



BLACKBERRY® ENTERPRISE SERVER SOLUTION

INFORMATION ABOUT THE SERVICE

The BlackBerry Enterprise Server (BES) Solution allows eligible customers with one or more properly configured BlackBerry compatible handsets (**Handsets**) and BES software to send and receive e-mail wirelessly and to use our compatible networks for voice calls, SMS and BigPond® Mobile Services. BlackBerry handsets with the BlackBerry 10 operating system are not compatible handsets with BES.

The BES Solution is designed for larger businesses that have their own email server.

To take up the BES Solution you need to:

- bring your own Handset for each intended user of the BES Solution
- buy the BES software (sold separately), together with a client access licence (also sold separately) for each intended user of the service connected to a BES Data Plan, and
- connect (and stay connected) to the BlackBerry Voice Plan or an eligible Telstra post-paid mobile Plan for the same contract term as your BES Data Plan.

BES software

You may purchase BES software and client access licences from us. You can contact your Telstra Account Representative for options and pricing information. You are responsible for installing your BES software on your server.

BES software will encrypt all e-mails that are redirected from your PC or sent from each handset purchased under the BES Solution. It also allows you to view and modify e-mails, view e-mail attachments, calendars and global address books and access corporate data systems using appropriate third party applications. Connectivity and specific functionality can vary depending on your e-mail server and the particular handset and network selected.

To use the BES Solution and the BES software, you must meet the minimum system requirements as published on the BlackBerry website at www.blackberry.com

BES data plans

To take up the BES solution you need to bring your own Handset for each user of the BES Solution.

Minimum term

The BlackBerry SIM Only Data Plan is available as a casual plan for 24 months.

What's included

You can send and receive an unlimited number of e-mails to and from your Handset in Australia (experience may vary where the e-mail has large attachments or embedded content) and you can use the BlackBerry browser for unlimited browsing within Australia.

You also get 1GB of BigPond Mobile Services per service to and from the handset when the handset is used on our Next G® network in Australia.

What's not included

Additional charges apply for your Handset, Telstra mobile plan, voice and data usage (including charges for text messages), BigPond Mobile Services, browsing outside the BlackBerry Browser, use of video streaming applications, content/subscriptions and other non-e-mail data usage or sending and receiving emails and internet usage when a device is roaming overseas.

INFORMATION ABOUT PRICING

Your minimum monthly charge

BES Data Plans	
BlackBerry SIM Only Casual Data Plan	\$50
BlackBerry SIM Only Data Plan 24 months	\$40

You'll need to pay more than the minimum monthly charge if you use the BES Solution for things that aren't included in your plan, for example, if you use your Handset overseas. You also need to pay for your Handset and eligible Telstra mobile service separately.

The BES Solution is included at no additional cost with some eligible Telstra mobile plans if you bring your own Handset.

BlackBerry voice plan

If you don't nominate an eligible Telstra mobile plan to connect your BES Solution to, you'll be automatically connected to the default BlackBerry Voice Plan. There is no monthly access fee or included call allowance with the BlackBerry and you need to pay us for any calls you make:

- **calls to Australian fixed or mobile numbers** – 25¢ call connection fee + 50¢ per 30 second block (it will cost you \$2.25 to make a Standard National Mobile Call)
- **SMS in Australia** – 25¢ per message per recipient.

For international call rates, see telstra.com

Excess data charges

If you use more than your 1GB of BigPond Mobile Services monthly allowance you'll be charged an additional **25¢** per MB (charged per KB or part).

The total minimum cost

The total minimum cost you'll pay over the period of your plan term is:

BES Data Plans	
BlackBerry SIM Only Casual Data Plan	N/A
BlackBerry SIM Only Data Plan 24 months	\$960 per user (excluding BES software, Handset cost and Telstra mobile plan)

Early Termination Charge

You can cancel a BlackBerry SIM Only Casual Data Plan (month to month) at any time without incurring early termination charges, but we won't refund or waive any charges already paid or incurred by you.

If your BlackBerry Only Data Plan with a 24-month term is cancelled before the end of your minimum term, you'll need to pay us an amount calculated as:

$$\text{Base ETC amount} \times \text{number of months (or part thereof) remaining in your 24-month term} \div 24 \text{ (incl. GST)}$$

The Base ETC amount is:

BES Data Plan	Base ETC amount
BlackBerry SIM Only Data Plan	\$244

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:

- **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).

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
- For information on how to monitor your usage and register for these tools, visit 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**.

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 including Our Customer Terms, which is available at telstra.com.au/customer-terms/