



# Service Terms

## Corporate Mobile Plus Digital

### 1 About this document

#### 1.1 Where this document fits into our agreement with you

Thank you for choosing Telstra. Our Digital Services Agreement (**Agreement**) with you is made up of the following parts:  
 If different parts of this Agreement conflict, the part listed earlier in the table applies to the extent of the inconsistency.

#### About the parts of this Agreement

<b>Overview</b>	Key agreement details, agreement framework and any Additional Agreement Terms that apply to your Agreement with us.
<b>Price Schedule</b>	Pricing and pricing conditions that apply to the Services you buy from us.
<b>Service Order</b>	For ordering new Services or changing existing Services under this Agreement. An electronic record of orders you make for Services.
The following parts make up our standard form of agreement terms with our customers for the purposes of <a href="#">Part 23 of the Telco Act</a> . We update our General Terms and Service Terms from time to time in line with our Agreement with you.	
<b>Service Terms</b>	Conditions specific to each Service you buy.
<b>General Terms</b>	Conditions that apply to all our Services and help manage our relationship with you, as well as a Dictionary of defined terms.

You are here

#### 1.2 Sections in this document

(a) This document, the [Service Terms for Corporate Mobile Plus Digital](#), has **6 sections**. At the top of each page, you can see which section you are in, as the section is **highlighted**.



## 2 SERVICE SUMMARY

### 2.1 What is Corporate Mobile Plus Digital

- (a) Corporate Mobile Plus Digital is a suite of enterprise mobile plans and related value-added services.
- (b) For clarity, Corporate Mobile Plus Digital plans are separate to, and not available as part of, the Corporate Mobile Plus plans suite set out in [Part B – Pricing Plans – Corporate Plans of the Telstra Mobile Section of Our Customer Terms](#).
- (c) You may add mobile services on a Corporate Mobile Plus Digital plan (**Plan**). Each mobile service you connect will receive the inclusions of the selected Plan as described in sections 4.1 and 4.3 of these Service Terms.
- (d) You may also purchase compatible mobile devices (excluding mobile accessories) outright or on a Mobile Repayment Option (**MRO**) as described in in section 4.4 of these Service Terms.

## 3 ELIGIBILITY AND CHANGES

### 3.1 Compatibility and dependencies

- (a) To access the Telstra Mobile Network, your SIM Card and mobile device must be compatible with the relevant wireless mobile technology and configured appropriately. If you bring your own device, it must meet our requirements and the relevant standards. See the [Australian Communications and Media Authority](#) for details.
- (b) We will provide a SIM and mobile number for each mobile service:
  - The SIM will be compatible with 3G, 4G or 4GX devices (and 2G/GSM devices if you are in Christmas Island). If purchased with a 5G device, a 5G compatible SIM will be provided.
  - You cannot access our 5G network with your Plan
  - You will not be able to access 3G, 4G or 4GX networks if you have a SIM inserted in a 2G/GSM device or if you use our service in Christmas Island.
  - You can only use the SIM that we provide you with devices that have been approved by us for use on our networks.
  - eSIMs are not available with your Plan.
  - We have announced our intention to switch off our 3G technology in June 2024. From this date you will not be able to access our Mobile Network from a 3G device.
- (c) You can ask us at any time to replace a SIM or change your mobile number. Charges may apply for the replacement.

### 3.2 Changes

- (a) Corporate Mobile Plus Digital Plans are month to month plans.
- (b) You may:
  - change your Plan once per calendar month;
  - cancel an optional add-on at any time; and
  - cancel your Plan or a mobile service at any time.
- (c) If you change or cancel your Plan, you must pay all existing costs and charges up until the end of the calendar month in which you change or cancel your Plan. Plan changes (upgrades or downgrades) will become effective, and associated charges will change, from the beginning of the next calendar month. Plan cancellations will be effective immediately, but you will still be required to pay for the relevant Plan until the end of the then-current calendar month.
- (d) If you cancel a mobile service with a mobile device on an MRO, you must repay the outstanding MRO amount when your associated mobile service ends.
- (e) You can temporarily suspend or block your service for up to 28 consecutive days. You can do this at any time if your device is lost or stolen. Otherwise, if the minimum term of your service has expired, you can only do this once in any 12 month period. You must continue to pay your service costs and charges for the duration of any suspension.

