

Critical Information Summary

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.



Telstra Connected Business Mobile Lease Plans

Plan	\$130	\$190
Minimum monthly charge	\$130/mth	\$190/mth
Total minimum cost – 24 months*	\$3,120	\$4,560
Maximum Early Termination Charge (ETC)^	\$1,560	\$2,280
Calls/SMS/MMS to standard Australian numbers	Unlimited	Unlimited
Data (Shareable)	20GB	30GB
International calls/SMS from Australia	Unlimited	Unlimited
International Roaming calls/SMS while in eligible countries	Charges apply	1.5GB data/mth + Unlimited to eligible countries
* The total minimum cost does not include additional monthly lease payments which depend on your choice of device. ^ Plus any early termination charge for your Device Lease Contract (see 'Early Termination Charge' section). Domestic allowances: all for use in Australia. International calls/SMS from Australia to standard international numbers. International Roaming allowances: refer to the 'Monthly Call/ Data Allowance' and 'Using your service overseas' sections.		

Information about the service

The Telstra Connected Business Mobile Lease plan (Plan) is for a post-paid mobile phone service when you lease a mobile handset on a Device Lease Contract. You'll get access to our network, a mobile phone number, be able to make and receive calls, send and receive messages, and access mobile data.

Minimum term

24 months

Device Lease Contract (DLC)

You must lease an eligible handset to use with your Plan and make a lease payment each month over 24 months. You don't own the handset, and must return it at the end of your 24-month DLC unless you make an offer to purchase it. Lease costs vary depending on the handset you choose.

Upgrading your device and upgrade fees

On the \$130 Plan, you can upgrade to a new eligible handset after the first 12 months of your DLC, provided you terminate your existing DLC, return the leased handset (in good working order) to us within 14 days of entering into a new 24 month eligible handset and service plan and pay an upgrade fee of \$99. If your device is damaged, you'll have to pay a damage fee (\$229 for minor damage or up to \$499 for damage that is beyond repair).

On the \$190 Plan, you may upgrade your device two times in each 12 month period of your Telstra My Business Mobile Lease Plan. To find out more refer to the Business Lease Assure Critical Information Summary. Regardless of damage, you can upgrade your leased handset to a new eligible handset, provided you terminate your existing DLC, return the leased handset to us within 14 days (or same day if returning in store) of entering into a new 24-month eligible handset and mobile service plan and pay an upgrade fee of \$190. If you upgrade your device after the first 12 months of your DLC and your phone is in good working order, you'll only pay \$99.

Returning your device

The SIM card must be removed and the device reset to factory settings so that personal or confidential information is deleted. All locking features must be disabled and you must provide any device documentation reasonably required to show it is the correct device. Otherwise a fee of up to \$499 applies.

What happens if I don't return my device?

If you fail to return your device at the end of the DLC term (subject to our approval), you must continue to pay the monthly payment for your device and Plan (including any Business Lease Assure fees) for up to 6 months after which, if still not returned we will charge you a device non return fee equivalent to the fair market value of the device (to be advised at the time). If you fail to return your device within 14 days of upgrading your device, you must pay a non return fee based on the fair market value of the device (to be advised at the time) plus 20%.

Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile accessories, for which you'll be charged monthly interest-free payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories.

Business Lease Assure

Business Lease Assure is only included in the \$190 Plan. Refer to the Business Lease Assure Critical Information Summary for full details.

Monthly Call Allowance

Refer to the table above. You can use your domestic Monthly Call Allowance for most types of national direct dial calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to most 11xx, 13xx, and 12xx, calls and SMS to most satellite phones, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code or mobile numbers commencing with only 04xx and any other calls or messages determined by us. Calls to 18xx numbers are free on this Plan. Your Plan includes unlimited standard SMS, MMS, MessageBank® retrieval and diversion, iPhone MSG Bank Plus and Voice2Text.

Your Plan also includes unlimited voice calls, and SMS from within Australia to standard international numbers.

International roaming is already active on your Plan. On the \$190 Plan, when roaming in an eligible country, you also can use your International Roaming Allowance for data, voice calls and SMS to standard numbers in that eligible country or to Australia.

The list of eligible countries may change from time to time, for a current list please go to telstra.com/business/international-roaming

Monthly Data Allowance

Refer to the above table – any unused Monthly Allowance expires each month. Your domestic Monthly Data Allowance is shared with other eligible Fleet plans and Mobile Broadband services that support data sharing on your account while in Australia.

The \$190 Plan has 1.5GB of data per month to use in eligible countries. Your International Roaming Allowance for data can't be shared with other services on your account. Any data used to send or receive an MMS from an eligible country will use your data allowance.

