


We're committed to being as transparent about our plans and products as possible. We're proud to say our team has been accredited by the industry body, Communications Compliance Ltd, who ensures that we are compliant with our consumer obligations.

We've listed all our Terms & Conditions and policies on this page, but we call out any big ones so that you know what you're getting into.


It's one of our efforts to be more likeable than hateable around here.

Critical Information Summaries (Current)




5GB
for \$10

[View CIS](#)




30GB
for \$25

[View CIS](#)



100GB
for \$45

[View CIS](#)



160GB
for \$55

[View CIS](#)

Past Critical Information Summaries are on the next page.

Current Promotion T&Cs



[07 October – 01 November]
Bigger Thrills Promo

[View T&Cs](#)

Past promotions are on the next page.

Policies

The below policies are downloadable PDFs.

[General Terms / SFOA](#)

[Service Description](#)

[Billing & Payment Policy](#)

[Customer Service Satisfaction Guarantee](#)

[Financial Hardship Summary](#)

[Financial Hardship Policy](#)

[Complaint Handling Policy](#)

[Privacy & Credit Reporting Policy](#)

[Fair Use Policy](#)

[Value Added Service](#)

[Standard Pricing Table](#)

[Roaming](#)

[International Calls](#)

[Unwelcome & Life-threatening
Communications & Domestic Violence Policy](#)

[Terms & Conditions for Porting In](#)

[Referral Program](#)

[Social Media Policy](#)

[Data Usage Guide](#)

[Vulnerability Disclosure Program](#)

Forms

The below forms are downloadable PDFs.

[Financial Hardship Application Form](#)

[Third-party Authorisation Form](#)

[Transfer of Ownership Form](#)

Critical Information Summary (Previous)

The below documents are downloadable PDFs.

Prior to 07 Oct 2021

[8GB for \\$18: Critical Information Summary](#)

[20GB Monthly Plan: Critical Information Summary](#)

[100GB for \\$38: Critical Information Summary](#)

Prior to 15 Jan 2021

[100GB for \\$38: Critical Information Summary](#)

[20GB for \\$28: Critical Information Summary](#)

Prior to 20 Aug 2020

[100GB for \\$28 \(6 months\): Critical Information Summary](#)

[100GB for \\$38 \(12 months\): Critical Information Summary](#)

[40GB for \\$28: Critical Information Summary](#)

[100GB for \\$28: Critical Information Summary](#)

[100GB for \\$38: Critical Information Summary](#)

[100GB for \\$38: Critical Information Summary \(for customers who signed up for this plan up until 16 April\)](#)

[100GB for \\$38 \(12 months\): Critical Information Summary](#)

[40GB for \\$28: Critical Information Summary](#)

[100GB for \\$28 \(6 months\): Critical Information Summary](#)

[100GB for \\$28: Critical Information Summary](#)

[20GB Monthly Plan: Critical Information Summary](#)

Prior to 16 Aug 2020

[40GB for \\$28 \(12 months\): Critical Information Summary](#)

[40GB for \\$28 \(6 months\): Critical Information Summary](#)

[100GB for \\$28 \(6 months\): Critical Information Summary](#)

[100GB for \\$28: Critical Information Summary](#)

[20GB Monthly Plan: Critical Information Summary](#)

Policies (Previous)

[Referral Program \(Prior to 11 Nov\)](#)

Promotion T&Cs (Previous)

The below documents are downloadable PDFs.

[\[03 September – 07 October\] Exclusive Offer Promo](#)

[\[16 July – 02 August\] July Special Offer Promo](#)

[\[13 July – 16 July\] Click Frenzy Julove Promo](#)

[\[1 July – 13 July\] 20% Off Promo](#)

[\[9 June – 1 July\] EOFY offer](#)

[Family and Friends Bundle](#)

[\[28 May – 4 June\] Lucky Draw 2](#)

[\[24 May – 1 June\] 20% offer](#)

[\[21 May – 24 May\] It's Back Promo](#)

[\[31 March – 17 May 2021\] 20% Off Promo](#)

[\[17 May – 21 May\] Click Frenzy Mayhem 2021 Promo](#)

[\[10 – 16 May\] Lucky Draw](#)

[\[22 Jan – 31 March 2021\] January – March 2021 Promo](#)

[\[18 Jan – 22 Jan 2021\] New Year Promo – Extended](#)

[\[31 Dec 2020 – 18 Jan 2021\] New Year Promo – Extended](#)

[\[9 Dec 2020 – 15 Jan 2021\] Customer Exclusive: Referrals – Win an iPhone 12 Pro](#)

[\[23 – 31 Dec\] New Year Promo](#)

[\[9 – 31 Dec\] Say Goodbye to 2020 Promo](#)

[\[9 -23 Dec\] The Great Barby](#)

[\[30 Nov 2020 – 9 Dec 2020\] 8GB for \\$10 Promo](#)

[\[30 Nov 2020 – 9 Dec 2020\] TRIPLEDATA Promo](#)

[\[Previous\] Family and Friends Bundle](#)

[\[9 – 13 Nov 2020\] JOINTHEFRENZY Promo](#)