## 4 MOBILE SERVICES

### 4.1 Plan inclusions

- (a) The inclusions for each Corporate Mobile Plus Digital Plan type are set out below. The inclusions themselves are further described in section 4.3 below.

<b>Handheld Mobile Repayment Option Plans (voice + data)</b>			
	<b>Local</b>	<b>National</b>	<b>Global</b>
<b>Monthly Data Allowance</b> For use in Australia	40GB FairPlay Data	50GB FairPlay Data	250GB FairPlay Data
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited		
<b>Calls + SMS + MMS</b> To standard international numbers from Australia	Pay as you go standard international direct dial rates apply. Or you can add an IDD Premium add-on for \$15 per service per month (inc GST). See section 4.2.	Unlimited	
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		Unlimited in Eligible Countries* Standard international roaming rates apply for non-Eligible Countries
<b>Roaming Data</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		FairPlay Policy (4GB) in Eligible Countries* Standard international roaming rates apply for non-Eligible Countries
<b>What's included?</b>	Business Demand Data. See section 4.7 * Eligible Countries are listed in section 4.6(b) below. We may change the Eligible Countries at any time by notice.		
<b>What's not included?</b>	Voice2Text (available upon request at \$10 (inc GST) per service per month) Calls, SMS, MMS to premium numbers (e.g. 19xx numbers), some satellite numbers, 1234, 12 455 and 12 456 numbers, and content charges (including third party charges)		
<b>Handheld BYO Plans (voice + data)</b>			
	<b>Local</b>	<b>National</b>	<b>Global</b>
<b>Monthly Data Allowance</b> For use in Australia	40GB FairPlay Data	60GB FairPlay Data	250GB FairPlay Data
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	Unlimited		
<b>Calls + SMS + MMS</b> To standard international numbers from Australia	Pay as you go standard international direct dial rates apply. Or you can add an IDD Premium add-on for \$15 per service per month (inc GST). See section 4.2.	Unlimited	
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		Unlimited in Eligible Countries*.

			Standard international roaming rates apply for non-Eligible Countries.
<b>Roaming Data</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		FairPlay Policy (4GB) in Eligible Countries*. Standard international roaming rates apply for non-Eligible Countries.
<b>What's included?</b>	Business Demand Data. See section 4.7 * Eligible Countries are listed in section 4.6(b) below. We may change the Eligible Countries at any time by notice		
<b>What's not included?</b>	Voice2Text (available upon request at \$10 (inc GST) per service per month) Calls, SMS, MMS to premium numbers (e.g. 19xx numbers), some satellite numbers, 1234, 12 455 and 12 456 numbers, and content charges (including third party charges)		
<b>Mobile Broadband Mobile Repayment Option Plans (data only)</b>			
	<b>Local Data SIM</b>	<b>National Data Sim</b>	<b>Global Data SIM</b>
<b>Monthly Data Allowance</b> For use in Australia	30GB FairPlay Data	45GB FairPlay Data	250GB FairPlay Data
<b>Roaming Data</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		FairPlay Policy (4GB) in Eligible Countries* Standard international roaming rates apply for non-Eligible Countries.
<b>What's included?</b>	Business Demand Data. See section 4.7 * Eligible Countries are listed in section 4.6(b) below. We may change the Eligible Countries at any time by notice.		
<b>Mobile Broadband BYO Plans (data only)</b>			
	<b>Local Data SIM</b>	<b>National Data SIM</b>	<b>Global Data SIM</b>
<b>Monthly Data Allowance</b> For use in Australia	30GB FairPlay Data	90GB FairPlay Data	250GB FairPlay Data
<b>Roaming Data</b> For use while overseas	International Roaming Day Pass for use in Eligible Countries* or opt out. Standard international roaming rates apply for non-Eligible Countries.		FairPlay Policy (4GB) in Eligible Countries* Standard international roaming rates apply for non-Eligible Countries.
<b>What's included?</b>	Business Demand Data. See section 4.7 * Eligible Countries are listed in section 4.6(b) below. We may change the Eligible Countries at any time by notice.		

