

Telstra Business Mobile Broadband Plans



Critical Information Summary

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

Telstra Business Mobile Broadband Plans		S	M	L	XL	XXL
Minimum Monthly Charge 12, 24 or 36 month term		\$19/mth	\$29/mth	\$49/mth	\$69/mth	\$89/mth
Monthly Data Allowance		1GB	5GB	30GB	50GB	80GB
Business Demand Data		Not Included	Not Included	Not Included	Included	Included
Cost per Megabyte (MB)		1.86 c/MB	0.57 c/MB	0.16 c/MB	0.13 c/MB	0.11 c/MB
What's Included	<ul style="list-style-type: none"> Free Telstra Air. You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit telstra.com/air to activate 					
What's Not Included	<p>Your plan does not include any;</p> <ul style="list-style-type: none"> Voice or messaging allowance such as Voice and MessageBank, Video and Video MessageBank, SMS (including Premium SMS) and MMS Calls to premium numbers (e.g. 19xx numbers) Some satellite numbers 1234, 12 455 and 12 456 numbers Content charges (including third party charges) Visit telstra.com/customer-terms for information on rates 					
Minimum Cost	12 month term	\$228	\$348	\$588	\$828	\$1,068
	24 month term	\$456	\$696	\$1,176	\$1,656	\$2,136
	36 month term	\$684	\$1,044	\$1,764	\$2,484	\$3,204
Maximum Early Termination Charges (ETC)	12 month term	\$114	\$174	\$294	\$414	\$534
	24 month term	\$228	\$348	\$588	\$828	\$1,068
	36 month term	\$342	\$522	\$882	\$1,242	\$1,602
Roaming Calls + SMS + MMS + Data For use overseas	International Day Pass or Opt out standard international roaming rates apply					
Monthly Data Allowance for use in Australia. Extra Data \$10/GB automatically added in 1GB blocks to use that month.						

Information about the service

A post-paid mobile broadband data service for use with a mobile broadband or tablet device providing:

- access to our network
- access to mobile data

Your SIM for this service won't provide access to mobile data from a mobile handset.

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

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 for more information

Your Mobile Repayment Option (MRO)

You may purchase an eligible device with this plan, payable in monthly installments. You may receive a monthly discount. You will lose your discount if you cancel early.

New Tablet Feeling®

This plan means you can take up a new tablet after 12 months on your Mobile Repayment Option (MRO). To redeem the offer return your existing tablet undamaged and in good working order, pay a once off fee and sign up to a new eligible plan and a 24-month MRO. For more information refer to the New Tablet Feeling Critical Information Summary.

Information about pricing

Refer to the Plan Cost table. If you use your mobile for things not included in your Plan or exceed your Monthly Data allowance, you'll have to pay more than the Minimum Monthly Charge set out in the Plan Cost table.

Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at telstra.com/emailbill

Some exemptions may apply. For details, visit telstra.com/billpay. To set up Direct Debit or for details on other bill payment options, visit telstra.com/billpay.

What happens if I cancel my service early?

If you cancel your plan early, you'll need to pay an Early Termination Charge (ETC) and any remaining device and accessory payments.

The maximum ETC at the start of your plan is set out in the above table.

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.

Roaming + SMS + Data

Check the table above to see if your plan has International Roaming Calls & SMS or Roaming 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
- 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
- use My Plan Manager by going to 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)
- check the mobile data usage meter at telstra.com.au/my-data-usage

Find out more at telstra.com/myusage

Business Demand Data

Refer to the plan table above to determine if you are eligible for Business Demand Data (BDD). On rare occasions there can be unexpected surges in data traffic that can impact 4G mobile download performance, BDD can help provide a more reliable and consistent data connection on the Telstra Mobile Network during these times. BDD will automatically be enabled on all eligible plans. User download experience during these times is still likely to be poorer than usual.

FairPlay Policy

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

Need help? We're here for you

Visit 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. 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 if you'd like an independent investigation

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms