

# Telstra Business Mobile Plans



## Critical Information Summary

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

Telstra Business Mobile Plans		S	M	L	XL	XXL
<b>Minimum Monthly Charge</b> 24 month term		\$59/mth	\$79/mth	\$99/mth	\$129/mth	\$149/mth
<b>Business Demand Data</b>		Not Included	Not Included	Included	Included	Included
<b>Monthly Data Allowance</b>		2GB	5GB	20GB	40GB	80GB
<b>Calls + SMS + MMS + MessageBank®</b> To standard Australian numbers		Unlimited				
<b>Calls + SMS + MMS</b> To international numbers		+\$10/mth unlimited in 45 Eligible Destinations. Pay as you go for non eligible countries, MMS - 75c per recipient per message	+\$10/mth unlimited in 45 Eligible Destinations. Pay as you go for non eligible countries, MMS - 75c per recipient per message	Unlimited to 15 Destinations, Pay as you go for non eligible countries, MMS - 75c per recipient per message	Unlimited to 15 Destinations, Pay as you go for non eligible countries, MMS - 75c per recipient per message	Unlimited to 15 Destinations, Pay as you go for non eligible countries, MMS - 75c per recipient per message
<b>Roaming Calls + SMS + MMS</b> For use while overseas		International Day Pass or Opt out standard international roaming rates apply	International Day Pass or Opt out standard international roaming rates apply	International Day Pass or Opt out standard international roaming rates apply	Unlimited in Eligible Roaming Countries	Unlimited in Eligible Roaming Countries
<b>Roaming Data Allowance</b> For use while overseas		International Day Pass or Opt out standard international roaming rates apply	International Day Pass or Opt out standard international roaming rates apply	International Day Pass or Opt out standard international roaming rates apply	1GB (Excess roaming data charged at \$10 /500MB)	2GB (Excess roaming data charged at \$10 /500MB)
<b>What's Included</b>		<ul style="list-style-type: none"> <li><b>Free Telstra Air.</b> You can access free Wi-Fi data at Telstra Air® hotspots in Australia and Fon spots overseas. Download the Telstra Air app or visit <a href="https://telstra.com/air">telstra.com/air</a> to activate</li> <li><b>Free intra account calls</b></li> </ul>				
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>Calls, SMS or MMS to international numbers (unless otherwise stated)</li> <li>Calls to premium numbers (e.g. 19xx numbers)</li> <li>Some satellite numbers</li> <li>1234, 12 455 and 12 456 numbers</li> <li>Content charges (including third party charges)</li> <li>Visit <a href="https://telstra.com/customer-terms">telstra.com/customer-terms</a> for information on rates</li> </ul>				
<b>Minimum Cost</b>	24 month term	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576
<b>Maximum Early Termination Charges (ETC)</b>	24 month term	\$708	\$948	\$1,188	\$1,548	\$1,788
<p>Monthly Data Allowance for use in Australia. Extra data \$10/GB automatically added in 1GB blocks for use that month. 15 Eligible Destinations: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, USA, UK and Vietnam. Standard international call rates can be found at <a href="https://www.telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-packs">www.telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-packs</a>.</p>						

## Information about the service

Your plan is for a post-paid mobile phone that provides access to the Telstra Mobile Network.

## Your Mobile Repayment Option (MRO)

You must purchase an eligible device with this plan, payable over 24 monthly payments. You may receive a monthly discount. You will lose your discount if you cancel early.

## 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](https://www.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.

## StayConnected Advanced™

StayConnected Advanced For Business provides after sales services for your device for \$15/mth. Refer to the StayConnected Advanced™ For Business Critical Information Summary for full details. Find out more at [telstra.com.au/stayconnected](https://telstra.com.au/stayconnected)

## New Phone Feeling®

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

## Information about pricing

Refer to the Plan Cost table.

### 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.

### Monthly Allowance

Refer to the above plan table. 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, 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. You can also make free voice and video calls to other eligible plans on the same account in Australia.

### 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. For more information on International Roaming, visit [telstra.com/internationalroaming](https://telstra.com/internationalroaming).

### Roaming + SMS + 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](https://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](https://telstra.com/myaccount)
- use My Plan Manager by going to [telstra.com/mpm](https://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](https://telstra.com/business/app))
- check the mobile data usage meter at [telstra.com.au/my-data-usage](https://telstra.com.au/my-data-usage)

Find out more at [telstra.com/myusage](https://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.

## Fair Use Policy

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

## Need help? We're here for you.

Visit [telstra.com/contactus](https://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](https://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](https://tio.com.au/about-us/contact-us) if you would like an independent investigation

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)