## 4.2 Optional add-ons

(a) You can enhance each mobile service with the following optional add-ons:

Voice2Text	When enabled, we will convert your voice messages from speech to text and deliver them to you as an SMS. Voice2Text replaces your voice mail notifications and any other voice mail or messaging service you may have (other than MessageBank). Please note this add-on will incur an additional charge of \$10 per service per month (GST inc). Compatible with Android, Windows and iOS devices.
IDD Premium	This is an add-on to Local Handheld Mobile Repayment Option and Local Handheld BYO Plans The add-on includes unlimited international calls and texts from Australia to standard numbers in all countries. Please note this add-on will incur an additional charge of \$15 per service per month (GST inc).

(b) The charges applicable to any optional add-ons are set out in section 1 of these Service Terms.

## 4.3 Service details

(a) The inclusions and limitations of your service are further described below:

FairPlay Data	<p>FairPlay Data applies to data use on the Telstra Mobile Network in Australia.</p> <p>FairPlay Data applies individually to each mobile service and is not shared.</p> <p>FairPlay Data allowance expires each month.</p> <p>FairPlay Data is subject to the FairPlay policy.</p> <p>If your mobile service exceeds your FairPlay Data allowance each month for three consecutive months, we may charge 0.8c per Mb for the excess data use. Please note that any part of a month immediately following the activation of the mobile service will count towards the three consecutive months, even though we will not commence billing you for that service until the first day of the next calendar month.</p>
Telstra Mobile Network	<p>Our Telstra Mobile Network is built from multiple generations of wireless mobile technologies with different coverages and spectrum.</p> <p>Please note that different generations can support different levels of services and traffic speeds. For example, some areas may only support data traffic and not voice calls. Your device will notify you where your coverage is impacted.</p>
Standard Australian Numbers	<p>Standard Australian Numbers include the following:</p> <ul style="list-style-type: none"> <li>• Standard national direct dial voice and video calls (which includes calls to most fixed and mobile numbers in Australia and calls to Telstra and Optus Satellite Mobiles in Australia)</li> <li>• standard national SMS and MMS messages sent to mobile numbers on an Australian network within Australia;</li> <li>• MessageBank® diversion and retrieval calls within Australia;</li> <li>• voice calls to 1800, 13, 1300, 11xx, 12xx numbers (excluding calls to Sensis® 1234, 12455 and 12456);</li> <li>• Call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only</li> <li>• Any other calls or messages we determine are Standard</li> </ul>
Other mobile calls (other than Standard Australian Numbers)	<p>The call rates and terms that apply to call types other than Standard Australian Numbers are set out in <a href="#">Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms</a>.</p>

## 4.4 Mobile repayment option

- (a) You may purchase a compatible mobile device on a Mobile Repayment Option (**MRO**). If we approve your request, we'll give you credit toward the purchase price of the device (**MRO Amount**). On your bill, the MRO Amount will not be shown against the cost of devices, but will reduce the cost of your Plan as a whole. You must repay us the MRO Amount in monthly instalments over a 24 month MRO Term.
- (b) If you take up a mobile service with a device on a MRO, we may apply a discount to your Plan cost (**MRO Bonus**). This MRO Bonus will only apply while your MRO is active and may change if your Plan changes.
- (c) You may take up a maximum of one MRO per mobile service, or as further restricted by credit limits we may impose based on your credit rating.

