

Part B – Our current and recent business pricing plans

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Certain words are used with the specific meanings set in [Part A – General of the Telstra Mobile section](#), or in [the General Terms of Our Customer Terms](#).

1 About this Part

1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

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See clause 1 of [Part A – General of the Telstra Mobile section](#) for more detail on how the various parts of the Telstra Mobile section should be read together.

2 Eligibility for various plans

- 2.1 In addition to our rights under the General Terms, you may not be eligible to apply for the offers listed below or we may disconnect you from an offer if you:
- a. charge any other person for any of the services or benefits provided to you under the offer;
 - b. enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under an offer; or
 - c. act as agent for any person in entering into an offer.

3 Calculating your early termination charge (“ETC”)

- 3.1 If you need to pay an ETC under the terms of your plan, it will be calculated according to the following formula:

monthly fee x number of months (or part thereof) remaining in your minimum term x 50%
unless a different formula is set out below.

- 3.2 The ETC decreases over the minimum term. The maximum ETC for your plan and the circumstances in which you may be required to pay an ETC are set out in the section of this part that relates to your plan.

4 Business Mobile Plans

For new connections on and from 1 May 2018

Eligibility

To take up a Business Mobile Plan (**Business Mobile Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply Business Mobile Plans for business purposes, so you must use the plan predominantly for business purposes.

- 4.1 Services connected to the following plans can't be on the same account as services on Business Mobile Plans:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

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Availability

- 4.2 Business Mobile Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a Business Mobile Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.
- 4.3 Business Mobile Plans are available as a:
- a. **24 month SBO plan:** You purchase an eligible handset from us under a Mobile Repayment Option (**MRO**) and depending on the handset you choose:
 - (i) you may have to pay an amount upfront and make monthly interest-free repayments; and
 - (ii) we may give you a Smartphone Bonus Offer (**SBO**) which means you will receive a discount to offset the handset cost.
 - b. **12 month BYO Plan, 24 month Team BYO Plan or Month to Month Casual Plan:** You bring your own compatible handset or purchase a compatible handset from us outright or under an MRO.

MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

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Plan options

4.4 You can choose from the Business Mobile Plans set out in the table below.

	SBO Plans (24 months)						BYO Plans (12 months)					Team Plans (24 months)		Month to Month Casual Plan				
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49 (also known as MX Online Mobile Plan)	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109	
Business Demand Data	N/A		Included				N/A				Included	N/A		N/A				
Minimum cost over 12 months	N/A						\$468	\$588	\$708	\$948	\$1,188	N/A		N/A				
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776	N/A					\$1,416	\$1,896	N/A				
Monthly Call Allowance for standard calls	Unlimited						\$1000	Unlimited					Unlimited		\$1000	Unlimited		
Calls to 18xx numbers	Included						Included					Included		Included				
Standard messages	Unlimited						Unlimited					Unlimited		Unlimited				
Monthly Data Allowance	2GB	5GB	20GB	40GB	80GB	160GB	2GB	15GB	15GB	30GB	60GB	15GB	30GB	2GB	15GB	30GB	60GB	

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	SBO Plans (24 months)						BYO Plans (12 months)					Team Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49 (also known as MX Online Mobile Plan)	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Extra Data per 1GB or part	\$10						\$10					\$10		\$10			
Telstra Air® Allowance	Unlimited See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf																
StayConnected Advanced™	Optional \$15 per month					Included	N/A					N/A		N/A			
Voice-2-Text	Optional in-market offer					Unlimited	Optional in-market offer					Optional in-market offer		Optional in-market offer			
MessageBank® retrieval and diversion	Included						Included					Included		Included			
MessageBank® Plus for iPhone (iOS4.3+ required)	Included						Included					Included		Included			
Data Share SIM	Optional + \$5 per month.						Optional +\$5 per month.					Optional +\$5 per month.		Optional + \$5 per month.			
Intra-Account calls	Free						Free					Free		Free			

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	SBO Plans (24 months)						BYO Plans (12 months)					Team Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49 (also known as MX Online Mobile Plan)	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 45 Eligible Destinations*		Unlimited to 15 Eligible Destinations* included			Unlimited to all Destinations	+ \$10 per month for unlimited to 45 Eligible destinations*			Unlimited to 15 Eligible Destinations* included	Unlimited to all Destinations	+ \$10 per month for unlimited to 45 Eligible Destinations*	Unlimited to 15 Eligible Destinations* included	+ \$10 per month for unlimited to 45 Eligible Destinations*	Unlimited to 15 Eligible Destinations*	Unlimited to all Destinations	
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.						Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.					Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.		Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.			

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	SBO Plans (24 months)						BYO Plans (12 months)					Team Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49 (also known as MX Online Mobile Plan)	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Monthly roaming allowance for use in Eligible Destinations	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.		1GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))	2GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))	10GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.						+ up to \$10 per day International Day Pass for Unlimited standard calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.	+ up to \$10 per day International Day Pass for Unlimited standard calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.				

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	SBO Plans (24 months)						BYO Plans (12 months)					Team Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49 (also known as MX Online Mobile Plan)	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Telstra New Phone Feeling® redemption	\$149 - See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.					Included	N/A					N/A		N/A			
<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p> <p>*45 Eligible Destinations are; Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary, and France</p>																	

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Business Demand Data

- 4.5 The Business Demand Data (**BDD**) service is a mobile broadband data solution that, once you are on 4G on our Telstra Mobile Network, aims to provide enhanced data treatment on 4G on our Telstra Mobile Network during unusual and unexpected times of high traffic demand.
- 4.6 The BDD service is only available when you are on 4G coverage on our Telstra Mobile Network (excluding 2G, 3G, 5G and satellite coverage) and relates only to data downloads and not uploads.
- 4.7 Even with the BDD service, your download experience during these periods of unusual and unexpected times of high traffic demands is still likely to be poorer than usual, and you may not be able to do things requiring high speeds (for example, large file downloads or high-definition video). You acknowledge and agree that other traffic, including but not limited to, high priority government and emergency situations and Telstra LANES® customers will be prioritised and given preferential data treatment over your traffic.
- 4.8 The BDD service does not guarantee a minimum throughput for your data on 4G on our Telstra Mobile Network.
- 4.9 The BDD service will be provided on a monthly basis. We can withdraw the BDD service at any time.

What you must pay each month

- 4.10 Each month you must pay us:
- a. the minimum monthly charge for your Business Mobile Plan;
 - b. for all usage in excess of or not eligible to draw from your included allowances;
 - c. if you have an MRO, for any handset repayments (less any applicable SBO discount, if eligible);
 - d. any additional Data Share SIMs you may take up (if eligible); and
 - e. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

- 4.11 In addition to your minimum monthly charge you must pay for:
- a. standard calls in excess of your Monthly Call Allowance, up to a maximum of \$59 each month; and
 - b. calls and messages that aren't standard calls and messages.

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- 4.12 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.
- 4.13 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotal mobiles and any other calls or messages as determined by us.
- 4.14 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

- 4.15 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Business Mobile Plan which are connected to one of the following plans:
- Business Mobile Plans
 - Business Mobile Lease Plans
 - My Business Mobile Plans
 - Go Business Mobile Plan
 - Go Business Data Share SIMs
 - Business Mobile Broadband Share Plan
 - Data Share SIM Plans
 - Easy Share Business Plans
 - Business Performance Plans

(Eligible Services).

- 4.16 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).
- 4.17 In addition to your minimum monthly charge you must pay for:
- a. data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
 - b. data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

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- 4.18 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.
- 4.19 Any unused Monthly Data Allowance and Extra Data expires each month.
- 4.20 By taking up a Business Mobile Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

- 4.21 Business Mobile Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 4.22 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

- 4.23 Data Share SIMs:
- a. A Data Share SIM can be purchased for \$5 per month per SIM.
 - b. A total of up to 5 Data Share SIMs can be purchased per Business Mobile Plan.
 - c. Each Data Share SIM includes 100MB of data each month to use in Australia.
 - d. Data Share SIMs do not have a voice capability and can't be used in a mobile handset.
 - e. You can choose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
 - f. Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.
- 4.24 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.
- 4.25 If you cancel your Business Mobile Plan, any Data Share SIM attached to that Business Mobile Plan will be cancelled.

Free Intra-Account calls

- 4.26 Intra-Account calls are voice and video calls from Australia to services in Australia on the

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same account as a Business Mobile Plan and which are connected to one of the following plans:

- Other Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- My Business Mobile Plans
- Business Mobile Maximiser Plans

4.27 Free Intra-Account calls do not apply to international calls or international roaming calls.

Monthly International Calls and SMS Allowance (from Australia)

4.28 Your \$99, \$129 and \$149 Business Mobile Plans, \$79 Business Mobile BYO Plan, and \$89 Business Mobile Casual Plan all include a Monthly International Call and SMS Allowance to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible Destinations set out in clause 4.24 (**Monthly International Call and SMS Allowance**), while your \$199 Business Mobile Premium Plan, \$99 Business Mobile BYO Plan, and \$109 Business Mobile Casual Plan includes a Monthly International Call and SMS Allowance to make unlimited calls, and SMS while you are in Australia to standard fixed and mobile international numbers in any country.

