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# Our Customer Terms

## Telstra Mobile Satellite Service

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Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

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### 1 About the Telstra Mobile satellite service Section

- 1.1 This is the Telstra Mobile satellite service section of Our Customer Terms.
- 1.2 The following terms also apply to Telstra Mobile satellite services:
- (a) the terms set out in your application for the Telstra Mobile satellite service; and
  - (b) the General Terms of Our Customer Terms (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).
- 1.3 If those terms are inconsistent with something in this section, then to the extent of the inconsistency:
- (a) this section applies instead of the General Terms; and
  - (b) the terms set out in your application for the Telstra Mobile satellite service apply instead of this section.
- 1.4 If a term in this section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

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### 2 Telstra Mobile satellite service

#### Service description

- 2.1 The Telstra Mobile satellite service is a satellite based, digital mobile communications system. It allows you to:
- (a) make or receive telephone calls to and from a compatible satellite handset/device to fixed, mobile and satellite services in and outside Australia; and
  - (b) receive and send SMS using a capable handset/device; and
  - (c) access data services using a capable handset/device.

### Coverage limitations

- 2.2 To make or receive calls using the service or to access data services, your handset/device must be in the coverage area of the Iridium satellite network system in Australia and in other countries where satellite handsets/devices can be lawfully used.
- 2.3 To use the service, the antenna of your handset/device must be pointing straight up with clear line of sight to a wide view of the sky.
- 2.4 The service cannot be used from indoors without connection to an outside building antenna. The service quality will be affected where there is a narrow view of the sky and by factors such as the environment, surrounds and atmosphere (eg where there is dense forest canopy, tall buildings or high narrow gorges).
- 2.5 The Telstra Mobile satellite service gives you international roaming access on the Iridium Network from Australia and most overseas countries. Due to the nature of satellite services (in particular that fact that the quality of service can be affected by the environment, surrounds and atmosphere) and the global nature of the Iridium satellite network, which is controlled by a third party, we cannot promise that you will always be able to access the Telstra Mobile satellite service from within Australia or overseas countries.

### Compatible handsets/devices and SIM cards

- 2.6 You must use a compatible handset/device (including a SIM card) to access the service.
- 2.7 We can supply you with compatible handset/devices and Telstra Mobile satellite service SIM cards to access the service. You can buy a compatible handset/device from us for use in relation to the Telstra Mobile satellite service, either:
- (a) alone; or
  - (b) by entering into a pricing plan for a contract term.
- 2.8 We supply you with a specific Telstra Mobile satellite service SIM card. The telephone number for your service will begin with a 014710, 014711, 0141712, 014714, 014715, 014716 or 014718 prefix (**TMS prefix**). If you access the Telstra Mobile satellite service using the SIM card for a Telstra Mobile service, higher charges apply as set out in the charges section below. If you place your Telstra Mobile satellite service SIM card in a cellular mobile service handset/device and make calls, you are charged at Telstra Mobile satellite service rates as set out in this section.

### **Separate account needed**

- 2.9 You need a separate Telstra Mobile account for Telstra Mobile satellite services, but you can list more than one Telstra Mobile satellite service on an account.

### **Using your own handsets/devices**

- 2.10 If you apply for a satellite service and intend to use the SIM card you get from us in a handset/device you bought separately, you should first confirm whether your handset/device can be used in connection with the Telstra Mobile satellite service and confirm the accessibility and quality of the service using your particular handset/device before applying for a service.

### **Emergency services**

- 2.11 To access emergency services from within Australia, you can call 000 if you have an active sim card in your handset/device. If you do not have an active SIM card in your handset/device you can access emergency services from within inside Australia by calling 112.
- 2.12 When outside Australia, you need to dial the emergency services number for the country you are in.

