

Critical Information Summary

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



Telstra Business MX Online Mobile Plan

Plan	\$49
Minimum monthly fee	\$49/mth
Minimum Cost – 12 months	\$588
Maximum Early Termination Charge – 12 month contract	\$294
Calls/SMS/MMS to standard Australian numbers	Unlimited
Data (Shareable)	15GB
International calls/SMS from Australia	+ \$10/mth Unlimited to 45 Eligible Destinations
International Roaming calls/SMS while in eligible countries	International Day Pass
<p>Domestic allowances: all for use in Australia. Extra data \$10/GB automatically added in 1GB blocks to use that month. 45 Eligible Destinations: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary, and France. International Roaming allowances: refer to the 'Using your service overseas' section.</p>	

Information about the service

The Business MX Online Mobile plan (Plan) is for a post-paid mobile phone service. 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.

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

You can bring your own Telstra Mobile Network-compatible handset to use with the Plan. Check that your handset 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 handset at an additional cost to use with your Plan by taking up a Mobile Repayment Option (MRO). Depending on the handset 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 and pay any Early Termination Charges (ETC) for your Plan.

Minimum term

12 months.

Accessory Repayment Option (ARO)

You can choose an 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

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 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 can't be used in a mobile handset. You can also purchase a compatible SIM-ready device on an MRO, to use with any additional Data Share SIMs you may have purchased.

Monthly Call 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. Your Plan includes unlimited standard SMS, MMS, and MessageBank® retrieval and diversion, and iPhone MSG Bank Plus.

Monthly Data Allowance

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

Free intra-account calls

Make free voice and video calls to other eligible plans like Business Mobile, Business Lease Mobile, My Business Mobile, My Business Mobile Lease, Go Business Mobile, Easy Share Business, Easy Share Business, and Business Performance 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 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://www.telstra.com/customer-terms)

Your Plan Allowance does not include calls or messages to international numbers from Australia. Your Monthly Call and Data Allowances, unlimited SMS and MMS can't be used while you're overseas.

Information about pricing

Minimum monthly charge

Your minimum monthly charge includes:

- your monthly Plan value plus MRO payments
- any charges for usage above or outside your Plan's inclusions and
- the cost of any extras, like 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.

Calls, SMS and MMS to international numbers

The following charges apply for calls, SMS and MMS to international numbers:

- **calls** – see call rates at [telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-pack](https://www.telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-pack)
- **SMS** – 50¢ per message per recipient
- **MMS** – 75¢ per message per recipient.

For \$10/mth you can receive an International Calling Pack including International standard calls from Australia to 45 Destinations: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, Sri Lanka, South Korea, USA, UK, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary and France

For information on business international calling packs visit [telstra.com.au/mobile-phones/international-rates](https://www.telstra.com.au/mobile-phones/international-rates)

Using your service overseas

Unless you have chosen to opt out, Business MX Online Mobile Plan is automatically activated with International Roaming. You have an International Day Pass activated which, for an additional charge per day, allows you to make and receive unlimited standard voice calls/SMS and includes 200MB data (non-shared) for use each day (AEST) when travelling in eligible roaming 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.

Calls/SMS/MMS will be charged at international roaming rates (refer to [telstra.com/overseas](https://www.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
- choose to opt out of your International Day Pass.

For more information and pricing visit [telstra.com/overseas](https://www.telstra.com/overseas) or refer to the International Day Pass Critical Information Summary.

Visit [telstra.com/manageirusage](https://www.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://www.telstra.com/mpm) to manage your international roaming usage.

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.

Minimum cost

The total minimum amount that you'll need to pay over the term of your Plan is \$588 (plus any MRO and ARO payments).

Early Termination Charge (ETC)

If you cancel your Plan before the end of your 12 month term, you will need to pay us an ETC and any remaining MRO and ARO payments. The maximum ETC for your Plan is \$294.

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

Manage your service online

To view billing information online, register for Online Bill at [telstra.com/business/billing](https://www.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://www.telstra.com/business/datameters). SMS alerts can be set up to send usage notifications at both the individual or account level.

Mobile coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. You'll receive access to our 3G coverage if you are outside 4G areas or if you have a 3G device. 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 or you may have to manually enter your location to access these services. Check coverage at [telstra.com/coverage](https://www.telstra.com/coverage)

We're here to help

You'll find more information at [telstra.com/business](https://www.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 and say "complaint"
- call your Account Representative if you have one
- visit [telstra.com/business/complaints](https://www.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. For full contact information go online at [tio.com.au/about-us/contact-us](https://www.tio.com.au/about-us/contact-us) for more details.

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://www.telstra.com/customer-terms/)