## 4.5 FairPlay policy

- (a) Our FairPlay policy is intended to ensure that our customers do not use our mobile network in an excessive, unreasonable or fraudulent manner, or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services.
- (b) You must not resell or commercially exploit any of our mobile services or SIM cards. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- (c) You may not use our mobile services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- (d) You can only use a SIM card that we provide you with handsets or other devices that have been approved by us for use on our networks.
- (e) You must not use, or allow others to use any service connected to Corporate Mobile Plus Digital:
- as a point of interconnect for calls from overseas into Australia;
  - 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);
  - to establish any point to point connections with another modem; or
  - to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.
- (f) If we reasonably believe you are in breach of our FairPlay policy, we may:
- cancel or limit your right to use a FairPlay offer without telling you before we do so; and
  - suspend or cancel your mobile services which have been used in connection with the FairPlay offers by telling you in writing 30 days before we do so.

## 4.6 International Roaming

- (a) When your mobile service is roaming overseas in an Eligible Country, unless you opt out, an International Roaming Day Pass (**IR Day Pass**) will be activated and charged on use.
- (b) Once activated, the IR Day Pass will provide the following allowances for its duration:

IR Day Pass Zone	Zone 1	Zone 2
Day Pass Fee	\$5 per day	\$10 per day
Eligible Countries	New Zealand	Argentina, Armenia, Austria, Bahrain, Bangladesh, Belgium, Brazil, Bulgaria, Cambodia, Canada, Chile, China, Croatia, Czech Republic, Denmark, East Timor (Leste), Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Japan, Kazakhstan, Latvia, Lithuania, Luxembourg, Macedonia, Malaysia, Mexico, Nauru, Netherlands, Nigeria, Norway, Panama, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Ukraine, UAE, UK, USA, Vanuatu, Vietnam
Calls and SMS to and from standard international numbers while in Eligible Countries	Unlimited	Unlimited

Data allowance for use in Eligible Countries	500Mb / 24 hours. Unused data expires at the end of each 24-hour period.	500Mb / 24 hours. Unused data expires at the end of each 24-hour period.
Additional data use while roaming	\$10 per 1 GB, valid for 31 days	\$10 per 1 GB, valid for 31 days

- (c) We may change the Eligible Countries at any time by notice.
- (d) You cannot use International Roaming in all countries. A list of currently participating countries and operators is available from us or can be found at [www.telstra.com/roaming](http://www.telstra.com/roaming). If you're travelling to a country where our IR Day Pass isn't available, please contact us for current pay-as-you-go rates.

#### 4.7 Business Demand Data

- (a) Business Demand Data is a mobile broadband data solution that aims to provide enhanced data treatment on 4G on our Telstra Mobile Network during times of high traffic demand.
- (b) Business Demand Data is only available when you are on 4G coverage on our Telstra Mobile Network (excluding 2G, 3G and satellite coverage) and relates only to data downloads and not uploads.
- (c) Business Demand Data does not guarantee a minimum throughput for your data. During periods of unusual and unexpected high traffic demands, your experience with Business Demand Data may still be impacted. You may experience a slowdown for tasks requiring high speeds, such as downloading and uploading large files, high definition videos. Other traffic, such as high priority government, emergency situations and Telstra LANES® customers will be prioritised and given preferential data treatment over your traffic.
- (d) We may withdraw Business Demand Data at any time.

#### 4.8 Premium Numbers

- (a) Premium number provisioning (voice, MMS, SMS) is not available on your Plan.



## 5 CHARGES

### 5.1 Plan charges

- (a) We will charge you the following monthly charge for each mobile service connected to your Corporate Mobile Plus Digital Plans:

Handheld Mobile Repayment Option Plans (voice + data)		Mobile Broadband Mobile Repayment Option Plans (data only)	
Local	\$75 per service per month (inc GST)	Local Data SIM	\$75 per service per month (inc GST)
National	\$100 per service per month (inc GST)	National Data SIM	\$100 per service per month (inc GST)
Global	\$160 per service per month (inc GST)	Global Data SIM	\$160 per service per month (inc GST)