### **Calling Number Display**

- 2.13 Calling Number Display shows you who's calling your Telstra Mobile satellite service handset from Australia by displaying the calling number on your handset (unless the number calling is blocked). This only applies to calls that are made in Australia.
- 2.14 Calling Number Display also enables your Telstra Mobile satellite service number to be displayed on the mobile or fixed phone you are calling (unless it is blocked).
- 2.15 Your phone number may also be displayed to a person you are calling overseas (unless it is blocked).
- 2.16 You must apply to us to block your Telstra Mobile satellite service number on all calls (otherwise you can block your number on a single call). A permanent line block will apply to calls made within Australia and calls made to people overseas.
- 2.17 Calling Number Display is automatically connected to your phone free of charge.

### Calling line identification

- 2.11 Calling line identification (CLI) is information that can be sent through the network when you make a call from your Telstra Mobile satellite Service on a compatible handset. CLI includes the telephone number of the calling party.
- 2.12 CLI allows the other party to see your telephone number if they have enabled Calling Number Display (CND).
- 2.13 We do not charge you for presenting or blocking your CLI.

### Compatible handsets

- 2.14 CLI is only available from compatible handsets. The 9500 and 9505 handset models are not compatible with CLI and the telephone number of the calling party will not be presented if they are calling from one of these handsets.

### Presenting or blocking CLI on compatible handsets

- 2.15 If you take up a new Telstra Mobile satellite service on and from 7 June 2010, your CLI will be presented automatically. If you wish to block your CLI, you must call Telstra.
- 2.16 If you have an existing Telstra Mobile satellite service on 7 June 2010, your CLI will be blocked by default. If you wish to present your CLI, you will need to call Telstra to arrange for your CLI to be presented. Depending on the type of handset you have, you will then be required to either:
- (a) visit your handset provider's website to download the application to present your CLI; or
  - (b) send your handset to Telstra to activate the CLI presentation.

If your CLI is presented, you may still block your CLI on a per call basis by dialling the prefix #31# before the number you are calling.

### When you cannot block CLI

- 2.17 Even where we have activated CLI block on your Telstra Mobile satellite service, you cannot block CLI:
- (a) for calls to the emergency call service (000); and
  - (b) to other carriers and carriage service providers where CLI is used for the purposes of billing, call management or credit control.

- 2.18 Even where we have activated a block on your CLI on your Telstra Mobile satellite service, your CLI may be presented for internet dial up calls made from your service to a Carriage Service Provider or Internet Service Provider connected to the Telstra network depending on the Service Provider's network configuration and where the Service Provider is require to use the CLI for the purposes of fraud prevention, billing, call management or credit control.
- 2.19 If your privacy is breached and we have activated your request for CLI block on your service, we will take steps to restore your privacy at our cost.

### How we use your CLI

- 2.20 We may use your CLI, including your telephone number, in the following ways:
- (a) on an itemised bill of one of our customers who has called your number;
  - (b) on an itemised bill of one of our customers who has accepted a reverse charge or third party charge call from your service;
  - (c) in customer premises or network based service or equipment to support CLI related products such as call return and CND where you have permitted presentation of your CLI;
  - (d) to perform our malicious call trace or malicious caller identification services; and
  - (e) when a law enforcement agency lawfully requests it.

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## 3 Pricing plans and handset contracts

### General

- 3.1 You must choose a Telstra Mobile satellite pricing plan.
- 3.2 GST-free pricing plans may be available to you if you live, or are a business located in, an Australian external territory and apply to Telstra to connect to a GST-free pricing plan.
- 3.3 We charge GST in relation to all charges for the use of the Telstra Mobile satellite service within Australia (which includes up to 200 nautical miles out to sea and Australian external territories, excluding Antarctica). This is due to our system capability limitations. You can contact us for further information on the application of GST to charges for use of the Telstra Mobile satellite service, or to obtain an adjustment if you can establish that calls were made from GST-free regions.

- 3.4 Telstra Mobile satellite pricing plans are available for a minimum term of 24 months. The minimum term starts on the day we approve your application for your Telstra Mobile satellite pricing plan. If you change your Telstra Mobile satellite pricing plan, the minimum term of your new plan is still calculated from the day we approved your original application for your Telstra Mobile satellite pricing plan.
- 3.5 Each month you must pay the monthly access fee for your Telstra Mobile satellite pricing plan, as well as call charges, call connection fees, general Telstra Mobile service charges and other applicable charges that apply under your Telstra Mobile satellite pricing plan.

