



\$60 TELSTRA BUSINESS FLEET PLUS 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.

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. We may give you a Smartphone Bonus Offer (SBO) with your MRO. SBO is a monthly discount to offset the handset cost.

Minimum term

24 months or Casual Month-to-Month.

Your Monthly Call Allowance

\$60 – any unused Monthly Call Allowance expires each month. Your Monthly Call Allowance is shared with other Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Business Mobile PLUS and Business Fleet Select services on the same account (\$10 Fleet plan and \$120, \$140 Fleet Connect plan and \$90, \$130, \$200 Business Fleet Plus plan excluded) between eligible mobiles while in Australia.

Free intra-account calls

Your plan includes free Intra-account calls, which means you can make calls and send SMS messages to services on other fleet plans (like Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Business Mobile PLUS and Business Fleet Select) on your account in Australia for free.

Loyalty bonus

If you take up a 24 month plan, and you do not take up a handset with SBO, we'll credit your account with **\$10** each month you stay on your plan.

Messaging Bonus

You can send unlimited standard SMS/MMS in Australia to standard Australian numbers.

Your Monthly Data Allowance

2GB to use in Australia – any unused Monthly Data Allowance expires each month. You can share your Monthly Data Allowance is shared with other eligible fleet plans and mobile broadband services that support data data sharing on your account while in Australia (excludes \$10 Fleet plan).

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, 18xx 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. 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 Pivotal mobiles 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

Your minimum monthly charge

\$60 – you'll need to pay more than **\$60** 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 and your repayments may be higher as you won't receive any SBO discount for the remaining repayments. 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 \$5/mth. Your Monthly Data Allowance is shared between your plan and any eligible Data Share SIMs on your account. Your data will also automatically be shared with other Business Fleet Plus, Business Fleet Connect or Mobile Advantage plan services on your account while in Australia (excludes \$10 Fleet plan).

Data Share SIMs 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, we may block access to data from that mobile handset.

You can purchase a device by taking up an MRO. This may include up front costs and monthly repayments. You may have to pay out the balance if you cancel early.

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.

The total minimum plan cost

The total minimum amount that you'll need to pay over the minimum term on a 24 month plan is **\$1,440**, plus any handset repayments. 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.

Data charges in Australia

If you use more than your Monthly Data Allowance (including data you can share), you will be charged an additional **3¢** per MB. You can add a Business Mobile Data pack – Shareable to your plan for an additional fee, which gives you 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 in Australia

These are the main charges used to calculate your usage of your Monthly Call Allowance and if you use more than your Monthly Call Allowance.

| Number of services | Call rate (per 30 secs, charged per second) | Standard charges |
|--------------------|---|---|
| 1 – 39 | 24¢ | 2 min. Standard National Mobile call 96¢. If you restricted your use solely to Standard National Calls each of 2 mins in duration, you could make 62 calls. |
| 40 – 149 | 16¢ | 2 min. Standard National Mobile call 64¢. If you restricted your use solely to Standard National Calls each of 2 mins in duration, you could make 93 calls. |
| 150+ | 12¢ | 2 min. Standard National Mobile call 48¢. If you restricted your use solely to Standard National Calls each of 2 mins in duration, you could make 125 calls. |

The number of services is the total number of services on your account connected to any of the following plans:

We will count your number of services in Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Telstra Business Mobile PLUS, Telstra Business Mobile (Member/Phone), Telstra Business Mobile Fleet Select, Telstra Mobile Broadband and DOT Mobile Services.

Calls to international numbers

Your Monthly Call Allowance and Messaging Bonus don't include calls or messages to international numbers, so you'll be charged extra for these. The main charges that apply to calls or messages to international numbers 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 numbers** – 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 24 month plan early or move to another plan before the end of your minimum term, you may 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 **\$720** on a 24 month plan. If, before the end of your minimum term, you move to a Business Fleet Plus plan with a lower minimum monthly charge or you move from a Business Fleet Plus plan to a Casual Business Fleet Plus plan or you move to an Easy Share Business plan, Easy Business plan or Go Business Mobile plan and start a new contract 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 – download our Telstra 24x7® App. Available for iPhone and Android™ phones 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

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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