Free intra-account calls

You can make free voice and video calls to eligible services like Connected Business Mobile, Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Business Mobile PLUS, Digital Office Technology (DOT) Mobiles and Business Fleet Select on the same account in Australia.

Telstra Mobile Device Management (T-MDM)

Your Plan includes T-MDM, which allows you to manage your Telstra-approved devices using the T-MDM portal. Through this portal you can perform a wide range of administrative functions allowing you to deploy, secure, and protect your Mobile Devices. For more information visit telstra.com/tmdm

Free Telstra Air®

You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon Spots overseas. Download the Telstra Air app or visit telstra.com/air to activate Telstra Air.

What's not included

Calls and services not listed as included cost extra (eg, premium number calls and SMS/MMS). You must pay us for this use separately. See the charges at telstra.com/customer-terms

The \$190 Plan doesn't include the following usage overseas: mobile usage in any country that isn't Australia or an eligible country, MMS, premium SMS, video calls and calls to non-standard numbers (including satellite, premium and operator-assisted) content charges such as ringtones, apps movies or songs. Charges for these calls can be found at telstra.com/customer-terms and telstra.com/business/overseas

Information about pricing

Minimum monthly charge

Your minimum monthly charge includes:

- your monthly Plan value plus Lease payments (minus any applicable Smartphone Bonus Offer)
- any charges for usage above or outside your Plan's inclusions and
- the cost of any extras, like ARO payments.

If you use more than your Monthly Call or Data Allowance per month, or use your service for things not included in your Plan, you'll have to pay more than your monthly Plan value.

Total minimum cost

The total minimum cost that you'll need to pay over the term of your Plan is described in the above plan table (plus any DLC and ARO payments).

Excess data

If you go over your domestic Monthly Data Allowance (including data you can share), you will be charged an additional 2¢ per MB (charged per KB or part thereof) for usage in Australia. If you're not sure how much data you might need, you can go to the Data Usage Calculator at telstra.com.au/mobile-phones/plans-and-rates/data-usage-calculator. If you need to increase your data allowance you can move to a higher plan or purchase a Business Data Pack at any time.

On the \$190 Plan, if you go over your International Roaming Allowance for data, you will be charged 3¢/MB for data usage (charged per KB or part thereof).

Using your service overseas

The \$130 Plan does not include use while overseas, so you'll be charged separately for this usage. On the \$190 Plan if use your service while roaming outside the eligible countries, you make calls or send messages to a country that isn't Australia or the eligible country you are in, you'll be charged separately for this usage.

The cost of using your service overseas is higher than in Australia, and you may be charged for usage that wouldn't incur charges in Australia (eg. charges to receive calls). The main charges are:

- **calls and SMS while overseas** – for call and SMS rates, see telstra.com/business/overseas
- **data while overseas or in a non eligible country** – \$3 per MB (charged per KB or part thereof).

For help with technical issues while overseas, call our 24/7 Helpdesk on +61 439 12 5109. To deactivate International Roaming, please call us on 13 2000.

Early Termination Charge (ETC)

If you cancel or we terminate your DLC for your breach within the first 12 months, you must pay a fee based on the device's recommended retail price which decreases by 3% each month up until the month in which you terminate (or part thereof). You will retain the leased handset and title will pass to you. If you cancel or we terminate for your breach from month 13 and you want to (a) return your handset, a fee of \$99 will apply for good working order handsets or up to \$499 for damaged handsets or (b) retain your handset and have title pass to you, you must pay the fair market value for your handset (to be advised at the time). All charges are in addition to any Early Termination Charges for your Plan and accessories.

The maximum Early Termination Charge for your Plan at the start of your Plan is set out in the table above.

Other information

Billing and important information about your first bill

When you start or change your Plan part way through a billing period, your first bill will have additional charges.

To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

Manage your service online

To view billing information online, register for Online Bill at telstra.com/business/billing. Track your estimated Australian mobile data usage via our Telstra 24x7® App.

We'll send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance or register and access our Mobile Data Usage Meter at telstra.com/business/datameters. SMS alerts can be set up to send usage notifications at both the individual or account level.

Mobile coverage

You can access 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 3G coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from. To find out more about our mobile coverage and networks or how to optimise network performance visit telstra.com/coverage

We're here to help

Learn more at telstra.com/business or call us on 13 2000 or 133 677 (TTY) for assistance.

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

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 or visit tio.com.au/about-us/contact-us for more details.

This is a summary only – the full legal terms for this Plan are contained in your agreement with Telstra, including Our Customer Terms which is available at telstra.com/customer-terms