

## Critical Information Summary

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



# Telstra Business Premium Lease Mobile Plan

Business Premium Lease Mobile Plan		\$199/mth
Minimum Monthly Charge		\$199/mth
Business Grade Data		Included
Minimum cost – 24 months* when device returned in good working order		\$4,776
Maximum Early Termination Charge (ETC)^		\$2,388
Calls/SMS/MMS to standard Australian numbers		Unlimited
Data (Shareable)		160GB/mth
International calls/SMS from Australia		Unlimited
International Roaming calls/SMS while in eligible destinations		Unlimited + 10GB data/mth
*The Total Minimum Cost does not include additional monthly lease payments which depend on your choice of device. ^Plus any early termination charge for your Device Lease Contract (see 'Early Termination Charge' section). <b>Domestic allowances:</b> all for use for use in Australia.		

## Information about the service

The Business Premium Lease Mobile plan (**Plan**) is for a post-paid mobile phone service when you lease a mobile handset on a Device Lease Contract. You'll get access to our network, a mobile phone number, be able to make and receive calls, send and receive messages, and access mobile data.

### Minimum term

24 months.

### Device Lease Contract (DLC)

You must lease an eligible handset to use with your Plan and make a lease payment each month over 24 months. You don't own the device as you're just leasing it. Lease costs vary depending on the handset you choose. At the end of your 24-month Device Lease Contract (DLC), you must return your device to us.

### Upgrading your device and upgrade fees

Your Plan includes Business Lease Assure at no additional monthly cost. You may upgrade your device two times in each 12 month period of your Telstra Business Premium Lease Mobile Plan if it is in good working order. To find out more refer to the Business Lease Assure Critical Information Summary.

Regardless of damage, you can upgrade your leased handset to a new eligible handset, provided you terminate your existing DLC, return the leased handset to us within 14 days (or the same day if returning in store) of entering into a new 24-month eligible handset and mobile service plan and pay an upgrade fee of \$190. If you upgrade your device after the first 12 months of your DLC and your phone is in good working order, you'll only pay \$99.

### Returning your device

The SIM card must be removed and the device reset to factory settings so that personal or confidential information is deleted. All activation/locking features must be disabled (eg, Find My iPhone) and you must provide any documentation reasonably required to show it is the correct device. Otherwise a fee of up to \$499 applies.

### What happens if I don't return my device?

If you fail to return your device at the end of the DLC term (subject to our approval), you must continue to pay the monthly payment for your device and Plan (including any Business Lease

Assure fees) for up to 6 months after which, if still not returned we will charge you a device non return fee equivalent to the fair market value of the device (to be advised at the time). If you fail to return your device within 14 days of upgrading your device, you must pay a non return fee based on the fair market value of the device (to be advised at the time) plus 20%.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile accessories, for which you'll be charged monthly interest free payments. If you cancel your ARO, you'll have to pay the remaining cost of the accessories.

### Data sharing

You can purchase an additional Data Share SIM for \$5/mth per SIM (limit of 5 Data Share SIMs per service). Data is shared between your Plan and any extra Data Share SIMs.

Your data will also automatically be pooled with all Business Mobile, Business Lease Mobile, My Business Mobile Data, Business Mobile Broadband, My Business Mobile, My Business Mobile Lease, Go Business Mobile, Go Business Data Share SIMs, Go Business Mobile Broadband Share, TMB Business Share Plans, Small Business Voice and Data Packs, Easy Share Business, Easy Share Data Share SIMs, Business Performance plans and Business Performance Data Share Packages (**Eligible Services**). Data Share SIMs cannot be used in a mobile handset.

### Business Lease Assure

Business Lease Assure is included in the \$199 Plan. Refer to the Business Lease Assure Critical Information Summary for full details.

### Monthly Call Allowance

You can use your domestic 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, 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. Calls to 18xx numbers are free on this Plan. Your Plan includes unlimited standard SMS, MMS, MessageBank® retrieval and diversion, and iPhone MSG Bank Plus.

Your Plan also includes unlimited voice calls, and SMS from within Australia to standard international numbers. International roaming is already active on your Plan. When roaming in an eligible country, you can use your International Roaming Allowance for data, voice calls and SMS to standard numbers in that eligible country or to Australia.

