 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 \$25 ULTRA+™, you'll need to add a Boost Bolt-On™.

The \$10 Credit included in the Boost 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 **www.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

To use your Boost Bolt-On™, you must be within your credit expiry date of your \$25 ULTRA+™, \$40 UNLTD+™ or \$50 UNLTD+™ recharge.

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** 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 Boost Bolt-On™ and keep in touch or connected when you're travelling overseas with international roaming. The Bolt-On™ comes with \$10 included credit that can be used toward calls and texts while roaming. Data roaming is not available with the Bolt-On™ and the Boost UNLTD Plus™ offer.

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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