



Telstra Connected Business Mobile Broadband BYO Plans

Plan	\$35	\$55	\$75	\$105	\$175
Minimum monthly charge	\$35/mth	\$55/mth	\$75/mth	\$105/mth	\$175/mth
Total minimum cost – 24 months	\$840	\$1,320	\$1,800	\$2,520	\$4,200
Maximum Early Termination Charge (ETC)	\$420	\$660	\$900	\$1,260	\$2,100
Monthly Data Allowance (Shareable)	5GB 0.68¢/MB	10GB 0.53¢/MB	15GB 0.48¢/MB	30GB 0.34¢/MB	50GB 0.34¢/MB
All for use in Australia. Excess Data is charged at 2¢/MB (charged per KB or part thereof).					

Information about the service

The Telstra Connected Business Mobile Broadband plan (**Plan**) is for a mobile broadband service. It gives you access to the Telstra Mobile Network, a mobile broadband service number and lets you access data.

Minimum term

24 months.

BYO device or Mobile Repayment Option

Your Plan doesn't include a device and you need to bring your own, or buy one outright.

You can also purchase a device at an additional cost to use with your Plan by taking up a Mobile Repayment Option (**MRO**). If you cancel your MRO, you'll have to pay the remaining cost of the device.

Accessory Repayment Option

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

Your Monthly Data Allowance

Refer to the above plan table for your included monthly data allowance.

Your Monthly Data Allowance is for use in Australia only. Your unused Monthly Data Allowance expires each month. 1GB (Gigabyte) = 1,024MB (Megabytes)

Your Monthly Data Allowance is shared with other eligible fleet plans and mobile broadband services that support data sharing on your account while in Australia.

Eligible services include Telstra Mobile Broadband (**TMB**) Share Plans, Connected Business Mobile (excludes \$10 Connected Business Mobile plan), Business Fleet Plus (excluding \$10 Fleet Plans), Business Fleet Connect and Business Mobile Advantage Plans.

Telstra Mobile Device Management

Allows you to manage your Telstra-approved devices using the T-MDM portal. By accessing the T-MDM portal you can perform a wide range of administrative functions allowing you to deploy, secure, and protect your Mobile Devices. T-MDM can be purchased for \$5 per month on the \$35, \$55 and \$75 Plans.

What's included

- Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband device in Australia.
- Telstra Mobile Device Management (**T-MDM**) is included in the \$105 or \$175 Plans.
- The \$175 Plan includes 1.5GB of data to use when roaming in an eligible country (excess data 3¢/MB charged per KB or part thereof). The list of eligible countries may change from time to time, for a current list please go to telstra.com/business/international-roaming

The list of as at November 2016 is: Argentina, Austria, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Croatia, Czech Republic, Denmark, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA and Vanuatu (each an Eligible Country).

What's not

Your Plan does not include any voice or messaging allowance such as Voice and MessageBank®, Video and Video MessageBank, BlackBerry®, SMS (including Premium SMS) and MMS; any content subscription or Value Added Services including Foxtel by Mobile. Additional standard charges apply for use of these services.

Use while overseas is not included (except on the \$175 Plan) and you'll be charged separately for this usage. T-MDM is not included in the \$35, \$55 and \$75 Plans.

Information about the price

Minimum monthly charge

If you use more than your Monthly Data Allowance per month or use your device for things not included in your Plan you'll have to pay more than your minimum monthly charge.

Total minimum cost

The total minimum cost that you'll pay over the period of your Plan is described in the table above (plus any MRO or ARO).

Early Termination Charge

If you cancel your Plan before the end of your 24 month term, you will need to pay us an ETC and any remaining MRO and ARO payments. The ETC for your Plan is described in the table above.

Changing plans

If you move to another plan before the end of your minimum term and start a new contract, you may also need to pay us an ETC plus any remaining MRO and ARO repayments.

If you use more data

If you use more than your shared Monthly Data Allowance on your account each month, each service will be charged 2¢ per MB (charged per KB or part thereof) for usage in Australia. If you need to increase your data allowance you can move to a higher plan or purchase a Business Data Pack.

SMS and MMS charges in Australia

When the SIM we provide with your mobile broadband service is placed in a SMS capable mobile broadband device, these are the charges that will apply if you choose to SMS/MMS in Australia to standard Australian numbers:

- **SMS to national numbers** – 25¢ per message sent per recipient
- **MMS to national numbers** – 50¢ per message sent per recipient.

SMS and MMS to international numbers

Your Plan doesn't include SMS or MMS to international numbers, so you will be charged extra for these. The main charges that apply to messages to standard international numbers are:

- **SMS to international numbers** – 50¢ per message per recipient
- **MMS to international numbers** – 75¢ per message per recipient.

Other information

Manage your service online

We'll send you SMS alerts within 48 hours of you reaching an estimated 50%, 85% and 100% of your Monthly Data Allowance if you have a device which supports SMS. Not all mobile broadband devices can receive SMS. We recommend that you configure your notifications to be sent to a nominated email address. To change your default notification from SMS to a nominated email address, go to telstra.com/business/mdum to register for My Account then login to the Mobile Data Usage Meter.

You can track your estimated Australian mobile data usage on your compatible device by downloading our Telstra 24x7® App. Available at telstra.com/business/app

Using your service overseas

Your plan has International Roaming already activated. To de-activate international roaming, please call us on 13 2000. Your Plan (except the \$175 Plan) does not include use while overseas, so you'll be charged separately for this usage.

On the \$175 Plan, if you use your service while roaming outside the Eligible countries or send messages to a country that isn't Australia or the Eligible country you are in (or for usage not included in your Plan), 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). Here are the main charges that apply:

- **data while overseas** – \$3 per MB (charged per KB or part thereof).

You can also use our spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, visit telstra.com/manageirusage

Telstra 4G device and tablet information

You can access 4G coverage if you have a 4G device and you are in a 4G coverage area. Outside 4G areas or if you have a 3G device, you'll receive access to our 3G coverage. Mobile broadband 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 visit telstra.com/coverage

Billing

Your bill is charged on the same date each month (eg 15 May, 15 June, 15 July). Each 'month', you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your monthly charge (referred to as pro-rating). You'll still receive your full Monthly Data Allowance.

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

We're here to help

Learn more at telstra.com/business or call us on 13 2000 or 1800 808 981 (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.au/customer-terms/