



DOT (DIGITAL OFFICE TECHNOLOGY)™ MOBILE 100 PLAN

INFORMATION ABOUT THE SERVICE

Your plan is for a post-paid mobile telephone service that gives you access to our networks, a mobile telephone number and enables you to make and receive calls, send and receive messages and access mobile data.

To take up this plan, you need to have a DOT Core Plan that is contracted for 24 months.

You need to buy a handset from us to use with this plan and pay it off over 24 months.

Minimum term

24 months.

Your Monthly Call Allowance

\$100 – any unused allowance expires each month. You can share your Monthly Call Allowance with other DOT Office, Core Plans or Mobile, and all eligible plans on your DOT Account (except plans with unlimited allowances).

Free on account calls

You can make free calls to eligible services on the same DOT account within Australia.

Unlimited SMS

You can send unlimited SMS to standard Australian numbers (excludes use overseas), subject to the DOT FairPlay policy.

Unlimited business hours

You can make unlimited calls to standard national mobile numbers in Australia between 9am and 5pm on weekdays, subject to the DOT FairPlay policy.

Your Monthly Data Allowance

2GB – any unused allowance expires each month. You can share your Monthly Data Allowance with other DOT Mobile or Mobile Broadband plans on the same account.

What's included

Your Monthly Call Allowance can be used for standard calls in Australia. Standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to Telstra Mobile Satellite, Fixed SMS, Directory Assistance, 13 numbers (including 1300 or 1345 numbers) and 1800 numbers.

Your Monthly Data Allowance can be used to access the mobile internet from your handset in Australia.

What's not included

Your Monthly Call Allowance and unlimited business hours can't be used for international calls, calls to 19xx and 12xx numbers, calls to the 1234 service, 12 234 and 12 455 numbers, third party content calls, Itterra calls and calls to radio paging, Optus Mobile Satellite and InfoCall 190. You have to pay for these separately.

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

INFORMATION ABOUT PRICING

Minimum monthly spend

\$100 – you have to pay more than \$100 if you use more than your Monthly Call or Data Allowances, or if you use your service for things excluded from your Monthly Call or Data Allowances.

Calls, SMS, MMS and data in Australia

These are the main charges used to calculate your usage under your Monthly Call Allowance, and the charges that apply if you use more than your Monthly Call Allowance:

- **standard national calls to fixed and mobile numbers in Australia (except where eligible for unlimited business hours)** – 30¢ call connection fee + 30¢ per minute block. It will cost 90¢ to make a standard 2 minute national mobile call on this plan
- **SMS in Australia** – included.

If you restricted your use solely to Standard National Mobile Calls each of 2 minute duration, you could make **111** calls. This excludes calls that are eligible for unlimited business hours.

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

Calls to international numbers

Your plan doesn't include calls to international numbers, so you'll be charged extra for these. The charges that apply to calls to international numbers are the rates applicable to DOT customers set out in the DOT Current Plans Customer Terms, which is available at telstra.com.au/customer-terms/business-government/dot

Total minimum plan cost

The total amount that you'll need to pay over your plan term is **\$2,400**, plus the cost of your DOT Core Plan.

Early termination charges

If your plan is cancelled before your minimum term has ended, you must pay us an amount calculated as:

**Monthly fee x number of months (or part thereof)
remaining in your contract term x 65%**

The maximum Early Termination Charge you'll pay is **\$1,560**.

OTHER INFORMATION

Manage your service online

We give you access to a range of online tools to help you manage your DOT service. These include Online Bill so you can view and pay your bill online, tools that let you monitor your fixed and mobile broadband usage, and an online call management tool.

To check your call and data usage, go to telstra.com/dot/support

Using your service overseas

The cost of using your service overseas is much higher than in Australia. Your monthly plan allowance doesn't include use while you're overseas so you'll be charged separately for this usage.

Here are the main charges that apply:

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

If you're travelling overseas, you can set up International Roaming online at telstra.com/business/overseas or you can contact us on 13 2000.

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

Important information about your first bill

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

You'll receive a proportion of your Monthly Call Allowance based on the number of days left in the billing period, and your full Monthly Call Allowance in the next month. You'll receive a full month's data allowance.

We're here to help

You'll find more information at telstra.com/business. If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (TTY).

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for the individual components of the DOT service are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com.au/customer-terms/business-government/dot