[\[9 – 13 Nov 2020\] SUPERFRENZY Promo](#)

[\[9 Oct – 2 Nov 2020\] JUSTFORYOU Promo](#)

[\[20 Aug – 20 Oct 2020\] Victoria Lockdown Plan](#)

[\[2 – 8 Oct 2020\] ONEWEEKONLY Promo](#)

[\[10 – 17 Sept 2020\] \\$10 discount for 6 months](#)

[\[20 Aug – 17 Sep 2020\] Give Us A Go 100GB for \\$1 Promo](#)

[\[7 – 10 Sep 2020\] Weekend Promo Extended T&Cs](#)

[\[4 – 6 Sep 2020\] Weekend Promo T&Cs](#)

Promotion T&Cs (Previous)

The below documents are downloadable PDFs.

[\[21 -31 Aug 2020\] Activation Giveaway \(Airpods Pro\)](#)

[\[13 – 21 Aug 2020\] 100GB for \\$1 Promo](#)

[\[5 – 31 Aug 2020\] Goodbye Exclusive Promo](#)

[\[3 – 31 Aug 2020\] Bye Telstra Promo](#)

[\[29 July 2020\] Family and Friends Bundle T&Cs \(Prior to 21 August 2020\)](#)

[\[27 Jul – 13 Aug 2020\] Data Mania Promo: 20GB for \\$18 for 6 months T&Cs](#)

[\[19 – 27 Jul 2020\] Go Crazy Promo: 100GB for \\$28 for 12 months T&Cs](#)

[\[19 – 27 Jul 2020\] Go Crazy Promo: 20GB for \\$18 for 12 months T&Cs](#)

[\[8 – 19 Jul 2020\] Data Mania Promo: 100GB for \\$28 for 6 months T&Cs](#)

[\[8 – 19 Jul 2020\] Data Mania Promo: 20GB for \\$18 for 6 months T&Cs](#)

[\[6 – 19 Jul 2020\] July Referral Challenge T&Cs](#)

[\[29 – 30 Jun 2020\] Try Us Out for \\$1 Promo – Round 2 T&Cs](#)

[\[24 – 28 Jun 2020\] Try Us Out for \\$1 Promo T&Cs](#)

[\[9 – 14 Jun 2020\] Additional SIM Cards Promo T&Cs](#)

[\[3 – 7 Jun 2020\] Sign Up And Win T&Cs](#)

[\[23 May – 8 Jul 2020\] Extended Data Frenzy Promo: 100GB for \\$28 T&Cs](#)

[\[17 – 22 May 2020\] Data Frenzy Promo: 100GB for \\$28 T&Cs](#)

[100GB for \\$38 T&Cs](#)

[WELCOME: \\$18 Discount for First Bill T&Cs](#)

[\[27 Mar – 17 Apr 2020\] Stay Home Promo T&Cs](#)

[\[11 Mar – 17 Apr 2020\] 100GoodByes Offer T&Cs](#)

[Weekly Referral Perks T&Cs](#)

[\[1 Mar – 22 Apr 2020\] DOUBLEDATA Promo](#)

[\[19 – 29 Feb 2020\] 100GB for \\$28 Buhbye Promo](#)

[\[17 – 29 Feb 2020\] Extended Netflix On Us Promo](#)

[\[14 – 17 Feb 2020\] Netflix On Us Promo](#)

[\[6 – 28 Feb 2020\] WhistleOut Exclusive: 20GB for \\$18 for 6 months Promo](#)

[\[31 Jan – 29 Feb 2020\] Customer Exclusive: Share The Love Referral Campaign](#)

[Try Us Out: \\$10 Discount for 3 Months T&Cs](#)

[\[15 – 21 Jan 2020\] 100GB for \\$28 for 6 months Promo T&Cs](#)

[\[10 Jan – 28 Feb 2020\] 40GB for \\$28 Promo T&Cs](#)

[\[24 – 30 Dec 2019\] 100GB for \\$28 End of Year Promo T&Cs](#)

[\[12 – 18 Dec 2019\] 100GB for \\$28 WhistleOut Promo T&Cs](#)

[\[10 Dec 2019 – 10 Jan 2020\] Customer Exclusive: Refer and Win](#)

[\[29 Nov 2019 – 10 Jan 2020\] Extended 20GB for \\$18 Promo T&Cs](#)

[\[14 – 17 Nov 2019\] Extended 100GB for \\$28 Promo T&Cs](#)

[\[11 – 14 Nov 2019\] 100GB for \\$28 Promo T&Cs](#)

[\[18 Oct – 1 Nov 2019\] #morelikeable Instagram Giveaway T&Cs](#)

[\[23 Oct – 30 Nov 2019\] 20GB for \\$18 Promo T&Cs](#)

[\[1 – 22 Oct 2019\] Extended Launch Promo T&Cs](#)

[\[12 – 30 Sep 2019\] Launch Promotion T&Cs](#)

[JOINTHEFRENZY Extended Promo](#)

[SUPERTHEFRENZY Extended Promo](#)

[GIVEUSAGO100 – 100GB for \\$1 Promo](#)