### **TMS Data Only pricing plan**

- 3.6 If you only require data services and no voice call capability, you can connect your handset/device to the TMS Data Only pricing plan.
- 3.7 If you choose the TMS Data Only pricing plan, the services on that plan:
- (a) only have circuit switched data call capabilities; and
  - (b) cannot be used to make voice calls; and
  - (c) can be used to receive SMS and, if using a capable handset/device, send SMS; and
  - (d) cannot be placed on the TMS Group pricing plan.

### **TMS Group pricing plan**

- 3.8 If you choose the TMS Group pricing plan:
- (a) you must have at least two active services on the plan at any one time; and
  - (b) if you are a Telstra Enterprise and Government customer and took up a TMS Group pricing plan on or before 30 September 2013 or you are a business or consumer customer and took up a TMS Group pricing plan on or before 12 October 2013, the combined monthly access charge (excluding any monthly data access charges) of the services on your TMS Group pricing plan must be at least \$150 (including GST) otherwise we charge you \$150 (including GST) as your combined monthly access charge;
  - (c) if you are a Telstra Enterprise and Government customer and took up a new TMS Group pricing plan on or after 1 October 2013 or you are a business or consumer customer and took up a TMS Group pricing plan on or after 13 October 2013, the combined monthly access charge of the services on your TMS Group pricing plan

must be at least \$175 (including GST), otherwise we charge you \$175 as your combined monthly access charge;

- (d) you can only place services connected to the TMS 35, TMS 55, TMS 85 or TMS 130 pricing plans on a TMS Group pricing plan; and
- (e) a separate contract term applies to each individual service on a TMS Group pricing plan; and
- (f) the call, SMS and call diversion charges in the TMS Group pricing plan table apply to all services on the Telstra Mobile Satellite Group Plan in place of the charges under the individual service pricing plans; and
- (g) the included calls amount for a TMS Group pricing plan is calculated by adding together the included calls amount under the individual pricing plans for each of the services in the TMS Group pricing plan; and
- (h) you can share the total included calls amount for a TMS Group pricing plan between all individual services on the TMS Group pricing plan.

### **Handset contracts – Mobile Repayment Option**

- 3.9 We offer approved customers purchasing an approved handset/device when entering into a pricing plan, credit known as a “Mobile Repayment Amount”. We allow you to repay that credit by monthly installments over a 24-month period. This credit goes towards the upfront purchase price of a handset/device.
- 3.10 The GST-inclusive Mobile Repayment Amounts available to select from are \$500, \$895, \$1,500 and \$1,995 or any other amount we nominate or substitute.
- 3.11 The Mobile Repayment Amount chosen cannot be more than the handset price (including GST), less any applicable handset subsidy.
- 3.12 We pay the Mobile Repayment Amount directly to the relevant Telstra Shop or participating Telstra dealer on your behalf.
- 3.13 If the price of the handset/device is higher than the Mobile Repayment Amount, you must pay the difference between the price of the handset/device (including GST) and the Mobile Repayment Amount. You must pay this difference directly to us or the participating Telstra Shop or dealer where you bought the handset.
- 3.14 The Mobile Repayment Option is available when you connect to, or move an existing Telstra Mobile satellite service onto a current pricing plan. You must repay the Mobile Repayment Amount by monthly instalments over 24 months. If you do not repay the

Mobile Repayment Amount by the date for payment or within any extra time we give you to pay, we may suspend or cancel your Telstra Mobile satellite service.

- 3.15 You must repay any balance of the Mobile Repayment Amount outstanding if your Telstra Mobile satellite service or account is cancelled.
- 3.16 Only one Mobile Repayment Option may be entered into for each Telstra Mobile satellite service. We must separately approve applications for four or more Mobile Repayment Options per customer.

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## 4 Charges and billing

### Meaning of “Australia”

- 4.1 For this service, Australia includes up to 200 nautical miles out to sea and Australian external territories such as Norfolk Island and Lord Howe Island, but not Antarctica.