4.29 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (“**Eligible Destinations**”).

4.30 If you make non-standard international calls, or call destinations which are not Eligible Destinations, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types of the Telstra Mobile Section of Our Customer Terms will apply](#).

International Roaming

International roaming is automatically activated on new Business Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

Monthly International Roaming Allowance

4.31 Your \$129 and \$149 Business Mobile Plan, and \$199 Business Mobile Premium Plan include a Monthly International Roaming Allowance to make unlimited calls/SMS and 1GB (\$129 plan), 2GB (\$149 plan) and 10GB (\$199 plan) of mobile data in the following overseas destinations:

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador,

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Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Lao, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu, Vietnam (each an “**Eligible Roaming Country**”).

- 4.32 If you exceed your data Monthly International Roaming Allowance, you’ll be charged \$10/500MB block (or part thereof) until the end of your billing period. Any mobile data used to send or receive MMS while you are in Eligible Roaming Destinations will use your Monthly International Roaming Allowance.
- 4.33 If you make calls, send SMS and use data in destinations other than Eligible Roaming Destinations, you will be charged extra. Charges for international roaming calls/SMS/MMS and mobile data are set out at [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 4.34 Your \$59, \$79 or \$99 Business Mobile Plan, all Business Mobile BYO, Casual Plans and \$49 Business Mobile MX Online Plan, all have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we’ll automatically add extra data to your service in blocks of 500MB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 4.35 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- a. use your mobile outside of Eligible Roaming Destinations; or
 - b. choose to opt out of your International Day Pass.
- 4.36 Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

Smartphone Bonus Offer (SBO)

- 4.37 If you take up a SBO Plan and:
- a. purchase an eligible handset on 24 month MRO; and
 - b. your SBO Plan and your MRO have the same length term and commence on the

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same day,

you may be eligible to receive a discount on your bill each month (**SBO**).

- 4.38 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.
- 4.39 If your SBO Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO.

FairPlay Policy

- 4.40 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) applies to Business Mobile Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a Business Mobile Plan unlimited allowance to:
 - a. send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
 - b. use a service connected to a Business Mobile Plan in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection); or
 - c. establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

- 4.41 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if Business Mobile Plans are still available for recontracting.

<p>If you move to the same type of Business Mobile Plan (ie BYO Plan to BYO Plan or SBO plan to SBO) with a lower minimum monthly charge</p>	<p>You will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.</p>
<p>If you move from a BYO Plan to a BYO Plan with a higher minimum monthly charge</p>	<p>You will not need to restart your minimum term and no early termination charge will apply.</p>

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If you move from a SBO Plan to SBO Plan with a higher minimum monthly charge	You will not need to restart your minimum term unless you take up a new handset with your plan and no early termination charge will apply. There will be no change to your original SBO (if applicable). If you take up a new handset with your plan you will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a BYO Plan to a SBO Plan	You will need to restart your minimum term and you may need to pay an early termination charge.
If you move from a SBO Plan to a BYO Plan	You will need to restart your minimum term. You will need to pay the balance of your MRO and your SBO will cease, and you may also need to pay an early termination charge.
If you move to another Telstra plan or Telstra offer	You will need to pay us an early termination charge and the balance of your MRO, and your SBO (if any) will cease.

Early termination charges (ETC)

4.42 You need to pay an ETC if your Business Mobile Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

Total number months in the minimum term

4.43 The ETC decreases over the minimum term. The maximum ETC for each Business Mobile Plan is set out in the tables below. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) 24 months	BYO Plans	Maximum ETC (incl. GST) 12 months	Maximum ETC (incl. GST) 24 months	Team Plans	Maximum ETC (incl. GST) 24 months
\$59 Plan	\$708	\$49	\$294	N/A	\$59	\$708
\$79 Plan	\$948	\$39	\$234	\$468	\$79	\$948
\$99 Plan	\$1,188	\$59	\$354	\$708		

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\$129 Plan	\$1,548	\$79	\$474	\$948		
\$149 Plan	\$1,788	\$99	\$594	\$1,188		
\$199 Plan	\$2,388					

4.44 The Casual Plan is a month to month plan and you can cancel it at any time. There is no ETC but you must pay any costs incurred up to the point of cancellation. If you change or cancel a Casual Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

4.45 If you have taken up a MRO, any SBO you were receiving will end when your Business Mobile Plan is cancelled and you must pay back any remaining MRO repayments.

At the end of your minimum term

4.46 At the end of your minimum term your service will remain on your chosen Business Mobile Plan, however if you are on an SBO Plan, you will no longer be entitled to the SBO. You cannot move to another Business Mobile Plan unless the plans are still available for recontracting and you recontract for another minimum term.

4.47 If Business Mobile Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

5 Business International Packs

What are Business International Packs?

5.1 A Business International Pack gives you a monthly allowance which you can use to make standard voice and video calls and send SMS from your eligible Telstra Post-Paid mobile service while in Australia to most international numbers (“**Included Allowance**”).

5.2 You can’t use your Included Allowance to send MMS, to call, MMS or SMS premium and satellite services, for content charges, or while you are overseas.

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Availability

- 5.3 Business International Packs are available to customers with an eligible Telstra Post-paid mobile service.
- 5.4 Business International Packs are not compatible with any other discount on international rates and you can't take up a Business International Pack if you already receive a discount or special pricing for international rates with your Telstra Post-Paid mobile, except if you have an Enterprise Fleet Standard plan.
- 5.5 You can take up a Business International Pack on a mobile service connected to an Enterprise Fleet Plan Standard, but if you do, you will not be able to use your Enterprise Fleet Plan Standard's **Standard Monthly Call Allowance** for international direct dialing calls (including connection charges) while you have a Business International Pack.
- 5.6 You can't have more than one Business International Pack associated with a Telstra Post-Paid Mobile service at any one time.
- 5.7 Customers taking up the \$10 Unlimited IDD Pack to 45 Eligible Destinations will receive unlimited standard international direct dial voice calls and SMS from Australia to 45 Eligible Destinations.
- 5.8 Eligible Destinations for \$10 Unlimited IDD Pack to 45 Eligible Destinations are Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary, and France
- 5.9

Pricing

5.10 You can choose from the following Business International IDD Packs:

Monthly pack charge	Included Allowance
\$10 Unlimited IDD 45 Eligible Destinations	Unlimited to 45 Eligible Destinations
\$10	\$40
\$30	\$150
\$60	\$360

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International rates

- 5.11 Your Included Allowance will be consumed at the international call rates set out in [Part D – Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms and the charges for SMS below.

International SMS	50c per message per recipient
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- 5.12 You must pay us at those rates for any usage in excess of your Included Allowance each month. You must also pay us for any usage which isn't eligible to be taken out of your Included Allowance.
- 5.13 Any unused Included Allowance expires each month.
- 5.14 If you purchase a Business International Pack part way through a month, the monthly pack charge and Included Allowance will be pro-rated according to days the Business International Pack was active in that month. If you use your pro-rated Included Allowance in that month, you will also be charged for any usage above that amount.

Cancellation of pack

- 5.16 Your Business International Pack will continue on a month to month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 5.17 You can change between different Business International Packs once per month.
- 5.18 If you cancel your Business International Pack part way through a billing month your monthly pack charge and Included Allowance for that month will be pro-rated according to the days your Business International Pack was active in that month.

6 Telstra Connected Business Mobile Plan

Telstra Connected Business Mobile Plans are no longer available for new connections on and from 1 June 2018

Eligibility

- 6.1 To be eligible for a Telstra Connected Business Mobile Plan (**CBM Plan**) you must have an ABN, ACN or ARBN. We supply Connected Business Mobile Plans for business purposes and you must use CBM Plans predominantly for business purposes.
- 6.2 You cannot have any of the following plans on the same account as a Connected Business Mobile Plan:

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Telstra Corporate Plan, Telstra Government and Customised Plan, Telstra Business Cap Plan, Telstra Business Mobile Plan, Telstra Go Business Plan, Telstra Business Mobile Maximiser Plan, Business Performance Plan, Business Performance Data Share Packages, Telstra Business Mobile Cap Plan, Telstra 3G Mobile Plan, Telstra 3G Cap Plan, Telstra Next G Cap Plan, Telstra Business Choice Cap Plan, Telstra Mobile Ultimate Plan, Telstra Business and Smartphone Plan, Telstra Business Talk Plan, Telstra Business Talk Saver Plan, Telstra Business Untimed Plan, Telstra Business Mobile Select Plan, Telstra Share Data Plan, Telstra All-4-Biz Plan or Telstra Consumer Plan.

