

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.

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:

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- 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 Business Mobile Plans

For new connections on and from 1 July 2022. Bundle Plans available for new connections on and from 2 August 2022.

Eligibility

To take up a 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.

- 3.1 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

Availability

- 3.2 All Business Mobile Plans are month-to-month plans that are available until withdrawn by us. At the end of each month your Business Mobile Plan will automatically roll over to the next month unless you or we change or cancel the plan (see clauses 3.13 to 3.15 below)
- 3.3 To connect your existing Telstra Business Mobile service to a Business Mobile Plan, you must request to be moved and connected to a Business Mobile Plan. This will lead to the cancellation of your existing Telstra business mobile plan. We will not charge any applicable service early termination charges for your service, however you'll have to pay us any reasonable fees and remaining device repayments arising from that cancellation, in full, if an associated device cannot be upgraded or transferred across to the new Business Mobile Plan.
- 3.4 Unless otherwise stated, all add-on packs and offers associated with the old Business Mobile Plans before 01 July 2020 are not compatible with Business Mobile Plans and cannot be added to your Business Mobile Plan or brought across if you're moving from an old Business Mobile Plan to a Business Mobile Plan, including:

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- a. all shareable and non-shareable data-packs, including Business Demand Data and Extra Data; and
- b. the International Direct Dial 45 country pack.

3.5 To be eligible for Bundle Plans, you must have an Essential or Premium Mobile Plan. You are eligible to add on up to 5 Bundle Plans.

Device Options

3.6 Business Mobile Plans can only be used with compatible mobile handsets. Other devices including tablets or mobile broadband devices are not eligible for use with Business Mobile Plans and may be blocked.

3.7 If you take up a Business Mobile Plan, you may:

- a. purchase an eligible device on a Device Payment Contract (**DPC**); or
- b. bring your own (**BYO**) or purchase a compatible handset from us outright.

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

3.8 We may choose to offer Device Payment Discounts (**DPD**) from time to time if you purchase an eligible handset on DPC. If you purchase an eligible handset:

- a. you will receive the DPD amount as a credit towards your handset repayments each month for the minimum term of your Business Mobile Plan;
- b. we will tell you the DPD amount when you take up your eligible DPC; and
- c. the monthly device repayments (if any) on your bill are the monthly amount you owe after the DPD amount has been applied.

3.9 If you cancel your Business Mobile Plan or your DPC, you will no longer be entitled to the DPD and you must pay the balance of any remaining device repayments in full.

Accessory Repayment Option

3.10 You can choose to buy compatible mobile accessories with your Business Mobile Plan through an Accessory Repayment Option (**ARO**).

3.11 If you cancel your ARO, you'll have to pay the remaining cost of the accessories or hardware (as applicable). The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#)

Business Mobile Plan Options

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

Our Customer Terms

Telstra Mobile Section

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Casual month-to-month	Starter	Basic	Essential	Premium	Mobile Bundle Plan	Data Bundle Plan
	\$50	\$62	\$72	\$75	\$50 Min Cost \$122	\$10 Min cost \$78
Prices may increase by CPI annually from July						
Monthly Data (non-share)	2GB	50GB	180GB	300GB	15GB	10GB
Network Access (Requires compatible device, available in selected areas)	3G, 4G/4GX, 5G <ul style="list-style-type: none"> No excess data charges in Australia Monthly Data Allowance to use in Australia. No excess data charges in Australia, continue to access data at speeds of up to 1.5Mbps once included data allowance is exceeded Data can't be shared See Usage Alerts, Self Service & Excess Data Options for more information 					
Plan Speeds	4G and 5G Capped at 250Mbps for usage within the allowance		Uncapped 4G & 5G Speeds for usage within the allowance			
Monthly Calls, SMS & MMS to standard Australian numbers in Australia	Unlimited					<ul style="list-style-type: none"> SMS and MMS are charged at PAYG rates: Standard national SMS - 25c Standard national MMS - 50c All for use in Australia (to standard Australian numbers) SMS to premium numbers is restricted
International Calls, SMS & MMS for use in Australia	<ul style="list-style-type: none"> International Calls: Rates vary by country. Check rates here Customers can also add an International Call and SMS pack for use to eligible destinations 					PAYG Rates <ul style="list-style-type: none"> SMS: 50c per message sent per recipient MMS: 75c per message sent per recipient