### Calls made outside Australia

- 4.2 The Telstra Mobile satellite service gives you international roaming access on the Iridium satellite network. International roaming access is not available from all countries.
- 4.3 If you make or receive calls outside Australia, our charges for making or receiving those calls apply as well as call charges and indirect taxes charged by overseas phone companies and authorities. Use of your handset/device outside Australia is at your own risk and expense. You should confirm the terms of using Telstra Mobile satellite in a country other than Australia before using the service in that country.
- 4.4 You cannot make calls to 1800, 13 and 12 numbers outside Australia.

### Format of numbers dialed

- 4.5 You must include Australian state area codes for all calls to fixed phones in Australia, including calls to someone in the same state as you. You need to use 0011 or + 11 and then the country code when you make a call from your handset/device when outside Australia, even when you are calling a number in the same country.

### Call records

- 4.6 Call times are expressed according to Australian Eastern Standard Time for all call records.

### **Not compatible with Single Bill**

- 4.7 The Telstra Mobile satellite service cannot be included on a “Single Bill”. This means that Single Bill and multiple Telstra service discounts do not apply to the Telstra Mobile Satellite service.

### **Billing information and timing**

- 4.8 You can contact us for information about your call usage and charges or pre-billing information. We issue bills monthly.

### **Calling a Telstra Mobile satellite service**

- 4.9 The charges for a call made from a Basic Telephone Service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- 4.10 The charges for a call made from a Telstra cellular mobile service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

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## **5 Pricing plan charges**

### **Monthly access charges and included calls**

- 5.1 We charge you a monthly access charge depending on the pricing plan you have chosen. An additional monthly access charge applies for access to data services using your Telstra Mobile satellite service.
- 5.2 The monthly access charge for each pricing plan includes an “included calls amount” that is applied to the voice call and data use charges you incur using your Telstra Mobile satellite service. You need to use the included calls amount each month. Any portion of the included calls amount that you do not use in a given month is forfeited and does not roll over for use in the following month. You cannot apply your included calls amount to charges incurred using:
- (a) a Telstra Mobile SIM card (for a service with a telephone number beginning with “04”) in your satellite handset/device; or

- (b) a satellite service SIM card (with a telephone number beginning with a TMS prefix) in your cellular mobile service handset/device.

### Data services

- 5.3 You can access data services using your Telstra Mobile satellite service, upon paying a monthly access charge. The amount of this monthly access charge varies depending upon your pricing plan. You will be charged for use of data services in accordance with the relevant call charges under your pricing plan.

Pricing Plans	Monthly Access Charge		Data Access Monthly Charge		Monthly Included Calls Amount	
	GST Excl	GST Incl	GST Excl	GST Incl	GST Excl	GST Incl
TMS 35	\$31.80	<b>\$35.00</b>	No charge		\$9.09	<b>\$10.00</b>
TMS 55	\$50.00	<b>\$55.00</b>	No charge		\$18.18	<b>\$20.00</b>
TMS 85	\$77.27	<b>\$85.00</b>	No Charge		\$45.45	<b>\$50.00</b>
TMS 130	\$118.18	<b>\$130.00</b>	No Charge		\$77.27	<b>\$85.00</b>
TMS Data Only	\$168.18	<b>\$185.00</b>	No Charge		\$136.36	<b>\$150.00</b>
TMS Group (if you are a TE&G customer and took up a TMS Group Plan on or before 30 September 2013 or you are a business or consumer customer and took up a TMS Group Plan on or before 12 October 2013)	\$136.36 (Minimum)	<b>\$150.00</b> (Minimum)	Varies based on individual services		Varies based on individual services	
TMS Group (if you are a TE&G customer and take up a TMS Group Plan on or after 1 October 2013 or you are a business or consumer customer and take up a TMS Group Plan on or after 13 October 2013)	\$159.09 (Minimum)	<b>\$175.00</b> (Minimum)	Varies based on individual services		Varies based on individual services	

- 5.4 Data access is not automatically applied. You must contact us to activate data access on your pricing plan.