Availability

- 6.3 CBM Plans are available until they are withdrawn by us.
- 6.4 Connected Business Mobile Plans are available:
- a. **24 month Smartphone Bonus Offer Connected Business Mobile plan:** You must purchase an eligible handset from us on a Mobile Repayment Option (MRO) for an additional cost which will include a credit towards your monthly handset cost (called a Smartphone Bonus Offer (SBO)).
 - b. **24 month Connected Business Mobile BYO Plan or Connected Business Mobile Casual Plan:** You bring your own compatible handset or purchase a compatible handset from us outright or on an MRO.

MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

- 6.5 If you want to connect your existing Telstra mobile service to a Connected Business Mobile Plan, you may need to cancel your current plan and pay us any applicable early termination charges for that cancellation.
- 6.6 Connected Business Mobile Plans are not available with any other Telstra mobile offer unless specified by us.

Contract term

- 6.7 If you have a SBO Connected Business Mobile plan or a Connected Business Mobile BYO Plan, at the end of the minimum term your service will remain on a Connected Business Mobile Plan on a month-to-month basis. You may recontract to a new Connected Business Mobile Plan if they are still available for recontracting. If Connected Business Mobile Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.
- 6.8 If you have a Connected Business Mobile Casual Plan, you may cancel your plan at the end of any billing month. If you cancel before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis. If Connected Business Mobile Casual

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Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

FairPlay Policy

- 6.9 The Telstra FairPlay Policy – Business Use in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) (**Business FairPlay Policy**) applies to any unlimited component of the Connected Business Mobile Plans, except the provisions about Excessive Use.
- 6.10 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to a Fleet Plus Plan:
- a. as a point of interconnect for calls from overseas into Australia;
 - b. in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
 - c. to establish any point to point data connections with another modem; or
 - d. to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.

General

- 6.11 All amounts listed in this Connected Business Mobile Plan section of Our Customer Terms are inclusive of GST.

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What's included

6.12 Each Connected Business Mobile Plan includes an allowance for certain types of usage as set out in the tables below.

	SBO Plans (24 months)					BYO Plans (24 months)					Casual Plans (month to month)				
Minimum monthly charge	\$40	\$60	\$90	\$130	\$190	\$35	\$55	\$75	\$105	\$175	\$40	\$60	\$90	\$130	\$190
Minimum cost over 24 months	\$960	\$1,440	\$2,160	\$3,120	\$4,560	\$840	\$1320	\$1800	\$2520	\$4200	N/A				
Monthly Call Allowance for standard calls	\$40	\$60	Unlimited			\$35	\$55	Unlimited			\$40	\$60	Unlimited		
Calls to 18xx numbers	Included					Included					Included				
Standard messages	Unlimited					Unlimited					Unlimited				
Monthly Data Allowance	0.5GB	3GB	8GB	20GB	30GB	0.5GB	3GB	8GB	20GB	30GB	0.5GB	3GB	8GB	20GB	30GB
Excess Data	2c per MB					2c per MB					2c per MB				
StayConnected Plus for Business	\$15 per month			\$5 per month	Included	Not Available					Not Available				
MessageBank® retrieval and diversion	Unlimited					Unlimited					Unlimited				
Voice2Text	\$10 per month			Unlimited		\$10 per month			Unlimited		\$10 per month			Unlimited	
MessageBank Plus for iPhone (iOS4.3+ required)	Included					Included					Included				
Intra-Account calls	Included					Included					Included				

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Minimum monthly charge	SBO Plans (24 months)					BYO Plans (24 months)					Casual Plans (month to month)				
	\$40	\$60	\$90	\$130	\$190	\$35	\$55	\$75	\$105	\$175	\$40	\$60	\$90	\$130	\$190
Monthly allowance for standard international calls and SMS from Australia	\$10 per month for unlimited to 15 Eligible Destinations*		Unlimited to 15 Eligible Destinations* included		Unlimited	\$10 per month for unlimited to 15 Eligible Destinations*		Unlimited to 15 Eligible Destinations included		Unlimited	\$10 per month for unlimited to 15 Eligible Destinations*		Unlimited to 15 Eligible Destinations* included		Unlimited
Telstra Mobile Device Management Shared Platform (T-MDM)	Available to eligible customers from \$5 per month when you sign up to the T-MDM service				Included	Available to eligible customers from \$5 per month when you sign up to the T-MDM service				Included	Available to eligible customers from \$5 per month when you sign up to the T-MDM service				Included
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time					Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time					Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time				
Monthly roaming allowance for use in Eligible Destinations	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming				Unlimited calls and SMS and 1.5GB of data to use in Eligible Destinations.	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming				Unlimited calls and SMS and 1.5GB of data to use in Eligible Destinations.	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming				Unlimited calls and SMS and 1.5GB of data to use in Eligible Destinations
Excess data in Eligible Destinations	Standard excess data rates apply.				3c/MB	Standard excess data rates apply.				3c/MB	Standard excess data rates apply.				3c/MB
New Phone Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.			Included		Not Available					Not Available				

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	SBO Plans (24 months)					BYO Plans (24 months)					Casual Plans (month to month)				
Minimum monthly charge	\$40	\$60	\$90	\$130	\$190	\$35	\$55	\$75	\$105	\$175	\$40	\$60	\$90	\$130	\$190
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. 2 min standard call is \$2. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam</p>														

6.13 The plans set out in the table below are only available:

- a. If offered to you by us from 28 November 2017; and
- b. Until 31 March 2018 unless otherwise extended by us.

Each Connected Business Mobile Plan below includes an allowance for certain types of usage as set out in the tables below.

	SBO Plan (24 months)	BYO Plans (24 months)
Minimum monthly charge	\$100	\$50
Minimum cost over 24 months	\$2,400	\$1,200
Monthly Call Allowance for standard calls	Unlimited	Unlimited
Calls to 18xx numbers	Included	Included
Standard messages	Unlimited	Unlimited

Part B – Current & Recent Plans was last changed on 27 November 2018

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Part B – Our current and recent business pricing plans

	SBO Plan (24 months)	BYO Plans (24 months)
Minimum monthly charge	\$100	\$50
Monthly Data Allowance	20GB	10GB
Excess Data	2c per MB	2c per MB
StayConnected Plus for Business	\$15 per month	Not Available
MessageBank® retrieval and diversion	Unlimited	Unlimited
Voice2Text	\$10 per month	\$10 per month
MessageBank Plus for iPhone (iOS4.3+ required)	Included	Included
Intra-Account calls	Included	Included
Monthly allowance for standard international calls and SMS from Australia	\$10 per month for unlimited to 15 Eligible Destinations*	\$10 per month for unlimited to 15 Eligible Destinations*
Telstra Mobile Device Management Shared Platform (T-MDM)	Included	Available to eligible customers from \$5 per month when you sign up to the T-MDM service
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time

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	SBO Plan (24 months)	BYO Plans (24 months)
Minimum monthly charge	\$100	\$50
Monthly roaming allowance for use in Eligible Destinations	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming
Excess data in Eligible Destinations	Standard excess data rates apply.	Standard excess data rates apply.
New Phone Feeing	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	Not Available
<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. 2 min standard call is \$2. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>		

Part B – Our current and recent business pricing plans

What you must pay each month

- 6.14 Each month you must pay us:
- a. the minimum monthly charge for your Connected Business Mobile Plan;
 - b. for all usage in excess of or not eligible to draw from your included allowances;
 - c. if you have an MRO, for any handset repayments (less any applicable SBO discount, if eligible); and
 - d. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

- 6.15 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.
- 6.16 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.
- 6.17 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.
- 6.18 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

- 6.19 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of the following compatible services:
- Other Connected Business Mobile Plans
 - Telstra Business Fleet Plus Plans
 - Telstra Business Fleet Connect Plans
 - Data Share SIM
 - Telstra Business Mobile Advantage Plan
 - Telstra Connected Business Mobile Broadband Plans
 - Telstra Mobile Broadband Share Plan taken up after August 2011
 - Telstra Business Mobile Data Pack Shareable

(together **Eligible Services**).

Part B – Our current and recent business pricing plans

- 6.20 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).
- 6.21 Any unused Monthly Data Allowance expires each month.
- 6.22 You can purchase a Business Mobile Datapack if you need more data for you Connected Business MobilePlan on the terms (including price) set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). If you acquire a Business Mobile Datapack, the data usage charges for that Business Mobile Datapack will apply to any data usage in excess of your Monthly Data Allowance.

MessageBank®

- 6.23 Connected Business MobilePlans come with unlimited MessageBank® diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 6.24 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text, or Memo, and you will need to pay for these separately unless otherwise specified in the table above.
- 6.25 Connected Business MobilePlans come with MessageBank Plus at no additional charge for iPhone handsets running iOS 4.3 or higher.

