

## Critical Information Summary

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



# Telstra Business Mobile Broadband Plans

Plan		\$19	\$29	\$49	\$69	\$89
Data (shareable)		1GB/mth	5GB/mth	30GB/mth	50GB/mth	80GB/mth
Business Grade Data		Not Included	Not Included	Not Included	Included	Included
Minimum monthly charge		\$19/mth	\$29/mth	\$49/mth	\$69/mth	\$89/mth
Cost per megabyte (MB)		1.86¢/MB	0.57¢/MB	0.16¢/MB	0.13¢/MB	0.11¢/MB
Total Minimum cost	12 months	\$228	\$348	\$588	\$828	\$1,068
	24 months	\$456	\$696	\$1,176	\$1,656	\$2,136
	36 months	\$684	\$1,044	\$1,764	\$2,484	\$3,204
Maximum Early Termination Charge (ETC)	12 months	\$114	\$174	\$294	\$414	\$534
	24 months	\$228	\$348	\$588	\$828	\$1,068
	36 months	\$342	\$522	\$882	\$1,242	\$1,602

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 data.

### Bring your own (BYO) device or Mobile Repayment Option (MRO)

With this Plan you can choose to BYO device, buy one outright or buy a device at an additional cost to use with your Plan by taking up a MRO. Check that your compatible device supports 3G-850MHz, 4G 1800MHz or 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](http://telstra.com/device) for more information. If you choose a MRO you will be charged for your device in monthly interest free payments.

### MRO Bonus

If you choose an eligible mobile broadband device with an eligible MRO that has the same start and end date as your 24 and 36 month Plan, you'll receive an MRO Bonus credit. Bonus credits are only available on a 24 and 36 month plan. If you cancel before the end of your Plan, you must pay your remaining MRO repayments and you'll no longer receive any MRO Bonus credit.

### 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

12, 24 or 36 months.

## 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 Lease Plans
- Business Mobile Plans including BYO 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. The 12 and 36 month plan does not include the Telstra New Tablet Feeling™.

## Telstra New Tablet Feeling™

If you are on a 24-month plan, it comes with the option of Telstra New Tablet Feeling. You can take up a new eligible tablet after 12 months into your 24-month Plan if you pay a one time upfront fee, return your original eligible tablet undamaged and in good working order, and recontract onto an eligible 24-month plan together with an MRO. Visit [telstra.com.au/tablets/new-tablet-feeling](http://telstra.com.au/tablets/new-tablet-feeling) for more information.

## StayConnected Advanced™ for Business

StayConnected Advanced™ for Business provides after sales services for your mobile device or tablet for \$15/mth. Refer to the StayConnected Advanced™ for Business Critical Information Summary for full details.

## 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](https://telstra.com/air) for details.

## Information about pricing

### Minimum monthly charge

See the above Plan table for minimum monthly charges.

### Extra Data

If you use more than your Plan's Monthly Data Allowance (or your monthly shared data allowance, if you have eligible shared services), extra data is automatically added in 1GB blocks for \$10 to use that month in Australia (**Extra Data**). The Extra Data will expire at the end of your billing month. If your Plan supports data sharing, the Extra Data is shared with any eligible data sharing services on your account. If you have more than one service on your mobile or mobile broadband account, then additional data for those services will be added and billed using the Extra Data model described above. Please refer to 'Other information' for details on tracking estimated usage and alerts regarding your data usage.

### Total standard minimum cost

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

### 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 standard 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 standard international numbers

Your Plan doesn't include calls, SMS or MMS to international numbers, so you will be charged extra for these:

- calls – see [telstra.com.au/mobile-phones/plans-and-rates/calling-overseas-from-australia](https://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)

If you cancel your Plan before the end of your Plan term, you must pay an ETC plus any remaining MRO or ARO repayments where applicable. The ETC decreases by equal instalments each month you stay on your Plan.

If you move to another plan before the end of your minimum term and start a new contract, you may also need to pay us an ETC plus any remaining MRO and ARO repayments.

## 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](https://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/ytt](https://telstra.com/ytt) to register for Your Telstra Tools then login to the Mobile Data Usage Meter.

You can track your estimated Australian mobile data usage by downloading the Telstra 24x7® App. Available for iPhone and Android™ phones at [telstra.com/business/app](https://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 an 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 voice inclusions.

Calls/SMS/MMS will be charge at international roaming rates (refer to [telstra.com/overseas](https://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](https://telstra.com/manageirusage)

For help with technical issues while overseas, call our 24/7 Helpdesk on +61 439 12 5109 or visit [telstra.com/mpm](https://telstra.com/mpm) to manage your International Roaming Usage.

## Business Grade Data

Refer to the plan table above to determine if you are eligible for Business Grade Data (BGD). Business Grade Data is a network capability which can kick-in to help provide a more reliable data download experience during unexpected high traffic times whilst using 4G on our Telstra Mobile Network. Business Grade Data will be automatically enabled on all eligible plans.

## 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](https://telstra.com/coverage).

### We're here to help

Learn more at [telstra.com/business](https://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](https://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](https://tio.com.au/about-us/contact-us)

This is a summary only – full legal terms are contained in your agreement with Telstra, including Our Customer Terms which is available at [telstra.com/customer-terms](https://telstra.com/customer-terms)