### Charges under pricing plans

- 5.5 We charge you the amounts in the following tables to access the Telstra Mobile satellite service by using a Telstra Mobile satellite service SIM card in a satellite handset/device.

- 5.6 All outgoing calls, other than calls to Telstra’s directory assistance services, are charged in 30-second blocks or part thereof.
- 5.7 A call connection fee applies to all outgoing calls, other than calls to Telstra’s directory assistance services. The amount of the connection fee depends on your pricing plan.
- 5.8 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 5.9 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

### Calls to Directory Assistance

- 5.10 The charges for calls to National Directory Assistance (requests for phone numbers within Australia) and calls to International Directory Assistance (requests for phone numbers outside Australia) are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

### TMS 35 Pricing Plan

- 5.11 If you choose the TMS 35 pricing plan, we charge you the following charges for using your service.

TMS 35 call charges	GST Excl	GST Incl
Connection fee per call (where applicable)	45¢	50¢
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	90¢	99¢
Calls to a service with a TMS prefix in Australia	90¢	99¢
Calls to a service with a TMS prefix outside Australia	90¢	99¢

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## Telstra Mobile Satellite Service

<b>TMS 35 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	45¢	<b>50¢</b>
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.18</b>
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.18</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>\$10.00</b>
Calls to an Optus Sat phone in Australia	\$1.8181	<b>\$2.00</b>
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	90¢	<b>99¢</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix outside Australia	\$1.07	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$2.72727	<b>N/A</b>
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	<b>50¢</b>

### TMS 55 Pricing Plan

5.12 If you choose the TMS 55 pricing plan, we charge you the following charges for using your service.

<b>TMS 55 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	41¢	<b>45¢</b>
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	59¢	<b>65¢</b>
Calls to a service with a TMS prefix in Australia	59¢	<b>65¢</b>
Calls to a service with a TMS prefix outside Australia	59¢	<b>65¢</b>
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.18</b>
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.18</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>\$10.00</b>
Calls to an Optus Sat phone in Australia	\$1.8181	<b>\$2.00</b>
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	59¢	<b>65¢</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix in Australia	\$1.07	<b>N/A</b>

<b>TMS 55 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	41¢	<b>45¢</b>
<b>Call types</b>		
Calls to a service with a TMS prefix outside Australia	\$1.07	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$2.72727	<b>N/A</b>
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	<b>50¢</b>

### TMS 85 Pricing Plan

5.13 If you choose the TMS 85 pricing plan, we charge you the following charges for using your service.

<b>TMS 85 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	36¢	<b>40¢</b>
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	45¢	<b>50¢</b>
Calls to a service with a TMS prefix in Australia	45¢	<b>50¢</b>
Calls to a service with a TMS prefix outside Australia	45¢	<b>50¢</b>

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<b>TMS 85 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	36¢	<b>40¢</b>
<b>Call types</b>		
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.18</b>
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.18</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>\$10.00</b>
Calls to an Optus Sat phone in Australia	\$1.8181	<b>\$2.00</b>
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	45¢	<b>50¢</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix outside Australia	\$1.07	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$2.72727	<b>N/A</b>

<b>TMS 85 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	36¢	<b>40¢</b>
<b>Call types</b>		
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	<b>50¢</b>

### TMS 130 Pricing Plan

- 5.14 If you choose the TMS 130 pricing plan, we charge you the following charges for using your service.

<b>TMS 130 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	27¢	<b>30¢</b>
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	39¢	<b>43¢</b>
Calls to a service with a TMS prefix in Australia	39¢	<b>43¢</b>
Calls to a service with a TMS prefix outside Australia	39¢	<b>43¢</b>
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.18</b>
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.18</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>\$10.00</b>

# Our Customer Terms

## Telstra Mobile Satellite Service

<b>TMS 130 call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	27¢	<b>30¢</b>
<b>Call types</b>		
Calls to an Optus Sat phone in Australia	\$1.8181	<b>\$2.00</b>
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	39¢	<b>43¢</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix outside Australia	\$1.07	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$2.72727	<b>N/A</b>
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	<b>50¢</b>

### TMS Data Only Pricing Plan

- 5.15 If you choose the TMS Data Only pricing plan, we charge you the following charges for using your service.