Included Intra-Account calls

- 6.26 You can make national voice and video calls, and send SMS messages, in Australia, between mobile services connected to Connected Business MobilePlans, Business Fleet Plus plans, Business Fleet Connect Plans on the same account, for free. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.
- 6.27 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Standard international calls and SMS

- 6.28 Standard international calls and SMS means calls and SMS from Australia to standard international fixed and mobile numbers in any country.
- 6.29 If your Connected Business Plan does not included an international call and SMS allowance you can add a Business International Pack for \$10/mth and receive unlimited standard international calls and SMS from Australia to the 15 Eligible Destinations as set out in clause 5.8.
- 6.30 The international call and SMS allowance for the Connected Business Plans are set out in the table in clause 6.12 above.

Part B – Our current and recent business pricing plans

- 6.31 If you make non-standard international calls, or call to destinations which are not Eligible Destinations, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

- 6.32 The overseas roaming allowance on the \$190 Connected Business Mobile SBO Plan, \$175 Connected Business Mobile BYO Plan and \$190 Connected Business Mobile Casual \$190 Plan can be used in any country that is listed as an “Eligible Destination” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (**International Roaming Eligible Destinations**). The list of International Roaming Eligible Destinations is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).
- 6.33 [While in an International Roaming Eligible Destination, the overseas roaming allowance can be used for voice standard calls and SMS to any Eligible Destination or Australia.](#)
- 6.34 The international roaming data allowance can only be used in an International Roaming Eligible Country. The charge for excess data usage within an International Roaming Eligible Country is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer

- 6.35 If you take up a Connected Business Mobile SBO plan and:
- a. purchase an eligible handset on 24 month MRO; and
 - b. your Connected Business Mobile SBO Plan and your MRO have the same term and commence on the same day,
- you may be eligible to receive you're a credit towards your bill each month called a Smartphone Bonus Offer (**SBO**).
- 6.36 The amount of the SBO will depend on the smartphone handset and Connected Business Mobile SBO Plan you choose. We will let you know what SBO will be applied. If you increase your minimum monthly charge during the term of your plan, you will continue to get your original SBO.
- 6.37 If your Connected Business Mobile SBO Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO which will be higher as you'll no longer receive a credit towards your handset.

Part B – Our current and recent business pricing plans

Excess data charges

6.38 For all Connected Business Mobile Plans, the charges that apply for data usage in excess of or not eligible to draw from your Monthly Data Allowance are:

Plan	Excess Data Charges
Connected Business Mobile Plan (except services with a Business Mobile Data Pack)	See table in clause 6.12 above.
\$10/mth Business Fleet Plan	\$2 per MB (charged per kilobyte)
If you have a Business Mobile Datapack on your service	The applicable charges set out in Part G - Data Services of the Telstra Mobile Section of Our Customer Terms

Business Fleet Plan with a Monthly Fee of \$10

6.39 If you have a Business Fleet Plan with a Monthly Fee of \$10, we will charge you the following charges for the types of usage listed in the table below.

Type	Charge
Voice and video calls to standard Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers	20c call connection fee plus 30c per 30 seconds (charged per second)
SMS to standard Australian mobile numbers	25c per standard message, per recipient.
MMS to recipients in Australia with Australian mobile numbers	50c per message per recipient
Call Forward	6c per 30 seconds
MessageBank® Retrieval	14c per 30 seconds
MessageBank® Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
Data usage	\$2 per MB (charged per kilobyte)

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Call charges for Connected Business Mobile Plans

6.40 The charges for standard calls made from your Connected Business Mobile Plan service will depend on the number of eligible Telstra mobile plan services you have connected to a Connected Business Mobile Plan account or other plans that we deem eligible (**Eligible Mobile Services**) at any one time. The charges are set out in the following table:

Pricing Tier		Standard Call Rates (per 30 sec and charged per second)		
Tier	Number of Eligible Mobile Services	\$35, \$40 Minimum Monthly Charge	\$55, \$60 Minimum Monthly Charge	\$75, \$90, \$105, \$130, or \$175, \$190 Minimum Monthly Charge
Tier 1	1 to 39	28¢	24¢	Unlimited
Tier 2	40 to 149	20¢	16¢	Unlimited
Tier 3	150 or more	16¢	12¢	Unlimited

6.41 Eligible Mobile Services are mobile services connected to a Connected Business Mobile Plan, Telstra Business Fleet Plus, Telstra Business Fleet Connect, Telstra Business Mobile Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan, Telstra Connected Business Mobile Broadband Plans, Telstra Mobile Broadband Plan, Telstra Mobile Broadband Shared Data Plan and Digital Office Technology Mobile Plan.

6.42 The Connected Business Mobile Plan charges set out in this section of Our Customer Terms only apply to Eligible Mobile Services connected to a Connected Business Mobile Plan. If your Eligible Mobile Service is not connected to a Connected Business Mobile Plan, the relevant terms and conditions, including price, for your mobile services will be set out in the applicable section of Our Customer Terms.

6.43 If you add or remove Eligible Mobile Services, and qualify for a different Connected Business Mobile Plan pricing tier as a result, the charges for standard calls for your Connected Business Mobile Plan services will change automatically.

Connected Business Mobile Plan with a \$75, \$90, \$105, \$130, \$175 and \$190 Monthly Fee

6.44 If you have a Connected Business Mobile Plan with a \$75, \$90, \$105, \$130, \$175 and \$190 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance.

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Changing your 24 month Connected Business Mobile Plan

6.45 We may allow you to change your original monthly spend or move to another plan during your minimum term in accordance with the table below. If your change requires you to restart your Connected Business Mobile Plan minimum term, you may do so only if the Connected Business Mobile Plans are still available for recontracting or available for sale to new customers.

Change	Terms
If you move from a 24 month Connected Business MobilePlan to another 24 month Connected Business Mobile Plan with a lower monthly spend	You will need restart your minimum term. Your call rates, included allowances will be adjusted on a pro-rata basis to reflect your new plan.
If you move from a 24 month Connected Business Mobile Plan to a Connected Business Mobile Casual Plan with a higher Monthly Service Fee.	You will need to pay an early termination charge. You will also need to pay the balance of your MRO charge for your handset (if applicable).
If you move from a Connected Business Mobile Plan to a Connected Business Mobile Casual Plan with a lower Monthly fee.	You will need to pay an early termination charge. You will also need to pay the balance of your MRO for your handset charge (if applicable).
If you move from a 24 month Connected Business Mobile Plan to a Business Mobile Plan	You will need to restart your minimum term. You will need to pay the balance of your MRO charge for your handset (if applicable). You may also need to pay an early termination charge. You will need to move your Business Mobile Plan to a separate account.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your MRO charge for your handset (if applicable).
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your MRO charge for your handset (if applicable).

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Early termination charges for 24 month Connected Business Mobile Plans

- 6.46 You must pay an early termination charge (ETC) and Early Recontracting Fee as reasonably determined by us if, during your minimum term:
- a. you cancel (other than as a result of our material breach) or we cancel your 24 month Connected Business Mobile Plan; or
 - b. you move to a 24 month Connected Business Mobile Plan with a lower Monthly Fee, take up a Connected Business Mobile Casual Plan or other non-Connected Business Mobile plan.

6.47 The amount of any ETC payable is calculated in accordance with the following formula:

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 50\%$$

6.48 The ETC decreases over the minimum term and you can ask us to tell what ETC you will need to pay. The maximum ETC for each Fleet Plus Contracted Plan is:

Monthly Fee	Maximum ETC payable	Monthly Fee	Maximum ETC payable
		\$10	\$120
\$40	\$480	\$35	\$420
\$60	\$720	\$55	\$660
\$90	\$1,080	\$75	\$900
\$130	\$1,560	\$105	\$1,260
\$190	\$2,280	\$175	\$2,100

6.49 The Connected Business Mobile Casual Plan is a month to month plan and you can cancel it at any time. There is no ETC but you must pay any costs incurred up to the point of cancellation. If you change or cancel a Connected Business Mobile Casual Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

7 Business Mobile Lease Plans

For new connections on and from 1 May 2018

Eligibility

Part B – Our current and recent business pricing plans

7.1 To take up a Business Mobile Lease Plan (**Business Mobile Lease Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply Business Mobile Lease Plans for business purposes, so you must use the plan predominantly for business purposes.

7.2 Services connected to the following plans can't be on the same account as services on Business Mobile Lease Plans:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

Availability

7.3 Business Mobile Lease Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a Business Mobile Lease Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.

7.4 Business Mobile Lease Plans are available as a 24 month plan meaning you must lease an eligible device from us under a Device Lease Contract (**DLC**) for an additional cost which may include a discount to offset the monthly device lease payments known as a Smartphone Bonus Offer (**SBO**).

