



TELSTRA MOBILE BROADBAND BUSINESS SHARE CASUAL 5GB PLAN

\$65/mth

5GB/mth
(1.27¢/MB)
(Excess data 3¢/MB)
Data to use in Australia

INFORMATION ABOUT THE SERVICE

Telstra Mobile Broadband (TMB) Business Share Casual 5GB Plan – Your Plan is for a mobile broadband service. It gives you access to the Telstra Mobile Network, a mobile broadband service number and lets you access data.

Minimum term

Casual – there's no fixed term.

Your Monthly Data Allowance

5GB – 1GB (Gigabyte) = 1,024MB (Megabytes). Your Monthly Data Allowance is for use in Australia only. Your unused Monthly Data Allowance expires each month.

Your Monthly Data Allowance is automatically pooled and shared with Eligible Services on the same account. Eligible Services include:

- a) TMB Business Share Plans connected on or after 2 August 2011
- b) Easy Share Business Plans
- c) Easy Share Business SIM Plans
- d) Easy Share Data Share SIMs; and
- e) Business Performance Plans with a Data Share SIM attached.

Telstra Business Fleet Connect Plans (excluding \$10 Fleet Plans) and Business Mobile Advantage Plans on the same account as TMB Business Share will also pool and share data.

BYO Device or Mobile Repayment Option

With this Plan you can choose to bring your own device, buy one outright or purchase a handset at an additional cost to use with your Plan by taking up a Mobile Repayment Option (MRO). If you choose a MRO to buy a mobile broadband device with your TMB Business Share Plan you will be charged for your device in monthly payments, which are interest-free.

What's included

Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband device in Australia.

What's not

Your Monthly Data Allowance can't be used for data use while you're overseas. Your TMB Business Share Plan does not include any voice or messaging allowance such as 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

Minimum monthly charge

\$65. If you use more than your Monthly Data Allowance per month or use your device for things not included in your Plan you'll have to pay more than **\$65**.

Your Monthly Data Allowance is charged at **1.27¢** per MB.

If you use more data

If you use more than your shared Monthly Data Allowance on your account each month, each service will be charged **3¢** per MB.

Data charges are based on the amount of data used when accessing email and the internet on your Telstra Mobile Network compatible mobile broadband device.

If you need to increase your data allowance you can move to a higher plan or purchase a TMB Business Data Pack at any time.

Call, SMS and MMS charges in Australia

These are the charges that will apply if you choose to make calls or SMS if the SIM we provide with your mobile broadband service is placed in a call or SMS capable mobile broadband device:

- **national calls** – 25¢ call connection fee and **42.5¢** per 30 seconds or part. A 2-minute standard national mobile call costs \$1.95 (incl. connection fee) on this plan
- **national SMS** – 25¢ per message sent per recipient in Australia
- **MessageBank diversion** – 6¢ per 30 seconds or part
- **MessageBank retrieval** – 14¢ per 30 seconds or part
- **MMS to numbers** – 50¢ per message per recipient.

Calls, SMS and MMS to international numbers

Your Plan doesn't include calls, SMS or MMS to international numbers, so you will be charged extra for these. The main charges that apply to calls or messages to international numbers are:

- **calls to international numbers** – for call rates to international numbers, see telstra.com.au/mobile-other-call-types
- **SMS to international numbers** – 50¢ per message per recipient
- **MMS to international numbers** – 75¢ per message per recipient.

Minimum cost

There's no total minimum plan cost. You'll need to pay for all costs incurred on your Plan (including your Monthly Charge on a pro-rata basis) at the date your Plan is cancelled or varied.

Early Termination Charge

No Early Termination Charge applies. However, you will need to pay us any remaining MRO repayments and ARO repayments.

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 to register for My Account then login to the Mobile Data Usage Meter.

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

Using your service overseas

The cost of using your service overseas is higher than in Australia. Your Monthly Data 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
- **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.

We recommend you consider one of our International Casual Traveller Data Packs or International Frequent Traveller Data Plans, which provide a set amount of data to use in selected countries for 30 days. These are available at telstra.com/business/irdataplans

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.

Telstra 4G device and tablet information

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Typical download speeds of between 2Mbps and 50Mbps are available to 4G devices in 4G areas. Outside 4G areas or if you have a 3G device, you'll receive access to our 3G coverage. Mobile broadband coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from. The Telstra USB 4G is not compatible with Windows® RT devices.

To find out more about our mobile coverage and networks or how to optimise network performance visit telstra.com/coverage

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 to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

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

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