TMS Data Only call charges	GST Excl	GST Incl
Connection fee per call (where applicable)	N/A	N/A
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a 66666 or data telemetry service in Australia	39¢	43¢
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

### TMS Group Pricing Plan

- 5.16 If you choose the TMS Group Plan, we charge you the following charges for using your individual services.

TMS Group call charges	GST Excl	GST Incl
Connection fee per call (where applicable)	36¢	40¢
<b>Call types</b>		
<b>Calls from in Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	45¢	50¢
Calls to a service with a TMS prefix in Australia	45¢	50¢
Calls to a service with a TMS prefix outside Australia	45¢	50¢

# Our Customer Terms

## Telstra Mobile Satellite Service

<b>TMS Group call charges</b>	<b>GST Excl</b>	<b>GST Incl</b>
<b>Connection fee per call (where applicable)</b>	36¢	<b>40¢</b>
<b>Call types</b>		
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.18</b>
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.175</b>
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>\$1.18</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>\$10.00</b>
Calls to an Optus Sat phone in Australia	\$1.8181	<b>\$2.00</b>
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	45¢	<b>50¢</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia – per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix in Australia	\$1.07	<b>N/A</b>
Calls to a service with a TMS prefix outside Australia	\$1.07	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$1.07	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$9.09	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$2.72727	<b>N/A</b>

TMS Group call charges	GST Excl	GST Incl
Connection fee per call (where applicable)	36¢	40¢
<b>Call types</b>		
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

### Call diversion and message retrieval

- 5.17 You can divert incoming calls to your Telstra Mobile satellite service when your service is switched off, busy or not answered, or you can divert all incoming calls.
- 5.18 We charge you a connection fee plus a diversion charge per 30 second block (or part thereof) to divert incoming calls, and to retrieve messages from a messaging service. The connection fee for diverting calls and retrieving messages is the same call connection fee that applies under your pricing plan.

Call diversion charges		For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
		GST Excl	GST Incl	GST Excl	GST Incl
<b>When incoming calls are diverted if the satellite service is switched off, busy or not answered</b>					
Connection fee per call		Same as for other calls on your pricing plan.		Same as for other calls on your pricing plan.	
<b>Calls to a Telstra Mobile satellite service:</b>	<b>Diverted to a fixed or mobile service:</b>	Per 30 second block		Per 30 second block	
In Australia	In Australia	Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service.		Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service.	
In Australia	Outside Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>

# Our Customer Terms

## Telstra Mobile Satellite Service

Call diversion charges		For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
		GST Excl	GST Incl	GST Excl	GST Incl
Outside Australia	In Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>
Outside Australia	Outside Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>
<b>When all incoming calls are diverted</b>					
Connection fee per call		Same as for other calls on your pricing plan.		Same as for other calls on your pricing plan.	
<b>Calls to a Telstra Mobile satellite service:</b>		<b>Diverted to a fixed or mobile service:</b>		Per 30 second block	
In Australia	In Australia	Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service.		Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service.	
In Australia	Outside Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>
Outside Australia	In Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>
Outside Australia	Outside Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>
<b>When incoming calls are directly diverted to/received from MessageBank or Memo</b>					
Connection fee per call		Same as for other calls on your pricing plan.		Same as for other calls on your pricing plan.	
<b>Calls to a Telstra Mobile satellite service:</b>		<b>Diverted to 101 or 102:</b>		Per 30 second block	
In Australia	In Australia	39.09¢	<b>43¢</b>	39.09¢	<b>43¢</b>
Outside Australia	In Australia	\$1.07	<b>\$1.175</b>	\$1.07	<b>\$1.18</b>

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## 6 Early termination charges

