



# Telstra Business Casual Mobile Plans



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Telstra Business Casual Mobile Plans	S	M	L	XL
 <b>Minimum Monthly Charge</b> Casual month to month	\$49/mth	\$69/mth	\$89/mth	\$109/mth
 <b>Monthly Data Allowance</b>	2GB	15GB	30GB	60GB
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers	\$1,000 Calls, Unlimited SMS + MMS + MessageBank	Unlimited	Unlimited	Unlimited
<b>Calls + SMS + MMS</b> To international numbers	+\$10/mth unlimited in 45 Eligible Destinations, pay as you go for non eligible countries, MMS - 75c per recipient per message	+\$10/mth unlimited in 45 Eligible Destinations, pay as you go for non eligible countries, MMS - 75c per recipient per message	Unlimited to 15 Destinations, Pay as you go for non eligible countries, MMS - 75c per recipient per message	Unlimited MMS - 75c per recipient per message
<b>Roaming Calls + SMS + MMS</b> For use while overseas	International Day Pass or Opt out standard international roaming rates apply			
<b>Roaming Data Allowance</b> For use while overseas	International Day Pass or Opt out standard international roaming rates apply			
<b>What's Included</b>	<ul style="list-style-type: none"><li>• <b>Free Telstra Air.</b> You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit <b>telstra.com/air</b> to activate</li><li>• <b>Free intra account calls</b></li></ul>			
<b>What's Not Included</b>	<ul style="list-style-type: none"><li>• Calls, SMS or MMS to international numbers (unless otherwise stated)</li><li>• Calls to premium numbers (e.g. 19xx numbers)</li><li>• Some satellite numbers</li><li>• 1234, 12 455 and 12 456 numbers</li><li>• Content charges (including third party charges)</li><li>• Visit <b>telstra.com/customer-terms</b> for information on rates</li></ul>			
Monthly Data Allowance for use in Australia. 15 Eligible Destinations: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, USA, UK and Vietnam. Extra data \$10/GB automatically added in 1GB blocks for use that month. Standard international call rates can be found at <b>www.telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-packs</b>				

## Information about the service

Your plan is for a post-paid mobile phone that provides access to the Telstra Mobile Network.

### Eligible Data Share

You can also share data with other eligible plans on the same account. Eligible services can be found in our customer terms at [telstra.com/customer-terms](http://telstra.com/customer-terms). Or additional Data Share SIMs can be purchased for \$5/mth per SIM (limit of 5 Data Share SIMs per service). Data is shared between your Plan and any additional Data Share SIMs. Data Share SIMs can't be used in a mobile handset.

### Bring your own device

You can bring your own (BYO) Telstra Mobile Network compatible device with this plan. You'll get the best experience if your device supports 3G-850MHz, 4G-1800MHz and 4G-700MHz banding. Check your device manual or manufacturer's website for details. See [telstra.com/device](http://telstra.com/device) for more information.

### Your Mobile Repayment Option (MRO)

You can also purchase a device at an additional cost to use with your Plan by taking up a MRO. Depending on the device you choose, you may have to pay an amount upfront and make monthly interest-free repayments, which we will inform you about beforehand.

If you cancel, recontract or move to an ineligible plan before the end of your MRO term, you'll need to pay the balance of any remaining device payments.

## Information about pricing

Refer to the Plan Cost table.

### Minimum Term

Your Plan does not have a minimum term (excludes any MRO or ARO contracts).

## Monthly Allowance

Refer to the above plan table. 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. You can also make free voice and video calls to other eligible plans on the same account in Australia.

## What happens if I go overseas?

Unless you are re-contracting your existing service or have chosen to opt out, your plan is automatically activated with International Roaming. You can de-activate this by calling us on 125 109. For more information on International Roaming, visit [telstra.com/internationalroaming](http://telstra.com/internationalroaming).

## Roaming + SMS + Data

If your plan does not have included Roaming Calls & SMS or Roaming Data then you will have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 200MB data for use each day (AEST) when travelling in Eligible Roaming Countries.

If you use more than your 200MB each day then we will automatically add extra data to your service in blocks of 500MB for \$10. If you use your device outside of Eligible Roaming Countries or Choose to opt out of your International Day Pass then the following call rates will apply:

- Calls/SMS/MMS – visit [www.telstra.com/overseas](http://www.telstra.com/overseas)
  - Mobile Data – \$3.00 per MB (charged per KB or part)
- For more information you can refer to the International Day Pass Critical Information Summary.

## Other Information

### What do I need to understand about my first bill?

When you start or change your plan part way through a billing period, your first bill will have part month charges.

### How can I monitor and manage my usage?

You'll receive SMS alerts when you reach 50%, 85% and 100% of your Monthly Data allowance. We'll also send you an alert if Extra Data is added to your service. To check your usage:

- login to My Account at [telstra.com/myaccount](http://telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](http://telstra.com/mpm) on your mobile's browser (select the 'My' tab to view details)
- use the Telstra 24x7® App on your iPhone and Android phone (available at [telstra.com/business/app](http://telstra.com/business/app))
- check the mobile data usage meter at [telstra.com.au/my-data-usage](http://telstra.com.au/my-data-usage)

Find out more at [telstra.com/myusage](http://telstra.com/myusage)

## Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

## Need help? We're here for you.

Visit [telstra.com/contactus](http://telstra.com/contactus) for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

## Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](http://telstra.com/complaints). We like to make every attempt to resolve any issues but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us) if you would like an independent investigation

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)