



TELSTRA'S \$140 BUSINESS FLEET CONNECT PLAN

INFORMATION ABOUT THE SERVICE

Your 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

Your Plan doesn't include a handset and you need to bring your own, or buy one outright, or, if you take up a 24 month plan, take up our Mobile Repayment Option (MRO), where you get your handset and pay it off monthly.

Minimum term

24 months or Casual Month-to-Month.

Your Monthly Call Allowance

Your Plan gives you unlimited national calls, SMS and MMS to standard Australian numbers between eligible mobiles within Australia. Your Plan includes:

- unlimited MessageBank® diversion and retrieval in Australia; and
- unlimited MessageBank Plus in Australia, if you have an iPhone.

International calls

Your Plan includes a \$50 monthly allowance for calls, SMS and MMS to international numbers.

Free intra-account calls

Your Plan includes free intra-account calls, which means you can make voice and video calls and send SMS messages to other eligible Business Fleet Connect or Business Mobile Advantage services on your account in Australia for free.

Loyalty Bonus

If you take up a 24 month plan, we'll credit your account with \$20 each month you stay on your Plan.

SMS Bonus

You can send unlimited standard SMS in Australia.

MessageBank

You also get unlimited MessageBank diversion and retrieval in Australia or MessageBank Plus if you have an iPhone.

Your Monthly Data Allowance

4GB to use in Australia – any unused Monthly Data Allowance expires each month. You can share your Monthly Data Allowance with other Business Fleet Connect or Mobile Advantage Plan services on your account while in Australia (excludes \$10 Fleet Plan).

What's included

You can use your Monthly Call Allowance and SMS Bonus for most types of national direct dial calls, video calls and messages made within Australia to standard Australian numbers, including voice calls to 11xx, 13xx and 18xx (excluding 1234, 12455 and 12456 services), 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, MessageBank diversion and retrieval calls and any other calls or messages as determined by us.

Charges for these calls, SMS and MMS can be found at telstra.com.au/customer-terms

Your \$50 allowance for international calls, SMS and MMS.

What's not

You can't use your Monthly Call Allowance and SMS Bonus for calls/SMS/MMS to premium numbers (eg 19xx numbers), 1234, 12455 and 12456 numbers, Pivotal numbers, some satellite numbers, operator assisted and info calls (eg most 12xx numbers), Call Answer, Memo, PhonePage, bulk SMS sending services, content charges and use while overseas. See telstra.com.au/customer-terms for charges for these calls, SMS and MMS.

Your Monthly Data Allowance cannot be used while you're overseas.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$140 – you'll need to pay more than \$140 if you use more than your monthly call or data allowances, or if you use your service for things not included in your Plan.

Mobile Handset Repayments

If you take up an MRO with a handset that has an additional charge, depending on the handset you choose, you may have to pay an amount upfront and make monthly interest free repayments. If you cancel before the end of your contract term, you must pay your remaining handset repayments as a lump sum. MRO is not available on Casual Month-to-Month plans.

Accessory Repayment Option (ARO)

If you have chosen an ARO, you must pay your monthly ARO payments over the term of your eligible Plan. The application form for your Plan sets out the amount you need to pay each month for the term of your Plan and the total cost of your accessories. If you cancel your ARO or your eligible Plan before you have paid off your accessories, you'll need to pay the remaining ARO payments. ARO is not available on Casual Month-to-Month plans.

Data Sharing

With your Plan you are eligible to purchase a Data Share SIM for \$10/mth. You can share your Monthly Data Allowance between your Plan and your Data Share SIM. Your data will also automatically be pooled with other Business Fleet Connect or Mobile Advantage Plan services on your account while in Australia (excludes \$10 Fleet Plan).

Your Data Share SIM can only be used for data. You can't use your Data Share SIM for voice calls or messaging.

If you remove your Data Share SIM from your SIM-ready device and insert it into a mobile handset for the purposes of accessing data over the Telstra Mobile Network, we will block access to data from that mobile handset.

You can purchase a compatible device to use with your Data Share SIM by taking up an MRO. Depending on the device 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 any MRO early, you'll have to pay your remaining MRO repayments.

The total minimum plan cost

The total minimum amount that you'll need to pay over the minimum term is **\$3,360** on a 24 month plan, plus any handset repayments. You'll also need to pay for any usage that exceeds or is excluded from your monthly call or data allowances. There's no total minimum plan cost on the Casual Month-to-Month plan, but 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.

Calls, SMS and MMS in Australia

Your Plan gives you unlimited national calls, SMS and MMS to standard Australian numbers.

Data charges in Australia

If you use more than your Monthly Data Allowance (including data you can share), you will be charged an additional **10¢** per MB.

You can add a Business Mobile Data pack – Shareable to your Plan for an additional fee, which gives you an extra Monthly Data Allowance to use in Australia. If you're not sure how much data you might need, you can go to the Data Usage Calculator at telstra.com.au/postpaid-data-calculator

Calls, SMS and MMS to international numbers

Your Plan includes **\$50** of calls, SMS or MMS to international numbers each month. You will be charged extra for usage in excess of **\$50**. The main charges that apply are:

- **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** – **75¢** per message per recipient.

If you regularly call overseas, you can take up a Business International Pack with your Plan for an additional fee, which gives you a monthly allowance to use to call, video call and SMS most international numbers.

Early Termination Charges

If you cancel your Plan early or move to another plan before the end of your minimum term, you will need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan. Your maximum ETC at the start of your Plan is **\$1,680** on a 24 month plan.

If, before the end of your minimum term, you move to a Business Fleet Connect Plan with a lower minimum monthly charge or you move from a Business Fleet Connect Plan to a Casual Business Fleet Connect Plan or you move to an Easy Share Business Plan, Easy Business Plan or Go Business Mobile Plan and start a new contract, you will need to pay a **\$50** recontracting fee and you may also need to pay us an ETC. You can cancel a Casual Month-to-Month plan at any time, there's no ETCs.

OTHER INFORMATION

Billing

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

When you first start a plan or change your Plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

Calls: a proportion of your Monthly Call Allowance based on the number of days left in the billing period. You'll receive the full Monthly Call Allowance in the next month.

Data: data charge based on the number of days left in the billing period (you'll still receive a full month's data allowance for that period).

Handset requirements

Handsets that only operate on the 2100MHz network are not compatible with our Telstra Mobile Network as these handsets can't access 3G services. To find out more, visit telstra.com/3g2100info. To make sure your compatible handset is correctly set up to get the most from the Telstra Mobile Network, visit configure.telstra.com.au

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

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

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