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MessageBank Plus (iPhone only)	Included	N/A
International Roaming, calls, SMS and data Standard calls and SMS for use in eligible countries	<ul style="list-style-type: none"> International Roaming is automatically activated unless the service is recontracted or they opt-out. International Day Pass automatically applied for new activations or can be added to these plans for use in eligible countries. PAYG rates apply if customer opted-out of International Day Pass or is roaming in an ineligible destination. 	
Devices	Purchase a handset on a 24 or 36 month (BTL) Device Payment Contract (one DPC per mobile service)	
Important Plan, Call and SMS Information		
<ul style="list-style-type: none"> Monthly calls: <ul style="list-style-type: none"> Can be used in Australia to standard Australian numbers, as well as most 11xx, 12xx, 13xx and 1800 numbers Doesn't include calls, SMS or MMS to international numbers (unless these are included in your plan allowance), premium numbers (eg 19xx numbers) and some satellite numbers, 1234, 12 455 and 12 456 numbers or content charges 		

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at [telstra.com/coverage](https://www.telstra.com/coverage).

What you must pay each month

3.13 Each month you must pay us:

- a. the minimum monthly charge for your Business Mobile Plan;
- b. for all usage other than included allowances;
- c. if you have an DPC, for any handset repayments (taking into account any DPD amount, if eligible);
- d. any accessory repayments under any ARO;
- e. any other value added services or add-ons; and
- f. any amounts for usage outside Australia.

Annual Price Review

3.14 From 1 July 2022, our mobile and data plans now include an annual price review to reflect Consumer Price Index (CPI). This means your mobile and data plan price may increase annually by CPI in July. CPI measures household inflation and is released by the Australia Bureau of Statistics.

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- 3.15 We'll use the CPI for full year to March quarter and any increase will be rounded to nearest dollar and occur from your July billing cycle. We'll let you know before any changes take effect.
- 3.16 Existing Mobile plan customers who signed up prior to 1 July 2022 will also be updated to the new plans in August/September 2022. We'll let you know prior to making any changes.
- 3.17 Customers on existing the Extra Large Mobile Plan will remain on this plan until further notice.

Changing or cancelling your plan

- 3.18 You can change to a different available Business Mobile Plan once a month. If you change your plan, then you'll immediately be moved to the new plan, and at the end of the month, you'll be billed a pro-rated amount based on how much time you spent on each plan.

Example: If you join Telstra on the Small Business Mobile Plan on 1 July 2020, and then increase your plan to the Medium Business Mobile Plan on 10 July 2020, you'll immediately be moved on to the Medium Business Mobile Plan on 10 July 2020 and enjoy benefits such as an increase from 40 to 80GB of data. At the end of that month (31 July 2020), you'll be billed at a pro rata rate for 10 days of the Small Business Mobile Plan and 21 days of the Medium Business Mobile Plan amount, and after that your next monthly bill will be for the Medium Business Mobile Plan amount if you don't change again.

- 3.19 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:
- a. a pro-rated amount for your last billing period based on when you cancel your plan; and
 - b. if you've taken up a DPC or ARO associated with that plan, the balance of all remaining repayments in full.

Our changes to your plan or add-ons

- 3.20 From time to time, we may make changes to your plan or add-ons (including price and inclusions). Those changes may be:
- a. neutral or beneficial to you; or
 - b. detrimental to you.

Neutral or beneficial changes

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If we make a change to your plan or add-ons which we reasonably believe will be neutral or beneficial to you, we can make the change immediately without telling you.

Detrimental changes

If we make a change to your plan or add-ons which we reasonably believe will be detrimental to you then:

- a. we will notify you at least 30 days in advance of the changes taking effect; and
- b. if you don't like the change, you may change to another plan or add on, or cancel your plan or add on, in which case
 - (i) if you've purchased a device/s that can be used with another provider, you will need to pay out your device in full (and any device discounts you've received will apply to that payment); or
 - (ii) if you've purchased a device/s that can't be used with another service provider, we'll refund those costs as follows: $\text{upfront equipment cost} \times (24 - \text{number of months spent continuously on the plan or add on}) / 24$ months,

but you will not otherwise be required to pay any early termination charges in relation to your plan or add-on.

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Business Mobile Plans under this clause 3.

- 3.21 We can tell you about changes to your Business Mobile Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the My Telstra app or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.
- 3.22 If you cancel or change your Essential or Premium Mobile plan you will no longer be eligible for Bundle Plans and existing Mobile Bundle Plans or Data Bundle Plans will be moved to the nearest in-market plans. We'll be in touch to let you know about these changes.

Unlimited standard calls and messages

- 3.23 With your Business Mobile Plan, all Standard Calls and Messages are included in your minimum monthly charge. However, in addition to your minimum monthly charge, you must pay for Non-standard Calls and Messages as set out in [Part D – Other Call Types](#) of the Telstra Mobile section of our Customer Terms.

