

Telstra Business Premium Mobile Plan



Critical Information Summary

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

Plan		Telstra Business Premium Mobile Plan
Minimum Monthly Charge		\$199/mth
Business Demand Data		Included
Monthly Data Allowance		160GB
Calls + SMS + MMS + MessageBank® To standard Australian numbers		Unlimited
Calls + SMS + MMS To international numbers		Unlimited
Roaming Calls + SMS + MMS For use while overseas		Unlimited
Roaming Data Allowance For use while overseas		10GB (Excess roaming data charged at \$10/500MB)
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 • Free intra account calls
What's Not Included		<ul style="list-style-type: none"> • Calls, SMS or MMS to international numbers (unless otherwise stated) • 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	24 month term	\$4,776
Maximum Early Termination Charges (ETC)	24 month term	\$2,388
Monthly Data Allowance for use in Australia. Extra data \$10/GB automatically added in 1GB blocks for use that month.		

Information about the service

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

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.

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.

StayConnected Advanced™

StayConnected Advanced For Business is included and provides after sales services for your mobile device. Refer to the StayConnected Advanced For Business Critical Information Summary for full details. Find out more at 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

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.

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 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 would like an independent investigation

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