### Early Termination Charges

#### 6.1 If:

- (a) you cancel your Telstra Mobile satellite pricing plan (other than due to our material breach) (you do this by notifying Telstra and quoting your Handset serial or identification number), including if you cancel because your handset/device is lost, stolen or damaged; or
- (b) we cancel your Telstra Mobile satellite pricing plan (for fraudulent use or misuse of your Telstra Mobile satellite service or because of failure to pay a bill by the date for payment or within any extra time we give you to pay),

you must pay us an early termination charge in accordance with the following formula:

Fee payable = (Base Fee ÷ 24 ) x Number of months (including any part month) of contract term remaining

6.2 The amount of the early termination charge payable depends upon whether you purchased your handset/device from us (whether or not using the Mobile Repayment Option) together with your Telstra Mobile satellite pricing plan or used your own handset/device to connect to a Telstra Mobile satellite pricing plan. The early termination charge decreases each month over the contract term.

6.3 The Base Fee is \$500 if you purchased a reduced price handset/device together with your Telstra Mobile satellite pricing plan or \$300 if you did not purchase a handset/device with your Telstra Mobile satellite pricing plan.

### Changing plans

6.4 You can change your Telstra Mobile satellite pricing plan at any time during your minimum term. If you change to a plan with a monthly access fee lower than the monthly access fee nominated on your original application for your Telstra Mobile satellite service plan, we may charge you a fee of \$100.

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## 7 Charges for using a Telstra cellular mobile SIM card in a satellite handset/device

### General

- 7.1 We charge you the charges below if you use a Telstra Mobile SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device. These charges apply in addition to the applicable Telstra MobileNet Digital plan rates for the particular call.
- 7.2 All outgoing calls are charged in 30 second blocks or part thereof.
- 7.3 A call connection fee applies to all outgoing calls.
- 7.4 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 7.5 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.
- To see these charges – home and family customers [click here](#); business and government customers [click here](#).
- 7.6 If you use a Telstra Mobile SIM card you bought from us in a satellite service handset/device you should first confirm whether your SIM card can be used with a satellite handset/device in connection with the Telstra Mobile satellite service and confirm the accessibility and quality of the service using your particular SIM card and handset/device.
- 7.7 If you use a Telstra Mobile SIM card in a satellite service handset/device your service coverage:
- (a) in Australia will be limited to the coverage of Telstra’s Mobile Network; and
  - (b) outside Australia will be limited to the coverage of Telstra’s Mobile Network and international roaming service.

### Calls from in and outside Australia

- 7.8 We charge you the following for calls you make using a Telstra Mobile SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device.

# Our Customer Terms

## Telstra Mobile Satellite Service

Call Type	GST Excl	GST Incl
Connection fee per call	36.36¢	40¢
<b>Calls from in Australia per 30 second block or part thereof</b>		
Calls to a fixed service in Australia	\$1.81818	<b>\$2.00</b>
Calls to a mobile service in Australia	\$1.81818	<b>\$2.00</b>
Calls to a service with a TMS prefix in or outside Australia	\$1.81818	<b>\$2.00</b>
Calls to an 8816 or 8817 service in or outside Australia	\$6.36363	<b>\$7.00</b>
Calls to an Optus Sat phone in Australia	\$3.63636	<b>\$4.00</b>
Calls to a 12, 1800, 1300 or 190 service in Australia	\$1.81818	<b>\$2.00</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$13.63636	<b>\$15.00</b>
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia per 30 second block or part thereof</b>		
Calls to a service with a TMS prefix in or outside Australia	\$6.36363	<b>N/A</b>
Calls to a fixed or mobile service in Australia	\$6.36363	<b>N/A</b>
Calls to a fixed or mobile service outside Australia	\$6.36363	<b>N/A</b>
Calls to an 8816 or 8817 service in or outside Australia	\$6.36363	<b>N/A</b>
Calls to an Optus Sat phone in Australia	\$6.36363	<b>N/A</b>
Calls to a 1900 service in Australia	\$6.36363	<b>N/A</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$13.63636	<b>\$15.00</b>

### Receiving calls in and outside Australia

- 7.9 We charge you the following to receive calls on your satellite service handset/device using a Telstra Mobile SIM card (for a service with a telephone number beginning with “04”).