DLC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Our Customer Terms

Telstra Mobile Section

Part B – Our current and recent business pricing plans

Plan options

You can choose from the Business Mobile Lease Plans set out in the table below:

Business Mobile Lease Plans (24 months)

Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
Monthly Call Allowance for standard calls	Unlimited					
Standard calls per 60 second block or part	N/A					
Calls to 18xx numbers	Included					
Standard messages	Unlimited					
Monthly Data Allowance	2GB	5GB	20GB	40GB	80GB	160GB
Extra Data per 1GB or part	\$10					
Business Demand Data	N/A		Included			
Telstra Air® Allowance	Unlimited See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf					
Business Lease Assure	+ \$10 per month See - https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf				Included See- https://www.telstra.com.au/content/dam/tco	

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Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776	
						m/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	
Voice-2-Text	Optional in-market offer					Unlimited	
MessageBank® retrieval and diversion	Unlimited						
MessageBank® Plus for iPhone (iOS4.3+ required)	Included						
Data Share SIM	Optional + \$5 per month.						
Intra-Account calls	Free						
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 45 Eligible Destinations*	Unlimited to 15 Eligible Destinations* included				Unlimited to any destination	
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.						

Our Customer Terms

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Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
Monthly roaming allowance for use in Eligible Destinations	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.			1GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB or part thereof)	2GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB or part thereof)	4GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB or part thereof)
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply.</p> <p>*15 Eligible destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>					

Our Customer Terms

Telstra Mobile Section

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Plan options

You can choose from the Business Team Mobile Lease Plans set out in the table below:

Business Team Mobile Lease Plans (24 months)		
Minimum monthly charge	\$59	\$79
Minimum cost over 24 months	\$1,416	\$1,896
Monthly Call Allowance for standard calls	Unlimited	
Standard calls per 60 second block or part	N/A	
Calls to 18xx numbers	Included	
Standard messages	Unlimited	
Monthly Data Allowance	15 GB	30 GB
Extra Data per 1GB or part	\$10	
Telstra Air® Allowance	Unlimited See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf	
Business Lease Assure	+ \$10 per month See - https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	Included See- https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf

Our Customer Terms

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Business Team Mobile Lease Plans (24 months)

Minimum monthly charge	\$59	\$79
Minimum cost over 24 months	\$1,416	\$1,896
Voice-2-Text	Optional in-market offer	
MessageBank® retrieval and diversion	Unlimited	
MessageBank® Plus for iPhone (iOS4.3+ required)	Included	
Data Share SIM	Optional + \$5 per month.	
Intra-Account calls	Free	
Monthly allowance for standard international calls and SMS from Australia	+\$10 per month for unlimited to 45 Eligible Destinations*	Unlimited to 15 Eligible Destinations* included
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.	
Monthly roaming allowance for use in Eligible Destinations	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.	1GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10 / 500MB block (or part thereof))

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Business Team Mobile Lease Plans (24 months)

Minimum monthly charge	\$59	\$79
Minimum cost over 24 months	\$1,416	\$1,896
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>	

Part B – Our current and recent business pricing plans

Business Demand Data Service

- 7.5 The Business Demand Data (**BDD**) service is a mobile broadband data solution that, once you are on 4G on our Telstra Mobile Network, aims to provide enhanced data treatment on 4G on our Telstra Mobile Network during unusual and unexpected times of high traffic demand.
- 7.6 The BDD service is only available when you are on 4G coverage on our Telstra Mobile Network (excluding 2G, 3G, 5G and satellite coverage) and relates only to data downloads and not uploads.
- 7.7 Even with the BDD service, your download experience during these periods of unusual and unexpected times of high traffic demands is still likely to be poorer than usual, and you may not be able to do things requiring high speeds (for example, large file downloads or high-definition video). You acknowledge and agree that other traffic, including but not limited to, high priority government and emergency situations and Telstra LANES® customers will be prioritised and given preferential data treatment over your traffic.
- 7.8 The BDD service does not guarantee a minimum throughput for your data on 4G on our Telstra Mobile Network.
- 7.9 The BDD service will be provided on a monthly basis. We can withdraw the BDD service at any time.

What you must pay each month

- 7.10 Each month you must pay us:
- a. the minimum monthly charge for your Business Mobile Lease Plan;
 - b. for all usage in excess of or not eligible to draw from your included allowances;
 - c. under your DLC, the monthly lease payments for your eligible device (less any applicable SBO discount, if eligible);
 - d. any additional Data Share SIMs you may take up (if eligible); and
 - e. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

- 7.11 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.

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- 7.12 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.
- 7.13 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotal mobiles and any other calls or messages as determined by us.
- 7.14 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

- 7.15 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Business Mobile Lease Plan which are connected to one of the following plans:
- Business Mobile Plans
 - Business Mobile Lease Plans
 - My Business Mobile Plans
 - My Business Mobile Lease Plans
 - Go Business Mobile Plan
 - Go Business Data Share SIMs
 - Go Business Mobile Broadband Share Plan
 - Data Share SIM Plans
 - Easy Share Business Plans

(Eligible Services).

The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

- 7.16 In addition to your minimum monthly charge you must pay for:
- a. data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and

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- b. data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#)

7.17 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

7.18 Any unused Monthly Data Allowance and Extra Data expires each month.

7.19 By taking up a Business Mobile Lease Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

7.20 Business Mobile Lease Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

7.21 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

7.22 Data Share SIMs:

- a. A Data Share SIM can be purchased for \$5 per month per SIM.
- b. A total of up to 5 Data Share SIMs can be purchased per Business Mobile Lease Plan.
- c. Each Data Share SIM includes 100MB of data each month to use in Australia.
- d. Data Share SIMs do not have a voice capability and can't be used in a mobile handset.
- e. You can choose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

7.23 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.

7.24 If you cancel your Business Mobile Plan, any Data Share SIM attached to that Business

Part B – Our current and recent business pricing plans

Mobile Plan will be cancelled.

Free Intra-Account calls

7.25 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a Business Mobile Lease Plan and which are connected to one of the following plans:

- Other Business Mobile Lease Plans
- Business Mobile Plans
- My Business Mobile Lease Plans
- My Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- Business Mobile Maximiser Plans

7.26 Free Intra-Account calls do not apply to international calls or international roaming calls.

Standard international calls and SMS

7.27 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.

7.28 The \$10 Unlimited IDD Pack to 45 Eligible Destinations set out in clause 5.8 for unlimited standard international calls and SMS from Australia to the 45 Eligible Destinations set out in clause 5.8:

- a. can be purchased for \$10 on the \$59 and \$79 Business Mobile Lease Plans, and is included in the \$99, \$129 and \$149 Business Mobile Lease Plans.

7.29 The \$199 Business Mobile Lease Premium Plan includes unlimited standard International calls and SMS from Australia to standard fixed and mobile international numbers in any country.

7.30 If you make non-standard international calls, or call destinations which are not Eligible Destinations, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

7.31 The overseas roaming allowance can be used for roaming voice calls, SMS and mobile data usage in any country that is listed as an “Eligible Country”. The list of Eligible Destinations is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

7.32 While in an Eligible Country, the overseas roaming allowance can be used for voice calls and SMS to any Eligible Country or Australia.

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- 7.33 The charge for excess data usage within the Eligible Destinations is \$10 / 500MB block (or part thereof). Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer

- 7.34 If you take up a SBO Plan and:
- a. You lease an eligible handset on 24 month DLC; and
 - b. your SBO Plan and your DLC have the same length term and commence on the same day,

you may be eligible to receive an discount on your bill each month (**SBO**).

- 7.35 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

- 7.36 If your SBO Plan or your DLC are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your DLC.

FairPlay Policy

- 7.37 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) applies to Business Mobile Lease Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a Business Mobile Lease Plan unlimited allowance to:
- a. send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
 - b. use a service connected to a Business Mobile Lease Plan in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telematics application which links two or more systems or devices with a mobile data connection); or
 - c. establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

- 7.38 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply.

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If you move to a Business Mobile Lease Plan with a lower minimum monthly charge	You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending on when your change took effect.
If you move from a Lease Plan to a Lease Plan with a higher minimum monthly charge	You will not need to restart your minimum term (unless you take up a new handset with your plan), and no early termination charge will apply. There will be no change to your original SBO (if applicable). If you lease a new handset with your plan you will need to restart your minimum term, pay the balance of any DLC and you may also need to pay an early termination charge.
If you move your Business Mobile Lease service to any non Lease Plan	You will need to pay us an early termination charge and any applicable fees included in your DLC depending upon when the change took effect, and your SBO (if any) will cease.

Early termination charges (ETC)

7.39 You need to pay an ETC if your Business Mobile Lease Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

total number months in the minimum term

7.40 The ETC decreases over the minimum term. The maximum ETC for each Business Mobile Lease Plan is set out in the tables below. Please contact us for the amount of ETC payable.

Lease Plans	Maximum ETC (incl. GST)
	24 months
\$59 Plan	\$708
\$79 Plan	\$948
\$99 Plan	\$1,188
\$129 Plan	\$1,548
\$149 Plan	\$1,788
\$199 Plan	\$2,388

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- 7.41 If you have taken up a DLC, any SBO you were receiving will end when your Business Mobile Lease Plan is cancelled and you must pay back any remaining DLC repayments.