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- 3.24 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 (including 1234, 12455 and 12456 numbers but excluding Sensis® and 12 numbers listed as Non-standard calls and messages), 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.
- 3.25 Non-standard calls and messages include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages or Sensis® services, successful and attempted connections to requested numbers through a directory assistance call, 1234 service or Call Connect call, 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.

Shareable Monthly Data Allowance

- 3.26 Each Business Mobile Plan has a shareable monthly data allowance for use within Australia. The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services (see clause 3.24) on your account (**Shared Monthly Data Allowance**).
- 3.27 If you use more than your Shared Monthly Data Allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month across all Eligible Services until your next billing period (**No Excess Data Charging**). This speed 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. You can still use your device(s) to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.
- 3.28 If you have exceeded your Shared Monthly Data Allowance, you can increase the plan of one or more of your Eligible Services to increase your Shared Monthly Data Allowance. See clause 3.13 on how to change your plans. You cannot add a data pack to any Eligible Service to increase your Shared Monthly Data Allowance.
- 3.29 Any unused Shared Monthly Data Allowance expires at the end of each billing month. You'll receive notifications of your data usage at approximately 50%, 85% and 100% of your Shared Monthly Data Allowance to help you make the most of your Shared Monthly Data Allowance. You can also check how much data you've used via the My Telstra app, MyAccount, and the Mobile Data Usage Meter.

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Eligible Services for data sharing

3.30 Where you take up a Business Mobile Plan or move an existing service to a Business Mobile Plan:

a. Your Shared Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account that are connected to one of the following plans (the **Eligible Services**):

- Business Mobile Data Plans
- Business Mobile Plans
- Business Mobile Lease Plans
- My Business Mobile Plans
- Go Business Mobile Plan
- Go Business Data Share SIMs
- TMB Business Share
- \$5 or \$0 Data Share SIMs
- Business Performance Data Share Packages
- Business Mobile Broadband Share Plan
- Data Share SIM Plans
- My Business Mobile Data Plans
- Go Business Mobile Broadband Plans
- Easy Share Business Plans
- Team Plans
- DOT Mobile
- Business Performance Plans (Shared)

b. Your Eligible Services will automatically:

- (i) be converted to No Excess Data Charging in Australia, and Extra Data will be removed; and
- (ii) have Business Demand Data removed.

Your Eligible Services will otherwise continue with the same minimum monthly charges and any existing bonus data or credit. If Extra Data has already been charged for that billing period, there will be no refund for that charge.

Example: You currently have a \$99 shareable Business Mobile Plan with a 12GB monthly data allowance and Extra Data (an Eligible Service) and a non-shareable \$45 My Business Wireless Broadband Plan 20GB with Extra Data (not an Eligible Service). You then buy a Medium Business Mobile Plan for \$60 and a 80GB included monthly data allowance.

Your Business Mobile Plan is automatically converted to No Excess Data Charging, giving your account a Shared Monthly Data Allowance of 92GB across both your Business Mobile Plan and Business Mobile Plan. If you exceed the Shared Monthly Data in a month, then both services will have speeds shaped to a maximum of 1.5Mbps but no excess data charges will apply.

Your Business Mobile Plan continues unchanged with the same minimum monthly charge and any existing bonus data or credit, except that Extra Data will be

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removed. However, Extra Data will remain on your non-shareable \$45 My Business Wireless Broadband Plan, which continues unchanged.

MessageBank®

- 3.31 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.
- 3.32 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

No International Calls and SMS Allowance (from Australia)

- 3.33 Business Mobile Plans do not include any allowance for international calls, SMS or MMS while you are in Australia. If you make any international calls or send international SMS or MMS while you are in Australia, you can:
- a. purchase an International Call and SMS Pack for unlimited standard international calls or SMS to eligible countries (you will be charged extra for all non-standard international calls or SMS and all international calls or SMS outside eligible countries); or
 - b. pay standard Pay-as-You-Go (**PAYG**) rates for all international calls or SMS or MMS.
- 3.34 See below for details on the International Calling and SMS Pack and eligible countries and [Part D - Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms for standard PAYG rates.

International Roaming

- 3.35 International roaming is automatically activated on 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. You can disable International Roaming in the My Telstra app, or by calling us between 8am-7pm AEST Monday to Friday on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms.](#)

International Roaming Day Pass

- 3.36 All Business Mobile Plans have 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 1GB 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 1GB for \$10 valid for 31 days. You can disable International Day Pass in the My Telstra

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app (charges may apply outside of Australia), or by calling us between 8am-7pm AEST Monday to Friday on 125 109 from within Australia or +61 439 125 109 outside of Australia free of charge from your Telstra service. If you disable International Day Pass without disabling International Roaming, you may be subject to standard international roaming SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part). For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

- 3.37 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.

