

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.

HANDBSET 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 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 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
DATA	1GB	2.5GB	5GB	15GB	20GB
CALLS & TEXT	UNLIMITED CALLS & TEXT TO NATIONAL STANDARD NUMBERS				
ROLLOVER	RECHARGE BEFORE EXPIRY TO ROLLOVER UNUSED DATA TO USE WITHIN YOUR NEXT RECHARGE				
INTL. CALLS	STANDARD INTERNATIONAL CALLS: 100 MINS TO 50 DESTINATIONS# INCLUDING: 				
EXPIRY	7 DAY EXPIRY	20 DAY EXPIRY			

100 minutes of standard international calls from Australia to 50 eligible destinations apply to Canada, Germany, Ireland, China, Usa, United Kingdom, New Zealand, Malaysia, Singapore, South Africa, 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.

T&Cs: Any unused data expires at the end of the recharge period unless you're on a \$30+ recharge and you recharge \$30+ before expiry. 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) 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 Boost 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, among others, on calls and text while overseas and premium services. Our \$15 Add-On gives you Unlimited International Calls, Text & MMS to standard numbers in 10 eligible destinations from Australia. Additionally, you also get 100 minutes and 100 text to standard numbers in 40 eligible destinations from Australia, plus \$15 Add-On credit for International Calls & Text to international numbers from Australia not included in the previous inclusions 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

	\$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 international calls and text from Australia not included below
INT'L CALLS & TEXT	N/A	UNLTD INT'L CALLS & TEXT to standard numbers in Canada, China, Germany, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK and USA 100 MINS & TEXT to standard numbers in 40 eligible destinations
EXPIRY	20 DAYS	

Add-On 100 minutes of standard international calls and 100 text from Australia to 40 eligible destinations apply to 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.

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 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 or \$50. Visit boost.com.au/recharge for more information.

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 \$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 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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