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 2020

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3.2 All Business Mobile Plans are month-to-month plans that are available until withdrawn by us.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 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.

Device Options

3.5 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.

3.6 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.

3.7 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.

3.8 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

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

3.10 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

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

<table>
<thead>
<tr>
<th>Mobile Plans</th>
<th>Extra Small</th>
<th>Small</th>
<th>Medium</th>
<th>Large</th>
<th>Extra Large</th>
</tr>
</thead>
</table>

B&G – Telstra Mobile - Part B – Current & Recent Plans was last changed on 20 April 2021
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<table>
<thead>
<tr>
<th>Monthly Charge</th>
<th>Refer to your Critical Information Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data (shareable) for use in Australia</td>
<td>2GB</td>
</tr>
<tr>
<td>Term</td>
<td>Month-to-month</td>
</tr>
<tr>
<td>Network Access (to access the 5G network customers must have a 5G compatible device and be in a 5G area)</td>
<td>3G, 4GX/4G</td>
</tr>
<tr>
<td>Calls in Australia to Standard Australian Numbers</td>
<td>Unlimited</td>
</tr>
<tr>
<td>SMS/MMS in Australia to Standard Australian Numbers</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Data Speed Shaping after data allowance is exceeded</td>
<td>Up to a maximum of 1.5mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content may take longer to load) and slowed further during busy periods. For personal use in a smartphone only. Heavy data users (users in the top 1% of all data users) may experience slower speeds than other users during busy periods. FairPlay policy applies. For use in Australia.</td>
</tr>
<tr>
<td>Devices</td>
<td>Optional purchase of a device on a DPC - see Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.</td>
</tr>
<tr>
<td>StayConnected Advanced™</td>
<td>Optional +$15/month</td>
</tr>
<tr>
<td>International Calls and SMS/MMS from Australia</td>
<td>Standard PAYG rates apply or add a $10/month International Call and SMS Pack for Unlimited Calls/SMS to standard international numbers in 20 destinations - see Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms for calls, clause 4 for the International Call and SMS Pack, and Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms for SMS/MMS.</td>
</tr>
<tr>
<td>International Roaming outside of Australia</td>
<td>International Day Pass for an additional charge per day, unlimited calls/SMS and 500MB/day of data to use that day while in Eligible Roaming Destinations. Standard PAYG rates apply outside of Eligible Roaming Destinations or if you choose to opt out of your International Day Pass. For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas.</td>
</tr>
<tr>
<td>Non-standard Calls and Messages</td>
<td>PAYG Non-standard calls and messages rates (see clauses 3.17 to 3.19)</td>
</tr>
<tr>
<td>Unlimited Telstra Air® Wi-Fi Data Allowance</td>
<td>Included</td>
</tr>
</tbody>
</table>

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.
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What you must pay each month

3.12 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; and
f. any amounts for usage outside Australia.

Changing or cancelling your plan

3.13 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.

3.14 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.
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Our changes to your plan or add-ons

3.15 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

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.

b. If you don’t like the change, you may change to another plan or add on, or cancel your plan or add on.

   (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:

   (A) Upfront equipment cost x (24 - number of months spent continuously on the plan or add on) / 24 months.

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

3.16 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.

Unlimited standard calls and messages

3.17 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
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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.

3.18 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.

3.19 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 Pivotel mobiles and any other calls or messages as determined by us.

Shareable Monthly Data Allowance

3.20 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).

3.21 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.

3.22 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.

3.23 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
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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.

Eligible Services for data sharing

3.24 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.
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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 removed. However, Extra Data will remain on your non-shareable $45 My Business Wireless Broadband Plan, which continues unchanged.

MessageBank®

3.25 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.

3.26 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)

3.27 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.

3.28 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

3.29 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. See Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

International Roaming Day Pass

3.30 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 500MB 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
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1GB 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.

3.31 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**

3.32 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.

**4 International Call and SMS Pack**

For new connections on and from 1 July 2020

**What is the International Call and SMS Pack?**

4.1 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”).

4.2 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**

4.3 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.
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4.4 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.

4.5 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**

4.6 The International Call and SMS Pack has the following details:

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

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

4.7 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.

4.8 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.
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Cancellation of pack

4.16 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.

4.17 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.