Handheld BYO Plans (voice + data)		Mobile Broadband BYO Plans (data only)	
Local	\$55 per service per month (inc GST)	Local Data SIM	\$35 per service per month (inc GST)
National	\$85 per service per month (inc GST)	National Data SIM	\$85 per service per month (inc GST)
Global	\$145 per service per month (inc GST)	Global Data SIM	\$145 per service per month (inc GST)

- (b) Pro-rata charges for Plans are not supported. If for example:
- You request to activate or cancel a service in the middle of the month, the activation or cancellation will take effect immediately once the request has been processed. However, the amended charge will take effect from the start of the next monthly billing cycle
  - You request to change between Plans in the middle of the month, the change will become effective from the beginning of the next calendar month, regardless of when the request has been processed. The amended charge will also take effect from the start of the next monthly billing cycle.
  - Please note that if you request to activate or cancel a service or change Plans in the final days of a calendar month, the request may not be processed in time for the next calendar month. In this instance, amended charges may not take effect in the next calendar month but the month after that. For example, if you request to activate a new service on 31 July, you may not be charged for that service until 1 September. If you cancel a service on 31 July, you may continue to be charged for that service until 31 August.
- (c) **Time Limited Local BYO Offer:** We will apply a discount of \$10 per month (inc. GST) to the monthly charge of any Local Handheld BYO \$55 Plans and Local Data SIM Mobile Broadband BYO \$35 Plans which you activate between 26 October 2020 and 30 June 2021. This offer is available for newly connected services, and existing services which you switch to these plans before 30 June 2021. After 30 June 2021 this discount will apply to services activated before 30 June 2021 which remain on these Local BYO Plans, for as long as they remain on the plans. New mobile services on, or existing services which are changed to, any of these Local BYO Plans after 30 June 2021 will have standard (non-discounted) pricing.

## 5.2 Other charges

<b>Additional add-ons</b>	
<input type="checkbox"/> Voice2Text optional add-on	Price \$10 (inc GST) per service per month
<input type="checkbox"/> IDD Premium optional add-on	Price \$15 (inc GST) per service per month
<b>Excess data usage charges</b>	Refer section 4.3
<b>International Roaming charges</b>	Refer section 4.6

Pro-rata charges for add-ons are not supported.

Any cancellation of the Voice2Text optional add-on will become effective immediately, but you will be required to pay for the Voice2Text add-on until the end of the month in which you cancel it.

Any cancellation of the IDD Premium optional add-on will become effective from the beginning of the following calendar month. You will be required to pay for the IDD Premium add-on, and may continue using it, until the end of the month in which you cancel it.

## 6 SERVICE MANAGEMENT

### 6.1 Service desk



#### Where to get help

Engagement channel	Options
Online support	You may visit <a href="https://connectapp.telstra.com">https://connectapp.telstra.com</a> ( <b>Telstra Connect</b> ) at any time to report an incident or to submit a service request in respect of your Corporate Mobile Plus Digital services.
Phone support	You may call 1800 370 430 9am – 6pm AEST Monday – Friday (excluding national public holidays) to speak to the Service Desk about your Corporate Mobile Plus Digital services, including to report an incident or to submit a service request. Availability may be impacted by unusual call volumes.

### 6.2 Service levels

- (a) We will aim to **resolve faults** with your CMP Digital services within 5 business days of you reporting a fault.
- (b) We will aim to **complete changes** to your CMP Digital services within 3 business days.
- (c) We will aim to **deliver hardware** within 3 – 7 business days of receiving your request.
- (d) We will aim to **fulfill service orders** within the following timeframes:
  - we will aim to connect 95% of applications for our mobile service within 35 minutes of receiving and accepting the application or after SIM delivery and service application where a new SIM was required. Please note shipping times for devices or SIM delivery can take 3-7 business days.
  - if you have asked us to port an existing mobile phone number away from another mobile service provider to us, we will aim to connect you within 35 minutes of successfully completing that port. Please note that you will need to order a new Telstra SIM in order to port a number to us and that we will require 3-7 business days to deliver that SIM. We will notify you if your port request has not been successfully executed.
  - otherwise, we will aim to connect applications on the next working day.