FairPlay Policy

- 3.38 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 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.

4 Mobility Accelerator

- 4.1 From 1 July 2022 until further notice, Mobility Accelerator is available to add-on to the Essential and Premium Business Mobile Plans.

	Essential	Premium	
	Further details about your Business Mobile Plan are above at 3.12		
Monthly charge for Mobility Accelerator add-on	\$10/mth	\$10/mth	
Term of add-on	Casual month-to-month – add or remove the Mobility Accelerator add-on at any time		
	Mobility Accelerator stops working once you exceed your Shared Monthly Data Allowance. This means once you exceed your Shared Monthly Data Allowance, your speeds will still be capped at 1.5Mbps for the rest of the month across all Eligible Services, and slowed further in busy periods. This speed is not suitable for HD video		

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or high speed applications, and means some webpages, videos, social media content and files may take longer to load.
For use in Australia.

- 4.2 Mobility Accelerator is compatible with the Telstra sold 5G and 4GX mobile devices listed here: <http://www.telstra.com.au/small-business/mobile-phones/mobility-accelerator> that are supported on LTE-Advanced technology. The Mobility Accelerator add-on may not work properly on other devices.
- 4.3 Mobility Accelerator only operates when you are on the 4G/5G network in Australia. It does not operate when you are on the 3G network or when you are connected to Wi-Fi.
- 4.4 You will have access to on-demand reporting on the average download speeds you receive with this add-on.
- 4.5 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, Mobility Accelerator does not guarantee a minimum speed throughput or increase. Mobile speeds vary due to a range of things like congestion, location, distance from the base station, local conditions, the device you're using, hardware and software configuration, download source and upload destination.
- 4.6 Mobility Accelerator will not provide a benefit during tasks that require low bandwidth such as email and web browsing, or in times of low network traffic.

Billing

- 4.7 You will be charged the monthly charge for the Mobility Accelerator add-on in advance, subject to 4.8.
- 4.8 If you add-on Mobility Accelerator part way through a billing month, then you will be charged a pro-rated amount based on the days remaining in that billing month, as well as a monthly charge in advance for the following billing month.
- 4.9 Mobility Accelerator will continue on a month-to-month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 4.10 If you cancel Mobility Accelerator part way through a billing month, you will receive a credit to offset the monthly charge you paid in advance, and you will be charged a pro-rated amount to reflect the days Mobility Accelerator was active in that month.

5 International Call and SMS Pack

For new connections on and from 1 July 2020

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What is the International Call and SMS Pack?

- 5.1 The International Call and SMS 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 standard international numbers in Eligible Destinations (“**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.

Availability

- 5.3 The International Call and SMS Pack is available to customers with an eligible Telstra postpaid mobile service for new connections on and from 1 July 2020.
- 5.4 The International Call and SMS Pack is not compatible with any other discount on international rates. You can’t take up an International Call and SMS Pack if you already receive a discount or special pricing for international rates with your Telstra postpaid mobile service, except if you have an Enterprise Fleet Standard plan.
- 5.5 You can take up the International Call and SMS 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 the International Call and SMS Pack.

International Call and SMS Pack Details

- 5.6 The International Call and SMS Pack has the following details:

International Call and SMS Pack	
Price	\$10/month
Term	Casual – add or remove at any time
International calls to standard numbers	Unlimited calls to eligible standard international fixed and mobile numbers in eligible destinations from Australia
International SMS to standard numbers	Unlimited SMS to eligible standard international numbers in eligible destinations from Australia
International calls to non-standard numbers	PAYG rates set out in in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms
International SMS to non-standard	PAYG rates in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms

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numbers and International MMS	
Eligible Destinations	Canada, China, Denmark, Germany, Guam, Hong Kong, India, Indonesia, Ireland, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Spain, Sweden, Vietnam, U.S.A, US Virgin Islands, UK.

Added: Spain, Sweden and US Virgin Islands on 20 April 2021

- 5.7 You must pay us the PAYG rates set out in [Part D – Other Call Types](#) and [Part E – SMS Messages and Email](#) of the Telstra Mobile Section of Our Customer Terms for all international calls and SMS to non-standard numbers and international SMS.
- 5.8 If you purchase an International Call and SMS Pack partway through a month, the monthly pack charge will be pro-rated according to the days the International Call and SMS Pack was active in that month.

Cancellation of pack

- 5.16 Your International Call and SMS 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 If you cancel your International Call and SMS Pack part way through a billing month your monthly pack charge for that month will be pro-rated according to the days your International Call and SMS Pack was active in that month.