



# TELSTRA WIRELESS M2M \$39 MONTH TO MONTH DATA PLAN

## INFORMATION ABOUT THE SERVICE

The Telstra Wireless Machine to Machine (M2M) service allows you to connect different pieces of equipment over Telstra's Next G<sup>®</sup>, 3G and GPRS networks, feeding up-to-the minute data to your central business applications and sending instructions instantly back to your equipment. M2M solutions are now widely adopted and seen across many industries for uses like asset tracking, surveillance and monitoring, remote equipment management, patient health care and multimedia distribution.

You need a Telstra Wireless M2M service to take up this plan and an M2M approved device, which aren't included in your plan.

### Minimum term

Casual. There is no fixed or minimum term.

### Monthly Data Allowance

**3GB** – 1GB (Gigabyte) = 1,024MB (Megabytes). Any unused Monthly Data Allowance expires each month.

Data usage is the amount of data you use (ie upload and download) accessing the internet.

### What's included

- A Monthly Data Allowance for use in Australia.

### What's not

- M2M equipment or hardware.
- Calls or data use such as BlackBerry<sup>®</sup>, Java, SMS (including Premium SMS), MMS, Foxtel by Mobile, BigPond<sup>®</sup> Photos, BigPond<sup>®</sup> BigBlog, content subscription services, circuit switched data services, voice or video calls, MessageBank<sup>®</sup> or video MessageBank, international roaming.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$39** (1.27¢ per MB) – you need to pay more than **\$39** if you use more than your Monthly Data Allowance or if you use your service for things not included in your plan.

### Calls and SMS in Australia

You will be automatically connected to the Telstra M2M Default Voice Plan. If you make a voice call to an Australian fixed or mobile number using the SIM card we provide with your Telstra Wireless M2M service, you'll be charged **42.5¢** per 30 seconds (or part) plus a call connection fee of **25¢**. Standard SMS in Australia is **25¢** per SMS.

### Data charges in Australia

If you use more than your Monthly Data Allowance, you will be charged an additional **10¢** per MB, charged per KB or part, up to a maximum of **\$500** per month.

### Early Termination Charge

You can cancel at any time – there's no Early Termination Charge.

## OTHER INFORMATION

### 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:

- **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**.

### Manage your service online

Register for Online Bill to view your bills online. With Online Bill Reporting, you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register, go to [telstra.com/business/billing](http://telstra.com/business/billing)

Tracking your estimated Australian mobile data usage is easy – download our Telstra 24x7<sup>®</sup> App. Available for iPhone and Android<sup>™</sup> phones at [telstra.com/business/app](http://telstra.com/business/app)

We'll also send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance, or register and access our Mobile Data Usage Meter at [telstra.com/business/datameters](http://telstra.com/business/datameters)

## 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 full month's data allowance.

To opt into receiving paperless billing, visit [telstra.com/emailbill](https://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](https://telstra.com/billpay)

## We're here to help

You'll find more information at [telstra.com/business](https://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](https://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](https://tio.com.au/about-us/contact-us)

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