



BLACKBERRY® INDIVIDUAL SOLUTION

INFORMATION ABOUT THE SERVICE

The BlackBerry® Individual Solution (BIS) allows eligible customers with a properly configured BlackBerry compatible handset (**Handset**) to send and receive e-mail, have unlimited mobile web browsing via the BlackBerry.net APN, have instant access to your network with unlimited BlackBerry® Messenger (BBM™) while in Australia and to use our compatible networks for voice calls, text messages and BigPond® Mobile Services. BlackBerry handsets with the BlackBerry 10 operating system are not compatible handsets with BIS.

To take up BIS you need to:

- bring your own Handset (BlackBerry 10 handsets are not compatible)
- add a BIS plan, and
- connect (and stay connected to) an eligible post-paid Telstra mobile plan.

BIS is for individuals, home offices or smaller businesses that need to access the internet and email while on the move. BIS is ideal if you use an ISP email address and have no email server, while BlackBerry Enterprise Solution is for larger businesses that have their own email server.

Minimum term

Casual – there's no minimum term and you can cancel at any time.

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). You also get unlimited browsing in Australia with the BlackBerry.net APN.

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 (previously known as Telstra Active or WAP) browsing outside the BlackBerry.net APN, use of video streaming applications, content/subscriptions and other non-e-mail data usage, sending and receiving emails, and internet usage when a device is roaming overseas.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$10 – you'll need to pay more than this if you use BIS 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.

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

Early Termination Charge

You can cancel your BIS at any time without incurring early termination charges. If you do cancel your BIS service we will not refund or waive any of the charges already paid or incurred by you.

OTHER INFORMATION

Manage your service online

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. 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 – we'll send you SMS alerts when you are approaching your monthly data usage limit, or register and access our Mobile Data Usage Meter at 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
- **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/