# Our Customer Terms

## Telstra Mobile Satellite Service

Call Type	GST Excl	GST Incl
Receiving calls on a cellular mobile (04) service in Australia (per 30 second block)	\$1.81818	<b>\$2.00</b>
Receiving calls on a cellular mobile (04) service outside Australia (per 30 second block)	\$6.36363	<b>\$7.00</b>

### Call diversion and message retrieval

Call diversion charges for calls to a cellular mobile (04) service in a satellite handset/device			
Call & Diversion Type		GST Excl	GST Incl
<b>When incoming calls are diverted if the service is switched off, busy or not answered</b>			
<b>Calls to a cellular mobile (04) service:</b>	<b>Diverted to a fixed or mobile service:</b>		
In Australia	In Australia	90.909¢	<b>\$1.00</b>
In Australia	Outside Australia	\$6.36363	<b>\$7.00</b>
Outside Australia	In Australia	\$6.36363	<b>\$7.00</b>
Outside Australia	Outside Australia	\$6.36363	<b>\$7.00</b>
<b>When all incoming calls are diverted</b>			
<b>Calls to a cellular mobile (04) service:</b>	<b>Diverted to a fixed or mobile service:</b>		
In Australia	In Australia	90.909¢	<b>\$1.00</b>
In Australia	Outside Australia	\$6.36363	<b>\$7.00</b>
Outside Australia	In Australia	90.909¢	<b>\$1.00</b>
Outside Australia	Outside Australia	\$6.36363	<b>\$7.00</b>



Call diversion charges for calls to a cellular mobile (04) service in a satellite handset/device			
When incoming calls are directly diverted to/received from MessageBank or Memo			
Connection fee per call		Same as under Telstra cellular mobile pricing plans.	
<b>Calls to a cellular mobile (04) service:</b>	<b>Diverted to 101 or 102:</b>	Per 30 second block	
In Australia	In Australia	90.909¢	<b>\$1.00</b>
Outside Australia	In Australia	\$6.36363	<b>\$7.00</b>

### 8 Charges for Telstra Mobile satellite services using a cellular mobile handset/device

- 8.1 If you use your satellite service SIM card (for your service with a telephone number beginning with a TMS prefix) in a cellular mobile handset/device, we charge you the amounts in the table below.
- 8.2 All outgoing calls are charged in 30 second blocks or part thereof.
- 8.3 A call connection fee applies to all outgoing calls.
- 8.4 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 8.5 The charges for calls to 190 services are in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

# Our Customer Terms

## Telstra Mobile Satellite Service

Call Type	GST Excl	GST Incl
Connection fee per call	Same as under pricing plans for satellite services using a satellite handset/device.	
<b>Calls from in Australia per 30 second block or part thereof</b>		
Calls to a fixed or mobile service in Australia	Same as under pricing plans for satellite services using a satellite handset/device.	
Calls to a service with a TMS prefix in Australia	\$1.81818	<b>\$2.00</b>
Calls to a service with a TMS prefix outside Australia	\$1.81818	<b>\$2.00</b>
Calls to a fixed or mobile service outside Australia	\$1.07	<b>\$1.175</b>
Calls to an 8816 or 8817 service in or outside Australia	\$3.18181	<b>\$3.50</b>
Calls to another satellite system phone (where a 0011 pre-fix is required)	Same as under pricing plans for satellite services using a satellite handset/device	
Calls to an Optus Sat phone in Australia	Same as under pricing plans for satellite services using a satellite handset/device	
Calls to a 12, 1800, 13, 66666 or 190 service in Australia	Same as under pricing plans for satellite services using a satellite handset/device	
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	<b>No charge</b>
<b>Calls from outside Australia</b>		
Outgoing and incoming calls	The charges set out in Part I – Heading Overseas of the Telstra Mobile section of Our Customer Terms apply	
<b>SMS from in or outside Australia – per message charge</b>		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	Same as under pricing plans for satellite services using a satellite handset/device	

# Our Customer Terms

## Telstra Mobile Satellite Service

To see the charges for calls from outside Australia – home and family customers [click here](#); business and government customers [click here](#).