At the end of your minimum term

- 7.42 At the end of your minimum term, your service will remain on your chosen Business Mobile Lease Plan and you will continue to pay the minimum monthly charge for your Business Mobile Lease Plan (unless you return your device or you offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.
- 7.43 If Business Mobile Lease Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

8 Connected Business Mobile Lease Plans

Connected Business Mobile Lease Plans are no longer available for new connections on and from 1 June 2018

Eligibility

- 8.1 To be eligible for a Connected Business Mobile Lease Plan (**CBM Lease Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply CBM Lease plans for business purposes, so you must use the CBM Lease plan predominantly for business purposes.
- 8.2 You cannot have any of the following plans on the same account as your CBM Lease plan:
- Telstra Business All-4-Biz Plans
 - Telstra Business Mobile Select
 - Telstra Corporate Plan
 - Telstra Government and Customised Plan
 - Telstra Business Cap Plan
 - Telstra Business Mobile Plan
 - Telstra My Business Mobile Plan
 - Telstra Go Business Plan
 - Telstra Business Mobile Maximiser Plan
 - Business Performance Plan
 - Business Performance Data Share Packages
 - Telstra Business Mobile Cap Plan
 - Telstra Business Phone
 - Consumer Mobile
 - Enterprise Fleet
 - Telstra Next G Cap Plan
 - Telstra Business Choice Cap Plan
 - Telstra Mobile Ultimate Plan
 - Telstra Business and Smartphone Plan
 - Telstra Business Talk Plan
 - Telstra Business Talk Saver Plan
 - Telstra Business Untimed Plan
 - Telstra Business Mobile Select Plan
 - Telstra Share Data Plan
 - Telstra All-4-Biz Plan

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- Telstra 3G Mobile Plan
- Telstra Consumer Plan.
- Telstra 3G Cap Plan

Availability

- 8.3 CBM Lease plans are available until they are withdrawn by us.
- 8.4 If you want to connect your existing Telstra mobile service to a CBM Lease plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.
- 8.5 CBM Lease plans are available as a 24 month SBO plan meaning you must lease an eligible device from us under a Device Lease Contract (**DLC**) for an additional cost which may include a discount to offset the monthly device lease payments known as a Smartphone Bonus Offer (**SBO**).

DLC terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

- 8.6 CBM Lease plans are not available with any other Telstra mobile offer unless specified by us.

FairPlay Policy

- 8.7 The Telstra FairPlay Policy – Business Use in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) (**Business FairPlay Policy**) applies to any unlimited component of the CBM Lease plans, except the provisions about Excessive Use.
- 8.8 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to a Fleet Plus Plan:
- a. as a point of interconnect for calls from overseas into Australia;
 - b. in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
 - c. to establish any point to point data connections with another modem; or
 - d. to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.

General

- 8.9 All amounts listed in this CBM Lease plan section of Our Customer Terms are inclusive of GST.

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What's included?

8.10 You can choose from the CBM Lease Plans set out in the table below:

Connected Business Mobile Lease (24 months)					
Minimum monthly charge	\$40	\$60	\$90	\$130	\$190
Minimum cost over 24 months	\$960	\$1,440	\$2,160	\$3,120	\$4,560
Monthly Call Allowance for standard calls	\$40	\$60	Unlimited		
Calls to 18xx numbers	Included				
Standard messages	Unlimited				
Monthly Data Allowance	0.5GB	3GB	8GB	20GB	30GB
Excess Data	2c per MB				
MessageBank® retrieval and diversion	Unlimited				
Voice2Text	\$10 per month			Unlimited	
Messagebank Plus for iPhone (iOS4.3+ required)	Included				
Business Lease Assure	\$10 per month			Included	

Part B – Current & Recent Plans was last changed on 27 November 2018

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	https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf
Intra-Account calls	Included	
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 15 Eligible Destinations*	Unlimited to 15 Eligible Destinations* included Unlimited
Telstra Mobile Device Management Shared Platform (T-MDM)	Available to eligible customers from \$5 per month when you sign up to the T-MDM service	Included
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time	
Monthly roaming allowance for use in Eligible Destinations	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming	Unlimited calls and SMS and 1.5GB of data to use in Eligible Destinations.
Excess Data to use in Eligible Destinations	Standard excess data rates apply	3c/MB
	Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. 2 min standard call is \$2. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.	

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What you must pay each month

- 8.11 Each month you must pay us:
- a. the minimum monthly charge for your CBM Lease;
 - b. for all usage in excess of or not eligible to draw from your included allowances;
 - c. under your DLC, the monthly lease payments for your eligible device (less any applicable SBO discount, if eligible);
 - d. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

- 8.12 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.
- 8.13 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.
- 8.14 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.
- 8.15 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

- 8.16 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of the following compatible services:
- Other Connected Business Mobile Plans
 - Telstra Business Fleet Plus Plans
 - Telstra Business Fleet Connect Plans
 - Data Share SIM
 - Telstra Business Mobile Advantage Plan
 - Telstra Connected Business Mobile Broadband Plans
 - Telstra Mobile Broadband Share Plan taken up after August 2011
 - Telstra Business Mobile Data Pack Shareable

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(together **Eligible Services**).

The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

- 8.17 Any unused Monthly Data Allowance expires each month.
- 8.18 You can purchase a Business Mobile Datapack if you need more data for you Connected Business MobilePlan on the terms (including price) set out in the applicable sections of Part G - Data Services of the Telstra Mobile Section of Our Customer Terms. If you acquire a Business Mobile Datapack, the data usage charges for that Business Mobile Datapack will apply to any data usage in excess of your Monthly Data Allowance.

MessageBank®

- 8.19 CBM Lease Plans come with unlimited MessageBank® diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 8.20 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately unless otherwise specified in the table above.
- 8.21 CBM Lease Plans come with MessageBank Plus at no additional charge for iPhone handsets running iOS 4.3 or higher.

Included Intra-Account calls

- 8.22 You can make national voice and video calls, and send SMS messages, in Australia, between mobile services connected to Connected Business MobilePlans, Business Fleet Plus plans, Business Fleet Connect Plans on the same account, for free. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.
- 8.23 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Standard international calls and SMS

- 8.24 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.
- 8.25 If your CBM Lease Plan does not included an international call and SMS allowance you can add a Business International Pack for \$10/mth and receive unlimited standard international calls and SMS from Australia to the 15 Eligible Destinations as set out in

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clause 5.8.

8.26 The international call and SMS allowance for the CBM Lease Plans are set out in the table in clause 8.10 above.

8.27 If you make non-standard international calls, or call to destinations which are not Eligible Destinations, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

8.28 The overseas roaming allowance on the \$190 CBM Lease Plan can be used in any country that is listed as an “Eligible Destination” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (**International Roaming Eligible Destinations**). The list of International Roaming Eligible Destinations is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

8.29 [While in an International Roaming Eligible Destination, the overseas roaming allowance can be used for voice standard calls and SMS to any Eligible Destination or Australia.](#)

8.30 The international roaming data allowance can only be used in an International Roaming Eligible Country. The charge for excess data usage within an International Roaming Eligible Country is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer (SBO)

8.31 If you take up a CBM Lease Plan and:

- a. you lease an eligible handset on 24 month DLC; and
- b. your CBM Lease Plan and your DLC have the same length term and commence on the same day,

you may be eligible to receive a credit towards your bill each month (SBO).

8.32 The amount of the SBO will depend on the smartphone handset and CBM Lease Plan you choose. We will let you know beforehand what SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

8.33 If your CBM Lease Plan or your DLC are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your DLC which will be higher as you'll no longer receive a credit towards your handset.

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Excess data charges

8.34 For all CBM Lease Plans, the charges that apply for data usage in excess of or not eligible to draw from your Monthly Data Allowance are:

Plan	Excess Data Charges
CBM Lease Plan (except services with a Business Mobile Data Pack)	See table in clause 6.12 above.
\$10/mth Business Fleet Plan	\$2 per MB (charged per kilobyte)
If you have a Business Mobile Datapack on your service	The applicable charges set out in Part G - Data Services of the Telstra Mobile Section of Our Customer Terms

Call charges for CBM Lease Plans

8.35 The charges for standard calls made from your CBM Lease Plan service will depend on the number of eligible Telstra mobile plan services you have connected to a CBM Lease Plan account or other plans that we deem eligible (**Eligible Mobile Services**) at any one time. The charges are set out in the following table:

Pricing Tier		Standard Call Rates (per 30 sec and charged per second)		
Tier	Number of Eligible Mobile Services	\$40 Minimum Monthly Charge	\$60 Minimum Monthly Charge	\$90, \$130, or \$190 Minimum Monthly Charge
Tier 1	1 to 39	28¢	24¢	Unlimited
Tier 2	40 to 149	20¢	16¢	Unlimited
Tier 3	150 or more	16¢	12¢	Unlimited

8.36 Eligible Mobile Services are mobile services connected to a CBM Lease Plan, Connected Business Mobile Plan, Telstra Business Fleet Plus, Telstra Business Fleet Connect, Telstra Business Mobile Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan, Telstra Connected Business Mobile Broadband Plans, Telstra Mobile Broadband Plan, Telstra Mobile Broadband Shared Data Plan and Digital Office Technology Mobile Plan.