The list of eligible countries may change from time to time, for a current list please go to [telstra.com/business/international-roaming](https://telstra.com/business/international-roaming)

### Monthly Data Allowance

Refer to the above plan table – any unused allowance expires each month. Your monthly domestic Data Allowance can be shared between all Eligible Services.

Your Plan has 10GB of data per month to use in eligible countries. Your International Roaming Allowance for data can't be shared with other services on your account. Any data used to send or receive an MMS from an eligible country will use your data allowance.

### Free intra-account calls

Make free voice and video calls to other eligible plans on the same account in Australia.

### Free Telstra Air® Wi-Fi Data

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](https://telstra.com/air) to activate Telstra Air.

### What's not included

Calls and services not listed as included cost extra (eg, premium number calls and SMS/MMS). You must pay us for this use separately. See the charges at [telstra.com/customer-terms](https://telstra.com/customer-terms)

While overseas, the following usage isn't included in your Plan: MMS, premium SMS and MMS, video calls and calls to non-standard numbers (including satellite, premium and operator-assisted) content charges such as ringtones, apps movies or songs. Charges for these calls can be found at [telstra.com/customer-terms](https://telstra.com/customer-terms) and [telstra.com/business/overseas](https://telstra.com/business/overseas)

## Information about pricing

### Minimum monthly charge

Your minimum monthly charge includes:

- your monthly Plan value plus Lease payments
- any charges for usage above or outside your Plan's inclusions and
- the cost of any extras, like extra Data Share SIMs or ARO payments.

If you use more than your Monthly Call or Data Allowance per month, or use your service for things not included in your Plan, you'll have to pay more than your monthly Plan value.

### MMS to international numbers

MMS from Australia to international numbers will cost 75¢ per message per recipient.

### Using your service overseas

Your Plan includes International Roaming, as described in the table above.

Calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](https://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part) where you use your mobile outside of eligible roaming countries.

For more information and pricing visit [telstra.com/overseas](https://telstra.com/overseas). Visit [telstra.com/manageirusage](https://telstra.com/manageirusage) for information on spend management tools while you're overseas.

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

### Extra Data

If you go over your Plan's domestic 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.

If you go over your International Roaming Allowance for data or use data in an eligible country, we'll automatically add extra data to your service in blocks of 500MB for \$10.

### Minimum cost

The total minimum amount that you'll need to pay over the term of your Plan is described in the table above (plus any DLC payments and ARO payments).

### Early Termination Charge (ETC)

If you cancel or we terminate your DLC for your breach within the first 12 months, you must pay a fee based on the device's recommended retail price which decreases by 3% each month up until the month in which you terminate (or part thereof). You will retain the leased handset and title will pass to you. If you cancel or we terminate for your breach from month 13 and you want to (a) return your handset, a fee of \$99 will apply for good working order handsets or up to \$499 for damaged handsets or (b) retain your handset and have title pass to you, you must pay the fair market value for your handset (to be advised at the time). All charges are in addition to any Early Termination Charges for your Plan and accessories. The maximum Early Termination Charge for your Plan at the start of your Plan is set out in the table above.

## Other information

### Billing and important information about you first bill

When you start or change your Plan part way through a billing period, your first bill will have additional charges.

To opt into receiving paperless billing, visit [telstra.com/emailbill](https://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more billing information go to [telstra.com/billpay](https://telstra.com/billpay)

### Manage your service online

To view billing information online, register for Online Bill at [telstra.com/business/billing](https://telstra.com/business/billing). Track your estimated Australian mobile data usage via our Telstra 24x7® App.

We'll 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](https://telstra.com/business/datameters). SMS alerts can be set up to send usage notifications at both the individual or account level.

### 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 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 3G coverage. Mobile coverage depends on a number of factors such as your device, location, surrounding landscape as well as the physical building you may be using your device from. To find out more visit [telstra.com/coverage](https://telstra.com/coverage)

### We're here to help

You'll find more information at [telstra.com/business](https://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 133 677 (TTY).

### Complaints or disputes

- If you need to make a complaint you can:
- 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 by phone 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 – the full legal terms for this Plan are contained in your agreement with Telstra and Our Customer Terms which is available at [telstra.com/customer-terms](https://telstra.com/customer-terms)