IT'S HOW WE CONNECT

GO BUSINESS MOBILE BROADBAND SHARE 1GB PLAN

$30/mth
Contract term: 24-months
Minimum cost: $720
Contract term: 12-months
Minimum cost: $360

1GB/mth
Data to use in Australia (2.93¢/MB)
Extra Data $10/GB or part thereof

INFORMATION ABOUT THE SERVICE

Go Business Mobile Broadband Share 1GB Plan – Your Plan is for a mobile broadband service. It gives you access to the Telstra Mobile Network, a mobile broadband service number and lets you access data.

Minimum Term

12 or 24 months.

Your Monthly Data Allowance

1GB – 1GB (Gigabyte) = 1,024MB (Megabytes). Your Monthly Data Allowance is for use in Australia only. Your unused Monthly Data Allowance expires each month.

Your Monthly Data Allowance is automatically pooled and shared with Eligible Services on the same account. Eligible Services include:

- TMB Business Share Plans connected on or after 2 August 2011
- Easy Share Business Plans
- Easy Share Business SIM Plans
- Easy Share Data Share SIMs
- Business Performance Plans with a Data Share SIM attached
- Go Business Mobile Plans.

BYO Device or Mobile Repayment Option

With this Plan you can choose to bring your own device, buy one outright or purchase a device at an additional cost to use with your Plan by taking up a Mobile Repayment Option (**MRO**). If you choose a MRO to buy a mobile broadband device with your Go Business Mobile Broadband Share Plan you will be charged for your device in monthly payments, which are interest-free.

MRO Bonus

If you choose an eligible mobile broadband device with an eligible MRO that has the same start and end date as your 24-month Go Business Mobile Broadband Share Plan, you'll receive an MRO Bonus credit. Bonus credits are only available on a 24 month plan.

If you cancel your Go Business Mobile Broadband Share Plan before the end of your Plan, you must pay your remaining MRO repayments and you'll no longer receive any MRO Bonus credit.

New Tablet Feeling

Your Go Business Mobile Broadband Share Plan comes with the option of New Tablet Feeling. After 12 months if you pay a one time upfront fee you can take up a new tablet on an eligible new 24 month Plan when you return your old tablet in good working condition. Please refer to the New Tablet Feeling Critical Information Summary for full details of the offer.

Accessory Repayment Option

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

What's included

Your Monthly Data Allowance can be used to access mobile internet from your Telstra Mobile Network compatible mobile broadband device in Australia.

What's not

Your Monthly Data Allowance can't be used for data use while you're overseas. Your Go Business Mobile Broadband Plan does not include any voice or messaging allowance such as Voice and MessageBank®, Video and Video MessageBank, BlackBerry®, SMS (including Premium SMS) and MMS; any content subscription or Value Added Services including Foxtel by Mobile or international roaming. Additional standard charges apply for use of these services.

INFORMATION ABOUT PRICING

Minimum monthly charge

$30 – If you use more than your Monthly Data Allowance per month or use your device for things not included in your Plan you'll have to pay more than **$30**.

Your Monthly Data Allowance is charged at **2.93¢** per MB.

If You Use More Data

If you use more than your plan's Monthly Data Allowance (or your monthly shared data allowance, if you have eligible shared services), you'll be charged an additional $10 for each extra 1GB of data (or part thereof) that you use in Australia (**Extra Data**). The Extra Data will expire at the end of your billing month.

If your plan supports data sharing, the Extra Data will be shared with any eligible data sharing services on your account. If you have more than one service on your mobile or mobile broadband account, then additional data for those services will be added and billed using the Extra Data model described above.

Data charges are based on the amount of data used when accessing email and the internet on your mobile broadband device.

If you want to increase your data allowance you can move to a higher plan.

Call, SMS and MMS Charges in Australia

These are the charges that will apply if you choose to make calls or SMS if the SIM we provide with your mobile broadband service is placed in a call or SMS capable mobile broadband device:

- **national calls** – **25¢** call connection fee and **42.5¢** per 30 seconds or part. A 2-minute standard national mobile call costs **$1.95** (incl. connection fee) on this plan
- **national SMS** – **25¢** per message sent per recipient in Australia
- **MessageBank diversion** – **6¢** per 30 seconds or part
- **MessageBank retrieval** – **14¢** per 30 seconds or part
- **MMS to national numbers** – **50¢** per message per recipient.

Calls, SMS and MMS to international numbers

Your Plan doesn't include calls, SMS or MMS to international numbers, so you will be charged extra for these. The main charges that apply to calls or messages to international numbers are:

- **calls to international numbers** – for call rates to international numbers, see **telstra.com.au/mobile-other-call-types**
- **SMS to international numbers** – **50¢** per message per recipient
- **MMS to international numbers** – **75¢** per message per recipient.

Minimum Cost

The total minimum amount that you'll pay over the period of your plan (plus any MRO or ARO) is:

- **$360** on a 12-month plan
- **$720** on a 24-month plan.

Early Termination Charge

If you cancel your Plan before the end of your plan term, you must pay us an Early Termination Charge (**ETC**) plus any remaining MRO or ARO repayments. The ETC decreases by equal instalments each month you stay on the plan.

The maximum ETC you'll pay is:

- **$180** on a 12-month plan
- **$360** on a 24-month plan.

Changing plans

If you move to another plan before the end of your minimum term and start a new contract, you may also need to pay us an ETC plus any remaining MRO and ARO repayments.

OTHER INFORMATION

Manage your service online

We'll send you SMS alerts within 48 hours of you reaching 50%, 85% and 100% of your Monthly Data Allowance if you have a device which supports SMS. Not all mobile broadband devices can receive SMS. We recommend that you configure your notifications to be sent to a nominated email address. To change your default notification from SMS to a nominated email address, go to **telstra.com/business/mdum** to register for My Account then login to the Mobile Data Usage Meter.

You can track your estimated Australian mobile data usage by downloading the Telstra 24x7® App. Available for iPhone and Android™ phones at **telstra.com/business/app**

Using your service overseas

Please note that all 'Go Business Mobile Broadband' Plans have International Roaming already activated. The cost of using your service overseas is higher than in Australia. Your monthly Plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

Here are the main charges that apply:

- **calls and SMS while overseas** (for call and SMS rates, see **telstra.com/business/overseas**)
- **data while overseas** – **$3** per MB (charged per KB or part thereof).

When you arrive in an overseas country, you will receive SMS alerts about International Roaming if your device is capable of receiving SMS. These alerts will notify you of pricing information (including services that may not incur a charge when you are in Australia) as well as how to stop roaming while you are overseas

You can also use our spend management tools to help you monitor your international roaming usage. For more information, including how to register for these tools, visit **telstra.com/manageirusage**

Telstra 4G device and tablet information

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Typical download speeds of between 2Mbps and 50Mbps are available to 4G devices in 4G areas. Outside 4G areas or if you have a 3G device, you'll receive access to our 3G coverage. Mobile broadband 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 about our mobile coverage and networks or how to optimise network performance visit **telstra.com/coverage**

Billing

Your bill is charged on the same date each month (eg 15 May, 15 June, 15 July). Each 'month', you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your monthly charge (referred to as pro-rating). You'll still receive your full Monthly Data Allowance.

To opt into receiving paperless billing, visit **telstra.com/emailbill** to request an email bill and/or set up direct debit. For more information on other bill payment options, go to **telstra.com/billpay**

We're here to help

You'll find more information at **telstra.com/business.** If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (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**

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**

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra, including Our Customer Terms which is available at **telstra.com.au/customer-terms/**

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