8.37 The CBM Lease Plan charges set out in this section of Our Customer Terms only apply to Eligible Mobile Services connected to a CBM Lease Plan. If your Eligible Mobile Service is not connected to a CBM Lease Plan, the relevant terms and conditions, including price, for your mobile services will be set out in the applicable section of Our Customer Terms.

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8.38 If you add or remove Eligible Mobile Services, and qualify for a different CBM Lease Plan pricing tier as a result, the charges for standard calls for your CBM Lease Plan services will change automatically.

CBM Lease Plan with a \$90, \$130 and \$190 Monthly Fee

8.39 If you have a CBM Lease Plan with a \$90, \$130 and \$190 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance.

Changing your 24 month CBM Lease Plan

8.40 If we allow you to move to another in-market plan during your minimum term the terms in the table below will apply.

<p>If you move to a CBM Lease with a lower minimum monthly charge</p>	<p>You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending on when your change took effect</p>
<p>If you move from a CBM Lease Plan to a CBM Lease Plan with a higher minimum monthly charge</p>	<p>You will not need to restart your minimum term (unless you take up a new handset with your plan), and no early termination charge will apply. There will be no change to your original SBO (if applicable).</p> <p>If you lease a new handset with your plan you will need to restart your minimum term, pay the balance of any DLC and you may also need to pay an early termination charge.</p>
<p>If you move your CBM Lease to any non Lease Plan</p>	<p>You will need to pay us an early termination charge and any applicable fees included in your DLC depending upon when the change took effect, and your SBO (if any) will cease.</p>

Early termination charges (ETC)

- 8.41 You must pay an early termination charge (ETC) and Early Recontracting Fee as reasonably determined by us if, during your minimum term:
- a. you cancel (other than as a result of our material breach) or we cancel your 24 month CMB Lease Plan; or
 - b. you move to a 24 month CMB Lease Plan with a lower Monthly Fee, take up a Connected Business Mobile Casual Plan or other non-Connected Business Mobile plan.

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8.42 The amount of any ETC payable is calculated in accordance with the following formula:

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 50\%$$

8.43 The ETC decreases over the minimum term and you can ask us to tell what ETC you will need to pay. The maximum ETC for each Fleet Plus Contracted Plan is:

CBM Lease Plans	Maximum ETC (incl. GST) 24 months
\$40 Plan	\$480
\$60 Plan	\$720
\$90 Plan	\$1080
\$130 Plan	\$1,560
\$190 Plan	\$2,280

8.44 If you have taken up a DLC, any SBO you were receiving will end when your CBM Lease is cancelled and you must pay back any remaining DLC repayments.

At the end of your minimum term

8.45 At the end of your minimum term, your service will remain on your chosen CBM Lease and you will continue to pay the minimum monthly charge for your CBM Lease Plan (unless you return your device or you offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.

8.46 If CBM Lease Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

9 Business Mobile Fund Plans

For new connections on and from 1 June 2018

Eligibility

9.1 To take up a Business Mobile Fund Plan (**Business Fund Plan**) you’ll need;

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- a) a 10 digit account number and an ABN, ACN or ARBN. We supply Business Fund Plans for business purposes, so you must use the plan predominantly for business purposes.
- b) a Telstra Business All-4-Biz Mach IV Plan. Telstra Business All-4-Biz Mach IV Plans are available with a minimum monthly commitment of \$500, \$1,000, \$1,500, \$2,000, \$2,500, \$3,000, \$4,000, \$5,000, \$6,000, \$8,000, \$10,000, \$15,000, \$20,000, \$25,000, \$30,000, \$35,000, \$40,000, \$45,000, \$50,000, \$55,000 and \$60,000. Telstra Business All-4-Biz Mach IV Plan terms and conditions are set out in the [Telstra rewards and packages section of Our customer Terms](#).

9.2 Services connected to the following plans can't be on the same account as services on Business Fund Plans:

- Telstra Business Mobile Advantage
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet Plans

Availability

9.3 Business Fund Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a Business Fund Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.

9.4 Business Fund Plans are available as a 24 month term. You bring your own compatible handset or purchase a compatible handset from us outright or under an MRO.

MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

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Plan options

9.5 You can choose from the Business Fund Plans set out in the table below.

	Business Fund Plans (24 months)					
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Business Demand Data	N/A		Included			
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
Monthly Call Allowance for standard calls	Unlimited					
Calls to 18xx numbers	Included					
Standard messages	Unlimited					
Monthly Data Allowance	2GB	5GB	20GB	40GB	80GB	160GB
Extra Data per 1GB or part	\$10					
Telstra Air® Allowance	Unlimited See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf					
Voice-2-Text	Optional in-market offer					Unlimited
MessageBank® retrieval and diversion	Included					
MessageBank® Plus for iPhone (iOS4.3+ required)	Included					
Data Share SIM	Optional + \$5 per month.					
Intra-Account calls	Free					
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 45 Eligible Destinations*		Unlimited to 15 Eligible Destinations* included			Unlimited to all Destinations
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.					

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		Business Fund Plans (24 months)				
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Monthly roaming allowance for use in Eligible Destinations	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.			1GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))	2GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))	10GB + Unlimited Calls/SMS to Eligible Destinations (Excess roaming data = \$10/500MB block (or part thereof))
<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible destinations, International call rates will apply. *15 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p> <p>*45 Eligible Destinations are; Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary, and France</p>						

Business Demand Data Service

- 9.6 The Business Demand Data (**BDD**) service is a mobile broadband data solution that, once you are on 4G on our Telstra Mobile Network, aims to provide enhanced data treatment on 4G on our Telstra Mobile Network during unusual and unexpected times of high traffic demand.
- 9.7 The BDD service is only available when you are on 4G coverage on our Telstra Mobile Network (excluding 2G, 3G, 5G and satellite coverage) and relates only to data downloads and not uploads.
- 9.8 Even with the BDD service, your download experience during these periods of unusual and unexpected times of high traffic demands is still likely to be poorer than usual, and you may not be able to do things requiring high speeds (for example, large file downloads or high-definition video). You acknowledge and agree that other traffic, including but not limited to, high priority government and emergency situations and Telstra LANES® customers will be prioritised and given preferential data treatment over your traffic.
- 9.9 The BDD service does not guarantee a minimum throughput for your data on 4G on our Telstra Mobile Network.

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The BDD service will be provided on a monthly basis. We can withdraw the BDD service at any time.

What you must pay each month

9.10 Each month you must pay us:

- a. the minimum monthly charge for your Business Fund Plan;
- b. for all usage in excess of or not eligible to draw from your included allowances;
- c. if you have an MRO, for any handset repayments;
- d. any additional Data Share SIMs you may take up (if eligible); and
- e. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

9.11 In addition to your minimum monthly charge you must pay for:

- a. standard calls in excess of your Monthly Call Allowance, up to a maximum of \$59 each month; and
- b. calls and messages that aren't standard calls and messages.

9.12 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.

9.13 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

9.14 Any unused Monthly Call Allowance expires each month.

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Monthly Data Allowance

9.15 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Business Fund Plan which are connected to one of the following plans:

- Business Mobile Plans
- Business Mobile Lease Plans
- All-4-Biz Mobile Plans
- Business Mobile Broadband Share Plan
- Data Share SIM Plans

(Eligible Services).

9.16 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

9.17 In addition to your minimum monthly charge you must pay for:

- a. data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
- b. data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

9.18 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

9.19 Any unused Monthly Data Allowance and Extra Data expires each month.

9.20 By taking up a Business Fund Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

9.21 Business Fund Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

9.22 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

9.23 Data Share SIMs:

- a. A Data Share SIM can be purchased for \$5 per month per SIM.

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- b. A total of up to 5 Data Share SIMs can be purchased per Business Fund Plan.
 - c. Each Data Share SIM includes 100MB of data each month to use in Australia.
 - d. Data Share SIMs do not have a voice capability and can't be used in a mobile handset.
 - e. You can chose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
 - f. Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.
- 9.24 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.
- 9.25 If you cancel your Business Fund Plan, any Data Share SIM attached to that Business Fund Plan will be cancelled.

Free Intra-Account calls

- 9.26 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a Business Fund Plan and which are connected to one of the following plans:
- Other Business Fund Plans
 - Business Mobile Plans
 - All-4-Biz Mobile Plans
- 9.27 Free Intra-Account calls do not apply to international calls or international roaming calls.

