



\$100 GO BUSINESS MOBILE

\$100/mth

Contract term: 24-months
Minimum cost: \$2,400

Unlimited Calls

Unlimited
SMS and MMS

6GB/mth

of data
Extra Data \$10/GB
or part thereof

- Share data between eligible services on the same account
- Free intra-account calls to eligible mobile numbers on the same account
- Includes one Bonus Data Share SIM

All to standard Australian numbers (excludes use overseas)

INFORMATION ABOUT THE SERVICE

Go Business Mobile (**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. The Plan lets you share your data allowance and it includes a Bonus Data Share SIM (**Bonus SIM**).

Mobile Handset

You'll need to purchase a handset at an additional cost 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; and
- we may give you a Smartphone Bonus Offer (**SBO**). This means you will receive a discount to offset the handset cost.

You can also purchase a compatible SIM ready device to use with your Bonus SIM or any additional Data Share SIMs you may have purchased by taking up an MRO. If you cancel your Plan early, you won't receive any SBO. You'll also have to pay your remaining handset repayments and pay any Early Termination Charges (**ETC**) for your Plan.

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.

Data Sharing

Your Plan includes a Bonus SIM. If you need additional Data Share SIMs, you can purchase additional Data Share SIMs for \$5/mth per SIM. You can share data between your Plan, Bonus SIM and any extra Data Share SIMs you have purchased. Your data will also automatically be pooled with all Go Business Mobile plans, Go Business Data Share SIMs, Go Business Mobile Broadband Share plans, Easy Share Business plans, Easy Share Data Share SIMs, Business Performance plans with a Data Share SIM attached, Telstra Business Mobile Data packs – Shareable and Telstra Mobile Broadband Share plans connected on after 2 August 2011 on the same account (**Eligible Services**). Your Bonus SIM and any extra Data Share SIM can only be used for data. They cannot be used for voice calls or messaging. If you use your Data Share SIM in a mobile phone on the Telstra Mobile Network, we may block access to data from that mobile handset.

New Phone Feeling

Your Plan comes with the option of New Phone Feeling. After 12 months if you pay a one time upfront fee you can take up a new phone on an eligible new 24 month plan when you return your old phone in good working condition. Please refer to the New Phone Feeling Critical Information Summary for full details.

Minimum term

24 months.

Monthly Call Allowance

Unlimited.

Monthly Data Allowance

6GB – any unused allowance expires each month. Your monthly Data Allowance can be shared between all Eligible Services.

Free intra-account calls

You can make free voice and video calls to other Go Business Mobile plans, Easy Share Business plans, Easy Business plans and Business Performance 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) can't be on the same account as Go Business Mobile 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, 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, and MessageBank retrieval and diversion.

What's not

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 Pivotel mobiles, calls and SMS to most satellite phones 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/customer-terms

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

INFORMATION ABOUT PRICING

Minimum monthly charge

\$100 plus MRO payments (minus any applicable SBO), any charges for usage above or outside your Plan's inclusions and the cost of any extras, like extra Data Share SIMs (if you have any) and MRO or ARO payments.

If you use more than your Data Allowance per month, or use your service for things not included in your Plan, you'll have to pay more than \$100.

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
- **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

Using your service overseas

Unless you have an International Roaming bar in place for your mobile, your Plan will come with International Roaming already activated. Your Plan does not include use while overseas, so you'll be charged separately for this usage. The cost of using your service overseas is higher than in Australia, and you may be charged for usage that wouldn't incur charges in Australia (eg. charges to receive calls). 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).

When you arrive in an overseas country, you'll receive SMS alerts about International Roaming if your device is capable of receiving SMS. These alerts will tell you about roaming charges as well as how to stop roaming while overseas.

Extra Data

If you use more than your Plan's Monthly Data Allowance (including any shared Monthly Data Allowance for eligible services on your account) you'll be charged an additional \$10 for each extra 1GB of data (or part thereof) (**Extra Data**). Extra Data is for use in Australia and expires at the end of your billing month.

Extra Data will be shared between any services on your account that support data sharing. We'll add Extra Data blocks to your account one-at-a-time for sharing between those services (instead of adding Extra Data blocks for each individual service).

Minimum cost

The total minimum amount that you'll need to pay over the term of your Plan is \$2,400 (plus any MRO and ARO payments).

Early Termination Charge

If you cancel your Plan before the end of your 24 month term, you will need to pay us an ETC and any remaining MRO and ARO payments, and you'll no longer be eligible to receive your SBO. The ETC decreases by equal instalments each month you stay on the Plan. The maximum ETC at the start of your Plan is \$1,200.

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

Tracking your estimated Australian mobile data usage is easy – download our Telstra 24x7® App. Available for iPhone and Android™ phones. Find out more at 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. SMS alerts can be set up to send usage notifications at both the individual or account level.

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. Learn how to monitor your usage and register for our helpful tools at telstra.com/manageirusage. To de-activate international roaming, please call us on 13 2000. For help with technical issues while overseas, 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

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 your 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 this plan are contained in your agreement with Telstra and Our Customer Terms which is available at telstra.com.au/customer-terms/