1. REGISTERING AND USING YOUR SERVICE

1.1 We provide the Telstra Pre-Paid service to you mainly for your personal use.

1.2 We will connect your Telstra Pre-Paid service once you register it by providing us with your name, address, email address and details of your intended use and other information and identification reasonably requested by us. If you are connecting a Telstra Pre-Paid Mobile Broadband service or Telstra Pre-Paid Data+ Cap service and are under 18 years of age, you must have the consent of your parent or a responsible adult to use this service. We may request further information from you after you have registered provided that our request is reasonable.

1.3 You must notify us of any changes to your name, address and email address within 14 days of such change by calling us on 125 8880.

1.4 If you have requested to bring your existing mobile number from another phone company, we will activate your service once the transfer is successfully completed. We will tell you if it has not been successful within 24 hours.

1.5 Your handset/device pack or starter kit specifies the “Network Access Period” during which you can use the service features or other Telstra services, once registered. The date on which the Network Access Period ends is the “Credit Expiry Date”.

1.6 Your Credit Expiry Date is determined by a combination of your Telstra Pre-Paid service, the Telstra Pre-Paid offer you have selected (if applicable) and your last recharge. Different rules apply if you use Credit Me2U®.

1.7 Telstra Pre-Paid recharge cards and vouchers are fully transferable, non-refundable but must be activated before the use by date printed on it.

1.8 Any value in your account is not refundable or transferable and will remain with us:
   (a) after the Credit Expiry Date; or
   (b) if you cancel your Telstra Pre-Paid service (other than as a result of our breach) or we cancel the service as a result of your breach.

1.9 If your account balance is insufficient to use a particular feature or service, we will not provide the service to you and will terminate any outbound feature or service in progress, except for calls to emergency services 000 or 112 (where possible) and access to recharge your service.

1.10 When you use the service, we will debit your account balance in accordance with the charges set out in your pricing brochure and OCT.

1.11 When your service is in recharge only period, you can receive but cannot make calls except to emergency services, some Telstra Pre-Paid service numbers and to recharge your service (where possible) or use any other features or Telstra services.

1.12 If you do not recharge your service during your recharge only period, it will be disconnected and your number will be reallocated to another customer. You may receive a text message warning you of this before your recharge only period ends. The length of your recharge only period is 6 months from your Credit Expiry Date.

1.13 Due to system constraints some charges (such as picture messaging) may take up to 48 hours to reach your Telstra Pre-Paid account.

2. UNLOCKING FEE

If your Telstra Pre-Paid handset/device is programmed to only operate on the Telstra network, you may need to pay an unlocking fee to use it on other networks.
3. SIM CARD
   You must call us immediately if your SIM card is lost, stolen or damaged. You are responsible for all the charges on your service until you contact us.

4. CHANGING OUR CUSTOMER TERMS
   We can change OCT from time to time. Generally, if a change will make you worse off, or will have more than a minor detrimental impact for you, we'll tell you at least 30 days before the change. We will tell you about changes by sending you a text message, email or provide a recorded voice announcement at the number you use to access your pre-paid service or otherwise in writing, directing you to further information about the charges (such as on telstra.com or at a Telstra Shop). If a change will have a detrimental impact, we may also publish a notice in a relevant newspaper summarising the change 3 working days beforehand.

5. CANCELLATION AND SUSPENSION
   5.1 You can cancel your service at any time by telling us.
   5.2 We may suspend or cancel a service for a number of reasons – including when you are in breach of OCT (such as using your service in a way which we reasonably believe is fraudulent, poses an unacceptable risk to our security or network capability or is illegal), in an emergency, if we’re legally required to or if we need to work on our networks. The amount of notice (if any) we give you depends on the circumstances.
   5.3 If a service is cancelled or suspended, you are still required to pay relevant charges up to the date of cancellation or suspension.

6. RIGHTS
   We use due care and skill whenever we provide you with a Telstra Pre-Paid service. There may also be other non-excludable statutory guarantees, implied conditions or warranties under consumer protection laws which may apply to the Telstra Pre-Paid service we supply. However, the nature of telecommunications systems (including reliance on some systems that we don’t own or control) means we cannot promise that your Telstra Pre-Paid service will be continuous or fault free.

7. GENERAL
   7.1 When you use Premium SMS, your mobile number will be disclosed to us (including our employees, contractors and agents) and content providers to provide you with content via Premium SMS. If you use Premium SMS on the Service, we may also disclose information about you (including information relating to the conduct of your Account) for the purposes of advising the Australian Securities and Investment Commission of information about complaints and transactions in respect of our customers’ use of Premium SMS.
   7.2 Please read our Privacy Statement “Protecting Your Privacy” available at www.telstra.com.au/privacy/privacy_statement.html which sets out how your personal information is collected, used and disclosed (including for marketing purposes) and your rights in relation to accessing and correcting that information. You agree to the collection, use and disclosure of your personal information in accordance with the Telstra Privacy Statement.

8. TELSTRA FAIRPLAY POLICY
   Our FairPlay Policy is set out in OCT. It’s designed to make sure you can access our services and to ensure the quality and reliability of our network and/or services. The Policy bans any commercial use of our services along with unreasonable or excessive use of our FairPlay offers. If you’ve purchased your mobile mainly for personal use and don’t follow the FairPlay Policy within 30 days of us asking you to, we can cancel or limit your right to use our FairPlay offers, or we can cancel your service connected with the FairPlay offers. For the full FairPlay Policy, see telstra.com.au/customer-terms.

9. COMPLAINTS
   We aim to resolve all problems and complaints quickly and effectively. If you have any concerns please visit a Telstra store or call us on 125 8880. If you’re not satisfied with our response, a supervisor or manager will review your concern and the way it was handled.
   If we are unable to resolve this matter to your satisfaction you can contact the Telecommunications Industry Ombudsman (“TIO”). The TIO is an office of last resort for complaints about telephone and internet services, they’ll only get involved in a complaint after you’ve tried to resolve it with us. Their contact details are listed in the White Pages®.
   The Office of Fair Trading (or similar) in your State or Territory may also investigate complaints.

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