



# TELSTRA MOBILE BROADBAND BUSINESS DATA PACKS – NON SHAREABLE

## INFORMATION ABOUT THE SERVICE

Telstra Mobile Broadband (TMB) Business Data Packs – Non Shareable allow you to increase the Monthly Data Allowance of your eligible Telstra Mobile Broadband Business Plan for use in Australia.

### Minimum term

Casual – there's no fixed term.

### What's included

You can choose a TMB Data Pack – Non Shareable with a 1GB, 3GB, 6GB, 10GB, 15GB or 25GB Monthly Data Allowance, which can be used to access the Telstra Mobile Network from your compatible mobile broadband device in Australia.

### What's not

Your Monthly Data Allowance can't be used for data use while you're overseas. You can't use your Monthly Data Allowance for any voice and messaging services including Voice and MessageBank, Video and Video MessageBank, BlackBerry®, SMS (including Premium SMS) and MMS; any content subscription or Value Added Services including Foxtel by Mobile or international roaming. Additional standard charges apply for use of these services.

## INFORMATION ABOUT PRICING

### Charges in Australia

You can choose from the following TMB Data Packs – Non Shareable:

| Monthly Charge | Monthly Data Allowance for use in Australia | Excess usage charges           |
|----------------|---------------------------------------------|--------------------------------|
| \$15           | 1GB (\$0.015/MB)                            | 3¢/MB (charged per KB or part) |
| \$30           | 3GB (\$0.009/MB)                            |                                |
| \$60           | 6GB (\$0.009/MB)                            |                                |
| \$100          | 10GB (\$0.009/MB)                           |                                |
| \$150          | 15GB (\$0.009/MB)                           |                                |
| \$250          | 25GB (\$0.009/MB)                           |                                |

1GB (Gigabyte) = 1,024 MB (Megabytes). Data usage is the amount of data used (ie upload and download) accessing the internet. If you're not sure how much data you might need, then use the Data Usage Calculator to help you estimate your data usage needs at [telstra.com/business/mobiledatacalc](http://telstra.com/business/mobiledatacalc). Any unused allowance expires each month.

If you add a TMB Data Pack – Non Shareable to an eligible Telstra Mobile Broadband Business Plan, your excess usage will be charged at the data pack rates as set out in the table above.

### Early Termination Charge

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

## OTHER INFORMATION

### Manage your service online

We'll send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance if you have a device which supports SMS. Not all mobile broadband devices can receive SMS. We recommend that you configure your notifications to be sent to a nominated email address. To change your default notification from SMS to a nominated email address, go to [telstra.com/business/mdum](http://telstra.com/business/mdum) to register for My Account then login to the Mobile Data Usage Meter.

You can track your estimated Australian mobile data usage by downloading our Telstra 24x7® App. Available for iPhone and Android™ phones at [telstra.com/business/app](http://telstra.com/business/app)

### 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](http://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](http://telstra.com/business/overseas) or you can contact us on 125 109.

You may wish to consider one of our International Casual Traveller Data Packs or International Frequent Traveller Data Plans to use data in selected countries. These are available by visiting [telstra.com.au/business/overseas](http://telstra.com.au/business/overseas)

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.

## Billing

Your bill is charged on the same date each month (eg 15 May, 15 June, 15 July). 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.

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)

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra, including Our Customer Terms which is available at [telstra.com.au/customer-terms/](https://telstra.com.au/customer-terms/)