

Critical Information Summary

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



Telstra Business Mobile Broadband Casual Plans

Plan	\$29	\$39	\$59	\$79	\$99
Data (shareable)	1GB/mth	5GB/mth	30GB/mth	50GB/mth	80GB/mth
Minimum monthly fee	\$29/mth	\$39/mth	\$59/mth	\$79/mth	\$99/mth
Cost per megabyte (MB)	2.83¢/MB	0.76¢/MB	0.19¢/MB	0.15¢/MB	0.12¢/MB
Total Minimum cost	\$29/mth	\$39/mth	\$59/mth	\$79/mth	\$99/mth

Data to use in Australia. Extra Data \$10/GB automatically added in 1GB blocks to use that month.

Information about the service

Your Plan is for a mobile broadband service. It gives you access to the Telstra Mobile Network, a mobile broadband service number and lets you access mobile data.

Bring your own (BYO) Device or Mobile Repayment Option (MRO)

You can bring your own Telstra Mobile Network-compatible device to use with the Plan. Check that your device supports 3G-850MHz, 4G 1800MHz, 4G 700MHz and Telstra's other mobile network frequencies to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. See telstra.com/device for more information.

You can also purchase a device at an additional cost to use with your Plan by taking up a Mobile Repayment Option (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 your Plan or MRO early, you'll have to pay any remaining MRO payments.

Accessory Repayment Option (ARO)

You can choose an ARO to buy mobile broadband accessories. You'll be charged for your accessories in monthly, interest-free payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories.

Minimum term

Business Mobile Broadband Plans do not have a minimum term (excludes any MRO or ARO contracts).

Your Monthly Data Allowance

Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband device in Australia only. Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance is automatically pooled and shared with Eligible Services on the same account.

Eligible Services include:

- Business Mobile Plans including BYO and Business Lease Mobile Plans
- Business Mobile Broadband Plans
- TMB Business Share Plans connected on or after 2 August 2011
- Business Performance Plans with a Data Share SIM attached
- Easy Share Business Plans including SIM Plans
- Easy Share Data Share SIMs
- Go Business Mobile Plans including SIM Plans
- Go Business Mobile Broadband Share Plans
- Go Business Mobile Data Plans
- My Business Mobile Plans including SIM Plans
- My Business Mobile Data Plans

What's not included

Your Monthly Data Allowance can't be used for data use while you're overseas. Your Plan does not include any voice or messaging allowance such as Voice and MessageBank®, Video and Video MessageBank®, SMS (including Premium SMS) and MMS; any content subscription or Value Added Services including Foxtel by Mobile or international roaming. Additional charges apply for use of these services.

Free Telstra Air® Wi-Fi Data

You can access free Wi-Fi data at Telstra Air hotspots in Australia and Fon Spots overseas. See telstra.com/air for details.

Information about pricing

Minimum monthly charge

The total minimum amount that you'll pay is described in the table above (plus any MRO or ARO).

Extra Data

If you go over your Plan's Monthly Data Allowance (or your monthly shared data allowance, if you have eligible shared services), we'll automatically add Extra Data in 1GB blocks for \$10 for use that month in Australia. Extra Data is shared between Eligible Services on your account.

Call, SMS and MMS Charges in Australia

The following charges will apply if you use your mobile broadband SIM to call, SMS and MMS in a compatible mobile broadband device:

To national numbers

- Calls – 25¢ call connection fee and 42.5¢ per 30 seconds or part. A 2-minute standard national mobile call costs \$1.95
- SMS – 25¢ per message per recipient
- MessageBank® diversion – 6¢ per 30 seconds or part
- MessageBank® retrieval – 14¢ per 30 seconds or part
- MMS – 50¢ per message per recipient.

To international numbers

- Calls – see www.telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia for call rates
- SMS – 50¢ per message per recipient
- MMS – 75¢ per message per recipient.

Early Termination Charge (ETC)

No ETC applies. However, you will need to pay us any remaining MRO repayments and ARO repayments where applicable.

Other information

Billing

Your bill is charged on the same date each month, you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your monthly charge (referred to as pro-rating). You'll still receive your full Monthly Data Allowance. For more information visit telstra.com/billpay

Manage your service online

We'll send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance if you have an SMS compatible device. We recommend that you configure your notifications to be sent to a nominated email address by going to telstra.com/business/mdum to register for My Account, and then login to the Mobile Data Usage Meter.

You can track your estimated Australian data usage by downloading the Telstra 24x7® App. Available for iPhone and Android™ phones at telstra.com/business/app

Using your service overseas

International Roaming is already activated on your Plan. The cost of using your service overseas is higher than in Australia.

Your Plan has International Day Pass already activated which, for an additional charge per day, allows you to make and receive unlimited standard voice calls/SMS and includes 200MB data for use each day (AEST) when travelling in eligible countries. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 500MB for \$10. If your device is not able to make or receive calls, you will not be able to access the voice inclusions.

Calls/SMS/MMS will be charged at international roaming rates (refer to telstra.com/overseas) and data at \$3 per MB (charged per KB or part) where you:

- use your device outside of eligible countries
- choose to opt out of your International Day Pass

You can also use our spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, visit telstra.com/manageirusage

For help with technical issues while overseas, call our 24/7 Helpdesk on +61 439 12 5109. Visit telstra.com/mpm to manage your international roaming usage.

Mobile Coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. The Telstra Mobile Network offers 4G in all capital CBDs and associated airports, most surrounding suburban areas and in over 600 regional towns. You'll automatically switch to 3G in other coverage areas around Australia. Check coverage at telstra.com/coverage

We're here to help

Learn more at telstra.com/business or call us on 13 2000 or 133 677 (TTY) for assistance.

Complaints or disputes

To make a complaint:

- call 13 2000 or your Account Representative
- visit telstra.com/business/complaints

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or visit tio.com.au/about-us/contact-us

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