

## 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

### ANYTIME PLUS 7 AND 28 DAY EXPIRY PLANS

	\$10 RECHARGE	\$20 RECHARGE	\$30 RECHARGE	\$40 RECHARGE	\$50 RECHARGE	\$70 RECHARGE
	7 DAY EXPIRY	28 DAY EXPIRY				
DATA	3GB	5GB	20GB	30GB	40GB	65GB
CALLS & TEXT	UNLIMITED CALLS & TEXT TO NATIONAL STANDARD NUMBERS					
ROLLOVER	RECHARGE OFFER BEFORE EXPIRY TO ROLLOVER UNUSED DATA TO USE WITHIN YOUR NEXT RECHARGE					
INTL. CALLS, TEXT & MMS	<b>UNLIMITED STND CALLS &amp; TEXT TO 20 SELECTED DESTINATIONS:</b> Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam		<b>UNLIMITED STND CALLS &amp; TEXT TO 25 SELECTED DESTINATIONS:</b> Bangladesh, Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam		<b>UNLIMITED STND CALLS &amp; TEXT TO 30 SELECTED DESTINATIONS:</b> Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Laos, Malaysia, Mexico, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam	
	<b>PLUS 100 STND MIN &amp; TEXT TO 35 SELECTED DESTINATIONS:</b> Afghanistan, America, Samoa, Bangladesh, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden		<b>PLUS 200 STND MIN &amp; TEXT TO 30 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Spain, Sri Lanka, Sweden		<b>PLUS 300 STND MIN &amp; TEXT TO 25 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Brunei, Cyprus, Czech Republic, Denmark, Finland, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Luxembourg, Malta, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Sri Lanka, Sweden	
	<b>PLUS 100 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above		<b>PLUS 200 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above		<b>PLUS 300 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above	

### 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.

Rollover unused data to use within your next recharge on all 28 day expiry plans. Unlimited Calls and Texts excludes 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. STND minutes excludes calls to premium services (satellite, 19xx numbers and operator assisted calls) and video calls. See [boost.com.au/international](http://boost.com.au/international) for more information. Service provided by Telstra Corporation Ltd ABN 33 051 775 556. For personal use only, Telstra FairPlay Policy applies.

## INFORMATION ABOUT PRICING

## ANYTIME PLUS LONG EXPIRY PLANS

	\$100 RECHARGE	\$200 RECHARGE	\$150 RECHARGE	\$300 RECHARGE
	6 MTHS EXPIRY		12 MTHS EXPIRY	
DATA	60GB	150GB	80GB	240GB
CALLS & TEXT	UNLIMITED CALLS & TEXT TO NATIONAL STANDARD NUMBERS			
INTL. CALLS, TEXT & MMS	<b>UNLIMITED STND CALLS &amp; TEXT TO 20 SELECTED DESTINATIONS:</b> Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, Indonesia, Ireland, Japan, Malaysia, New Zealand, Singapore, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam  <b>PLUS 600 STND MIN &amp; TEXT TO 35 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Bangladesh, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, India, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Pakistan, Peru, Philippines, Puerto Rico, Romania, Slovak Republic, South Africa, Spain, Sri Lanka, Sweden  <b>PLUS 600 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above	<b>UNLIMITED STND CALLS &amp; TEXT TO 25 SELECTED DESTINATIONS:</b> Bangladesh, Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam  <b>PLUS 1200 STND MIN &amp; TEXT TO 30 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Spain, Sri Lanka, Sweden  <b>PLUS 1200 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above	<b>UNLIMITED STND CALLS &amp; TEXT TO 25 SELECTED DESTINATIONS:</b> Bangladesh, Brazil, Canada, Chile, China, Colombia, France, Germany, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Taiwan, Thailand, United Kingdom, USA, Vietnam  <b>PLUS 1200 STND MIN &amp; TEXT TO 30 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Brunei, Cambodia, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Laos, Luxembourg, Malta, Mexico, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Spain, Sri Lanka, Sweden  <b>PLUS 1200 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above	<b>UNLIMITED STND CALLS &amp; TEXT TO 30 SELECTED DESTINATIONS:</b> Bangladesh, Brazil, Cambodia, Canada, Chile, China, Colombia, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Japan, Laos, Malaysia, Mexico, New Zealand, Pakistan, Philippines, Singapore, South Africa, South Korea, Spain, Taiwan, Thailand, United Kingdom, USA, Vietnam  <b>PLUS 3600 STND MIN &amp; TEXT TO 25 SELECTED DESTINATIONS:</b> Afghanistan, America Samoa, Brunei, Cyprus, Czech Republic, Denmark, Finland, Greece, Guam, Hungary, Iceland, Iran, Iraq, Israel, Kuwait, Luxembourg, Malta, Mongolia, Nepal, Norway, Peru, Puerto Rico, Romania, Slovak Republic, Sri Lanka, Sweden  <b>PLUS 3600 STND MMS TO 55 SELECTED DESTINATIONS</b> as included above

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Unlimited Calls and Texts excludes 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. 'STND minutes excludes calls to premium services (satellite, 19xx numbers and operator assisted calls) and video calls. See [boost.com.au/international](http://boost.com.au/international) for more information. For personal use only, 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](http://boost.com.au/recharge) for more information.

## 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 and MMS 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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