

# ALL-4-BIZ MACH IV \$40 Mobile Plan



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

## Information about the service

Your Plan is for a post-paid mobile phone service. You'll get access to our network, a mobile phone number, be able to make and receive calls, send and receive messages, and access mobile data.

To take up this plan you need to have a Telstra Business All-4-Biz Mach IV Plan V2; these plans are available with a minimum monthly commitment of \$500, \$1,000, \$1,500, \$2,000, \$2,500, \$3,000, \$4,000, \$5,000, \$6,000, \$8,000, \$10,000, \$15,000, \$20,000, \$25,000, \$30,000, \$35,000, \$40,000, \$45,000, \$50,000, \$55,000 and \$60,000.

### Minimum term

Casual or 24 months.

### Handset

You'll need to bring your own Next G® or 4G compatible handset to take up this plan or buy a compatible handset outright. Handsets that only operate on the 2100MHz network are not compatible with our Next G® network and can't access data services (to find out more, visit [telstra.com/3g2100info](http://telstra.com/3g2100info)).

To make sure your compatible handset is set up to get the most from our Next G® or 4G network, visit [configure.telstra.com.au](http://configure.telstra.com.au)

Your plan isn't eligible for a Mobile Repayment Option or an Accessory Repayment Option.

### Accessory Repayment Option (ARO)

If you take up a 24 month plan, you can choose an ARO to buy mobile accessories, and you'll be charged for your accessories in monthly, interest-free payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories. Only available at selected Telstra stores and partners.

If you take up a casual plan you're not eligible for an ARO.

### Your Monthly Call Allowance

**\$40** – any unused Monthly Call Allowance expires each month. You can share your Monthly Call Allowance with other All-4-Biz Mach IV Mobile Services with a \$40 or \$70 monthly fee on your All-4-Biz Account.

### Your Monthly Data Allowance

**200MB** – any unused Monthly Data Allowance expires each month. You can share your Monthly Data Allowance with other All-4-Biz Mach IV Mobile Services on your All-4-Biz Account, except the All-4-Biz Mach IV Casual \$10 Plan.

### What's included

You can use your Monthly Call Allowance for most types of national direct dial calls, video calls and messages made from Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx, and 12xx (excluding 1234, 12455 and 12456 services), calls and SMS to most satellite phones, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code or mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls and any other calls or messages as determined by us.

You can use your Monthly Data Allowance to access the mobile internet from your handset in Australia.

### What's not included

You can't use your Monthly Call Allowance for any other calls not listed as included, including for third party content calls, calls and messages to international numbers, calls or SMS to 19xx or 1234, 12455 and 12456 services, premium SMS and MMS, SMS read receipts, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotal mobiles and any other calls or messages as determined by us.

Charges for these calls, SMS and MMS can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

Your Monthly Call and Data Allowances can't be used while you're overseas.

## Information about pricing

### Your minimum monthly charge

**\$40** – you'll need to pay more than \$40 if you use more than your Monthly Call or Data Allowance, or use your mobile for things not included in your Monthly Call or Data Allowances.

### Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](http://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](http://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](http://telstra.com/billpay).

### Data charges in Australia

Data charges are based on how much data you use accessing email and mobile internet on your Next G® or 4G compatible handset. If you're not sure how much data you might need, you can go to the Data Usage Calculator at [telstra.com.au/postpaid-data-calculator](http://telstra.com.au/postpaid-data-calculator)

If you use more than your Monthly Data Allowance, you will be charged an additional **10¢** per MB.

### Call, SMS and MMS charges in Australia

The main charges used to calculate your usage for your Monthly Call Allowance and if you go over your \$40 Monthly Call Allowance each month depend on which All-4-Biz Mach IV Plan you have. These charges are set out in your agreement with us for your All-4-Biz plan.

The main charges you will pay for your \$40 Plan if connected it to an All-4-Biz Mach IV Plan with a \$500 or \$1,000 minimum monthly commitment are:

- national voice and video calls – 28¢ per 30 second block, charged per second
- national SMS – 25¢ per message per recipient
- national MMS – 50¢ per message per recipient
- MessageBank diversion in Australia – 6¢ per 30 second block, charged per second
- MessageBank retrieval in Australia – 14¢ per 30 second block, charged per second.

It will cost \$1.12 to make a standard 2 minute national mobile call on this plan if you connected this plan to an All-4-Biz Mach IV Plan with a \$500 or \$1,000 minimum monthly charge. If you restricted your use solely to Standard National Mobile Calls each of 2 minutes duration, you could make 35 calls (on a \$500 or \$1,000 All-4-Biz Mach IV Plan).

Please refer to your agreement with us for your All-4-Biz plan for full details of the charges that apply to you.

### SMS pack

For an additional \$10 per month, you can take up a casual month-to-month SMS Pack which allows you to send unlimited standard SMS to Australian mobile numbers while in Australia. You can cancel your SMS pack at any time.

### Email solution pack

For an additional \$10 per month, you can take up a Telstra Mobile Connect Solution Email Solution Pack. You need a compatible mobile handset to use the Telstra Mobile Connect Solution.

### BlackBerry Enterprise Server solution

If you have a compatible BlackBerry® handset, for an additional \$40 per month, you can take up a BlackBerry Enterprise Server Solution. The BlackBerry 10 is not a compatible handset.

### Calls, SMS and MMS to international numbers

Your plan doesn't include an allowance for calls, SMS or MMS to international numbers, so you'll be charged for making these. Here are the main charges that apply:

- **calls to international numbers** – for call rates to overseas, see [telstra.com](http://telstra.com)
- **SMS to international numbers** – 50¢ per message per recipient
- **MMS to international numbers** – 75¢ per message per recipient.

### The total minimum plan cost

The total minimum amount that you'll pay over the period of your plan term if you take up a plan for 24 months is \$960.

### Early Termination Charge

If you take up a 24 month plan and cancel your plan or move to another plan (except an All-4-Biz Mach IV Mobile Plan with a higher monthly charge) before the end of your minimum term, you will need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan. Your maximum ETC at the start of your plan is \$864. You also need to pay any remaining MRO or ARO repayments. There's no ETC if you take up a casual plan.

## Other information

### Billing

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

When you first start a plan or change your plan part way through a billing period, your first bill will include a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

To opt into receiving paperless billing visit [telstra.com/emailbill](http://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com/billpay](http://telstra.com/billpay)

### How can I monitor and manage my usage?

You'll receive SMS alerts in real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. We'll also send you an alert if Extra Data is added to your service. To check your usage:

- login to My Account at [telstra.com/myaccount](http://telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](http://telstra.com/mpm) on your mobile's browser (select the 'My' tab to view details)
- use the Telstra 24x7® App on your iPhone and Android phone (available at [telstra.com/business/app](http://telstra.com/business/app))
- check the mobile data usage meter at [telstra.com.au/my-data-usage](http://telstra.com.au/my-data-usage)

Find out more at [telstra.com/myusage](http://telstra.com/myusage)

### Using your service overseas

The cost of using your service overseas is higher than in Australia. Your monthly plan allowance does not include use while you're overseas, so you will be charged separately for this usage. Here are the main charges that apply:

- calls and SMS while overseas – for call and SMS rates, see [telstra.com/business/overseas](http://telstra.com/business/overseas)
- data while overseas – \$3 per MB (charged per KB or part thereof).

Before you travel overseas

- For information about using your service overseas and other tips to help you stay in control of your costs, visit [telstra.com/business/overseas](http://telstra.com/business/overseas)
- For information on how to monitor your usage and register for these tools, visit [telstra.com/business/manageirusage](http://telstra.com/business/manageirusage)
- If you would like to de-activate international roaming, please call us on 13 2000.

For help with technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

### Need help? We're here for you.

Visit [telstra.com/contactus](http://telstra.com/contactus) for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](http://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms).