

Telstra Business Premium Mobile Fund Plan



Critical Information Summary

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

Business Premium Mobile Plan		\$199
Minimum Monthly Charge		\$199/mth
Business Demand Data		Included
Monthly Data Allowance		160GB/mth
Calls + SMS + MMS + MessageBank® To standard Australian numbers		Unlimited
Calls + SMS + MMS To international numbers		Unlimited
Roaming Calls + SMS + MMS For use while overseas		Unlimited + 10GB data/mth
Minimum Cost	24 month term	\$4,776
Maximum Early Termination Charges (ETC)	24 month term	\$2,388
Domestic allowances: all for use in Australia. Extra data \$10/GB automatically added in 1GB blocks to use that month. International calls/SMS from Australia to standard international numbers. International Roaming allowances: refer to the 'Using your service overseas' section.		

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.

Bring your own (BYO) device or Mobile Repayment Option (MRO)

You can bring your own Telstra Mobile Network-compatible handset to use with the Plan. Check that your handset supports 3G-850MHz, 4G 1800MHz, 4G 700MHz and Telstra's other mobile network frequencies to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. See telstra.com/device for more information.

You can also purchase a handset at an additional cost to use with your Plan by taking up a Mobile Repayment Option (MRO). Depending on the handset you choose, you may have to pay an amount upfront and make monthly interest-free repayments, which we will inform you about beforehand. If you cancel your Plan or MRO early, you'll have to pay any remaining MRO payments and pay any Early Termination Charges (ETC) for your Plan.

Minimum term

24 months.

Accessory Repayment Option (ARO)

You can choose an ARO to buy mobile broadband accessories. 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.

Data Sharing

Additional Data Share SIMs can be purchased for \$5/mth per SIM (limit of 5 Data Share SIMs per service). Data is shared between your Plan and any extra Data Share SIMs. Your data will also automatically be pooled with all Business Mobile, Business Lease Mobile, Business Mobile Broadband, TMB Business Share Plans, Small Business Voice and Data Packs (**Eligible Services**). Data Share SIMs can't be used in a mobile handset. You can also purchase a compatible SIM-ready device on an MRO, to use with any additional Data Share SIMs you may have purchased.

Monthly Call Allowance

Refer to the above plan table. You can use your domestic Monthly Call Allowance for most types of national direct dial calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to most 11xx, 13xx, and 12xx, 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 and any other calls or messages determined by us. Calls to 18xx numbers are free on this Plan. Your Plan includes unlimited standard SMS, MMS, MessageBank® retrieval and diversion, and iPhone MSG Bank Plus.

Your Plan also includes unlimited voice calls, and SMS from within Australia to standard international numbers. International roaming is already active on your Plan. When roaming in an eligible country, you can use your International Roaming Allowance for data, voice calls and SMS to standard numbers in that eligible country or to Australia.

The list of eligible countries may change from time to time, for a current list please go to telstra.com/business/international-roaming

Monthly Data Allowance

Refer to the above plan table – any unused allowance expires each month. Your monthly domestic Data Allowance can be shared between all Eligible Services.

Your Plan has 10GB of data per month to use in eligible countries. Your International Roaming Allowance for data can't be shared with other services on your account. Any data used to send or receive an MMS from an eligible country will use your data allowance.

Free intra-account calls

Make free voice and video calls to other eligible plans on the same account in Australia.

Free Telstra Air® Wi-Fi Data

You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon Spots overseas. See telstra.com/air for details.

What's not included

Calls and services not listed as included cost extra (eg. premium number calls and SMS/MMS). You must pay us for this use separately. See the charges at telstra.com/customer-terms

The \$59 and \$79 Plans do not include any international calls or SMS and no Plan includes international MMS. Your domestic Monthly Call and Data Allowances, unlimited SMS and MMS can't be used while you're overseas.

Information about pricing

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

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

MMS to international numbers

MMS from Australia to international numbers will cost 75¢ per message per recipient.

Using your service overseas

Your Plan includes International Roaming, as described in the table above. Calls/SMS/MMS will be charged at international roaming rates (refer to telstra.com/overseas) and mobile data at \$3 per MB (charged per KB or part) where you use your mobile outside of eligible roaming countries. For more information and pricing visit telstra.com/overseas. Visit telstra.com/manageirusage for information on spend management tools while you're overseas. For help with technical issues while overseas, call our 24/7 Helpdesk on +61 439 12 5109. Visit telstra.com/mpm to manage your international roaming usage.

Extra Data

If you go over your Plan's domestic Monthly Data Allowance (or your monthly shared data allowance, if you have eligible shared services), we'll automatically add Extra Data in 1GB blocks for \$10 for use that month in Australia. Extra Data is shared between Eligible Services on your account. For the \$129 and \$149 Plans, if you go over your International Roaming Allowance for data we'll automatically add extra data to your service in blocks of 500MB for \$10.

Early Termination Charge (ETC)

If you cancel your Plan before the end of your Plan term, you must pay an ETC plus any remaining MRO or ARO repayments where applicable. The ETC decreases by equal instalments each month you stay on your Plan. If you move to another plan before the end of your minimum term and start a new contract, you may also need to pay us an ETC plus any remaining MRO and ARO repayments.

Other Information

Billing

Your bill is charged on the same date each month, you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your monthly charge (referred to as pro-rating). You'll still receive your full Monthly Data Allowance. For more information visit telstra.com/billpay

How can I monitor and manage my usage?

You 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
- use My Plan Manager by going to 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)
- check the mobile data usage meter at telstra.com.au/my-data-usage

Find out more at telstra.com/myusage

Business Grade Data

Refer to the plan table above to determine if you are eligible for Business Grade Data (BGD). Business Grade Data is a network capability which can kick-in to help provide a more reliable data download experience during unexpected high traffic times whilst using 4G on our Telstra Mobile Network. Business Grade Data will be automatically enabled on all eligible plans.

Need help? We're here for you.

Visit 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. 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 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.