



# \$55 EASY BUSINESS CASUAL PLAN

<b>\$55/mth</b>	<b>\$550</b> of calls 2 min. standard call \$2	<b>SMS and MMS</b> unlimited	<b>1GB</b> of data excess usage \$0.03/MB	<ul style="list-style-type: none"> <li>Free intra-account calls to eligible mobile numbers on the same account</li> </ul>
All to standard Australian numbers (excludes use overseas)				

## INFORMATION ABOUT THE SERVICE

Easy Business Plan (**Plan**) is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

### BYO Handset or Mobile Repayment Option

You can bring your own Telstra Mobile Network compatible handset to take up the Plan. Check that your handset supports 3G-850MHz to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. See [telstra.com/device](http://telstra.com/device) for more information.

You can also purchase a handset 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. We'll let you know beforehand if any payments apply to you.

If you cancel your Plan or MRO early, you'll have to pay your remaining handset repayments.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (**ARO**) to buy mobile 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.

### Minimum term

One month.

You can cancel your Plan at any time but if you cancel you will also need to pay any additional charges up to the point of cancellation. If you cancel your Plan, you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

### Monthly Call Allowance

**\$550** – any unused Monthly Call Allowance expires each month.

### Monthly Data Allowance

**1GB** – any unused allowance expires each month.

### Free intra-account calls

You can make free voice and video calls to other Easy Business Plans, Business Performance Plans and Go Business Mobile Plans on the same account in Australia.

Some plans (eg Business Fleet Connect Plans, Business Mobile Advantage Plans, Business Mobile PLUS and Business Fleet Select Plans) are not eligible to be on the same account as Easy Business Plans.

## What's included

You can use your 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.

## What's not included

You can't use your Monthly Call Allowance, unlimited SMS and MMS for third party content calls, calls and messages to international numbers, calls or SMS to 19xx, 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotal mobiles and any other calls or messages determined by us. You need to pay us for this usage separately. Charges for these calls can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

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

## INFORMATION ABOUT PRICING

### Minimum monthly charge

**\$55** – plus any charges which exceed your included allowances or which aren't included in your Plan and the cost of any extras, like MRO or ARO repayments.

### Calls and data in Australia

These are the main charges used to calculate your usage under your Monthly Call Allowance on your Plan, and the charges that apply if you exceed your Monthly Call Allowance on your Plan:

- national calls** – \$1 per 60-second block or part block. It will cost \$2 to make a standard 2 minute national mobile call.

If you restrict your use solely to standard national mobile calls each of 2 minutes in duration, you could make **275** calls per month.

If you use more than your Monthly Call Allowance, you'll be charged **30¢** per minute. This is calculated as a 70¢ per minute discount off the standard rate and shown on your bill as a single line credit with your Monthly Call Allowance.

If you use more than your Monthly Data Allowance, you'll be charged an additional **3¢** per MB.

If you take up a new Telstra Business Mobile or Mobile Broadband Plan on or after 12 May 2015, we'll automatically switch all eligible services in your account over to our new Extra Data feature. This means that if you use more than your Monthly Data Allowance you'll be charged an additional **\$10** for each extra 1GB of data (or part thereof) that you use in Australia (**Extra Data**). When you switch to Extra Data, this will replace the 3¢ per MB excess usage rate.

From 12 May 2015, any Data Pack already purchased will continue to apply but you will not be able to change it or purchase a new one.

### Calls, SMS and MMS to international numbers

The Monthly Call Allowance, SMS and MMS on your Plan doesn't include calls or messages to international numbers, so you'll be charged extra for these. Here are the main charges that apply:

- **calls to International numbers** – for call rates to international numbers, see [telstra.com](http://telstra.com)
- **SMS to International numbers** – 50¢ per message per recipient
- **MMS to International numbers** – 75¢ per message per recipient.

For information on business international calling packs visit [telstra.com.au/mobile-phones/international-rates](http://telstra.com.au/mobile-phones/international-rates)

### 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 may need to pay us any remaining MRO and ARO repayments.

## OTHER INFORMATION

### 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® App. Available for iPhone and Android™ 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)

### 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:

- **calls and SMS while overseas** – for call and SMS rates, see [telstra.com/business/overseas](http://telstra.com/business/overseas)
- **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.

### Mobile coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Outside 4G areas or if you have a 3G device, you'll receive access to our 3G coverage.

Mobile 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.

To find out more about our mobile coverage and networks or how to optimise network performance visit [telstra.com/coverage](http://telstra.com/coverage)

### 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 – refer to the 'Important information about your first bill' section below for more information.

#### 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](http://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](http://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](http://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 and Our Customer Terms which is available at [telstra.com.au/customer-terms/](http://telstra.com.au/customer-terms/)