Monthly International Calls and SMS Allowance (from Australia)

- 9.28 Your \$99, \$129 and \$149 Business Fund Plans all include a Monthly International Call and SMS Allowance to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible Destinations set out in clause 4.24 (**Monthly International Call and SMS Allowance**), while your \$199 Business Fund Premium Plan includes a Monthly International Call and SMS Allowance to make unlimited calls, and SMS while you are in Australia to standard fixed and mobile international numbers in any country.
- 9.29 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (“**Eligible Destinations**”).

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- 9.30 If you make non-standard international calls, or call destinations which are not Eligible Destinations, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types of the Telstra Mobile Section of Our Customer Terms](#) will apply.

International Roaming

- 9.31 International roaming is automatically activated on new Business Fund Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. See Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

Monthly International Roaming Allowance

- 9.32 Your \$129 and \$149 Business Fund Plan, and \$199 Business Fund Premium Plan include a Monthly International Roaming Allowance to make unlimited calls/SMS and 1GB (\$129 plan), 2GB (\$149 plan) and 10GB (\$199 plan) of mobile data in the following overseas destinations:

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Lao, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu, Vietnam (each an “**Eligible Roaming Country**”).

- 9.33 If you exceed your data Monthly International Roaming Allowance, you'll be charged \$10/500MB block (or part thereof) until the end of your billing period. Any mobile data used to send or receive MMS while you are in Eligible Roaming Destinations will use your Monthly International Roaming Allowance.
- 9.34 If you make calls, send SMS and use data in destinations other than Eligible Roaming Destinations, you will be charged extra. Charges for international roaming calls/SMS/MMS and mobile data are set out at [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 9.35 Your \$59, \$79 or \$99 Business Fund Plan all have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 500MB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

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- 9.36 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- a. use your mobile outside of Eligible Roaming Destinations; or
 - b. choose to opt out of your International Day Pass.

9.37 Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

FairPlay Policy

9.38 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) applies to Business Fund Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a Business Fund Plan unlimited allowance to:

- a. send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
- b. use a service connected to a Business Fund Plan in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection); or
- c. establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

9.39 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if Business Fund Plans are still available for recontracting.

If you move to a Business Fund Plan with a lower minimum monthly charge	You will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a Business Fund Plan to a Business Fund Plan with a higher minimum monthly charge	You will not need to restart your minimum term and no early termination charge will apply.
If you move to another Telstra plan or Telstra offer	You will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination

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Early termination charges (ETC)

9.40 You need to pay an ETC if your Business Fund Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

Total number months in the minimum term

9.41 The ETC decreases over the minimum term. The maximum ETC for each Business Fund Plan is set out in the tables below. Please contact us for the amount of ETC payable.

Business Fund Plans	Maximum ETC (incl. GST) 24 months
\$59 Plan	\$708
\$79 Plan	\$948
\$99 Plan	\$1,188
\$129 Plan	\$1,548
\$149 Plan	\$1,788
\$199 Plan	\$2,388

9.42 If you have taken up a MRO, you must pay back any remaining MRO repayments.

At the end of your minimum term

9.43 At the end of your minimum term your service will remain on your chosen Business Fund Plan. You cannot move to another Business Fund Plan unless the plans are still available for recontracting and you recontract for another minimum term.

9.44 If Business Fund Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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10 Business Choice Mobile Plan

For new connections on and from 27 November 2018.

Eligibility

To take up a Business Choice Mobile Plan (**Business Choice Mobile Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply Business Choice Mobile Plans for business purposes, so you must use the Business Choice Plan predominantly for business purposes.

10.1 Services connected to the following plans can't be on the same account as services on your Business Choice Mobile Plan:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Corporate Mobile Plus
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

Availability

10.2 Business Choice Mobile Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a Business Choice Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.

10.3 The Business Choice Mobile Plan is available as a Month to Month Casual Plan for which you must bring your own compatible device or purchase a compatible Eligible Device from us outright or under a 24 or 36 month Mobile Repayment Option (**MRO**).

10.4 An Eligible Device is an eligible smartphone to be used with the relevant Business Choice Plan.

10.5 MRO terms and conditions are set out in [Part C - Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Plan options

10.6 You can choose from the Business Choice Mobile Plan set out in the table below:

	\$59 Mobile
Minimum monthly charge	\$59

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	\$59 Mobile
Total Min cost	N/A
Monthly Call Allowance for standard calls	Unlimited
Calls to 18xx numbers	Included
Standard messages	Unlimited
Monthly Data Allowance	30GB
Peace of Mind Data	Included
MessageBank® retrieval and diversion	Included
MessageBank Plus for iPhone (iOS4.3+ required)	Included
Intra-Account calls	Included
Monthly allowance for standard international calls and SMS from Australia	Unlimited to 15 Eligible Destinations*
Monthly roaming allowance for use in Eligible Destinations	International Day pass activated which for \$10 per day gives you unlimited standard calls/SMS and 200MB/day data allowance in Eligible Destinations. Visit telstra.com/overseas for the list of Eligible Destinations and pricing options for International Roaming and Day Pass.
Excess data in Eligible Destinations	Standard excess data rates apply.
New Phone Fee	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .

What you must pay each month

10.7 Each month you must pay us:

- a. the minimum monthly charge for your Business Choice Mobile Plan;
- b. for all usage in excess of or not eligible to draw from your included allowances;
- c. if you have a MRO, any Eligible Device repayments;
- d. any other value added services;

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- e. any amounts for usage outside Australia; and
- f. any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

- 10.8 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.
- 10.9 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.
- 10.10 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotal mobiles and any other calls or messages as determined by us.

Monthly Data Allowance

- 10.11 In addition to your minimum monthly charge you must pay for data usage which isn't eligible to draw from your Monthly Data Allowance (this includes usage overseas where applicable) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).
- 10.12 Your Monthly Mobile Data Allowance cannot be shared with the data allowances of services on the same account as your Telstra Mobile Plans.
- 10.13 Any unused Monthly Data Allowance expires each month.

Peace of Mind data

- 10.14 Peace of Mind data is included in the Business Choice Mobile Plan.
- 10.15 If you use more than your Monthly Mobile Data Allowance in a month, you will continue to receive additional data with speeds capped at 1.5Mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content and may take longer to load). We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.

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10.16 Peace of Mind Data can only be used in Australia. If you use your service overseas, additional charges will apply.

10.17 You cannot share your Peace of Mind data with other services on your account.

MessageBank®

10.18 Business Choice Mobile Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

10.19 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Monthly International Calls and SMS Allowance (from Australia)

10.20 Your \$59 Business Mobile Choice Plan include unlimited Monthly International Call and SMS to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible Destinations set out in clause 10.24 (**Monthly International Call and SMS Allowance**)

10.21 Eligible Destinations are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam (“**Eligible Destinations**”).

10.22 If you make non-standard international calls, or call destinations which are not Eligible Destinations, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types of the Telstra Mobile Section of Our Customer Terms](#) will apply.

International Roaming

10.23 International roaming is automatically activated on new Business Choice Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

Monthly International Roaming Allowance

10.24 Your \$59 Business Mobile Choice Plan has an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 500MB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

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10.25 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:

- a. use your mobile outside of Eligible Roaming Destinations; or
- b. choose to opt out of your International Day Pass.

10.26 Any unused data Monthly International Roaming Allowance expire at the end of each billing month.

Free Intra-Account calls

10.27 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a Business Mobile Plan and which are connected to one of the following plans:

- Other Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- My Business Mobile Plans
- Business Mobile Maximiser Plans

10.28 Free Intra-Account calls do not apply to international calls or international roaming calls.

FairPlay Policy

10.29 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) applies to Business Choice Mobile Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use your service other than for you own personal and business use and may not use your service:

- a. to resell or commercially exploit any of our mobile services or SIM cards;
- b. in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider; or
- c. with handsets or other devices other than those that have been approved by us for use on our networks.

10.30 For the purposes of clause 10.29, this includes (but is not limited to) using your service:

- a. to re-route call traffic in order to disguise the originating party;
- b. for the purposes of resale;
- c. to generate mobile terminating access or SMS message terminating access payments (for example, by using SIM boxing);

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- d. to transit, refile or aggregate domestic or international traffic on Telstra's network;
- e. as a call collection service and/or for call redirection to call centres, call sinks or mass termination services;
- f. in such a way that use of the service is automatically generated by a device controlled by software and/or hardware; or
- g. with devices that switch or reroute calls to or from Telstra's network or any third party without Telstra's consent.

Early termination charges (ETC)

- 10.31 There are no ETC's for Business Choice Mobile Plans as they are month to month plans and you can cancel it at any time.
- 10.32 If you have taken up a MRO and you cancel, contract or move to an ineligible plan before the end of the MRO term, you'll need to pay the balance of any remaining handset repayments and any costs incurred up to the point of cancellation.
- 10.33 If you change or cancel a Business Choice Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge.