



TELSTRA MOBILE CONNECT SOLUTION

Not available for new service connections or service changes from 01 January 2023 and discontinued from 30 March 2023

INFORMATION ABOUT THE SERVICE

The Telstra Mobile Connect (TMC) Solution allows eligible customers with a properly configured mobile device (**Device**) to send and receive e-mail wirelessly and to access the internet.

To take up the TMC Solution you need to:

- have a Device
- connect (and stay connected) to a Telstra Mobile Connect Plan
- connect (and stay connected) to either a Mobile Connect Voice plan or another eligible Telstra post-paid mobile plan.

Software

SSL business application software is not included with the TMC Solution. It is your responsibility to purchase, install and configure all software and licences to work with the SSL Business Service.

Telstra mobile connect plans

If you have your own Device or you choose to buy one outright, you need to take up a Mobile Connect SIM only Plan for each user of the TMC Solution.

If you want to take up a subsidised Device you need to take up a Mobile Connect Plan with Device.

Minimum term

The Mobile Connect SIM Only Plan is available as a casual plan, or for **24** months.

The Mobile Connect Plan with Device is available for a minimum term of **24** months.

Monthly Data Allowance

2GB – any unused allowance expires each month.

What's included

In addition to your Monthly Data Allowance, the TMC Solution includes SSL Business Services when the Device is used on our Next G® network in Australia through port 443, or when any data is sent or received by the Device on our Next G® network in Australia over the Telstra IP Wireless private APN (Telstra Corp).

Once you've used 3GB of SSL Business Services in a month, your speed will be reduced to 256kbps for the rest of the month. We'll tell you if this happens.

What's not included

Additional charges apply for your Device, Telstra mobile plan, voice and data usage (including charges for text messages) and if you use your Device overseas.

INFORMATION ABOUT PRICING

Your minimum monthly charge

No device	
Mobile Connect SIM Only Plan	\$29.95
With a device	
Mobile Connect Plan with Device – Premium	\$69.95
Mobile Connect Plan with Device – Standard	\$59.95
Mobile Connect Plan with Device – Basic	\$49.95

You'll need to pay more than the minimum monthly charge if you use the TMC Solution for things that aren't included in your plan, for example, if you use your Device overseas. You also need to pay for your Device and eligible Telstra mobile service separately.

The TMC Solution is included at no additional cost with some eligible Telstra mobile plans.

Excess data charges

If you use more than your Monthly Data Allowance you'll be charged an additional **10¢** per MB (charged per KB or part).

Mobile connect voice plan

If you don't nominate an eligible Telstra mobile plan to connect your TMC Solution to, you'll be automatically connected to the default Mobile Connect Voice Plan. There is no monthly access fee or included call allowance with the Mobile Connect Voice Plan and you need to pay us for any calls you make:

- **calls to Australian fixed or mobile number** – 25¢ call connection fee + 50¢ per 30 second block. It will cost you **\$2.25** to make a Standard National Mobile Call
- **SMS in Australia** – 25¢ per message per recipient.

For international call rates, see telstra.com/info/roaming

The total minimum cost

The total minimum amount you'll pay over the period of your plan term is:

No device	
Mobile Connect SIM Only Plan – 24 months	\$718.80 (plus your Device and Telstra mobile plan)
With a device	
Mobile Connect Plan with Device – Premium	\$1,678.80 (plus your Telstra mobile plan)
Mobile Connect Plan with Device – Standard	\$1,438.80 (plus your Telstra mobile plan)
Mobile Connect Plan with Device – Basic	\$1,198.80 (plus your Telstra mobile plan)

Early Termination Charge

You can cancel a Mobile Connect SIM Only Plan – Casual at any time without incurring an Early Termination Charge (ETC), but we won't refund or waive any charges already paid or incurred by you.

If your Mobile Connect SIM Only Plan with a 24-month term or Mobile Connect with Device Plan is cancelled before the end of your minimum term, you'll need to pay us an amount calculated as:

$$\text{ETC payable} = \frac{\text{Base ETC Amount} \times \text{Number of months (or part thereof) remaining in your 24 month term}}{24 \text{ (GST incl.)}}$$

The Base ETC amounts are:

	Base ETC amount
Mobile Connect SIM Only Plan (24 months)	\$244
Mobile Connect Plan with Device – Basic	\$645
Mobile Connect Plan with Device – Standard	\$1,058
Mobile Connect Plan with Device – Premium	\$1,058

OTHER INFORMATION

Using your service overseas

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).

Before you travel overseas

- For information about using your service overseas and other tips to help you stay in control of your costs, visit telstra.com/business/overseas
- For information on how to monitor your usage and register for these tools, visit telstra.com/business/manageirusage
- If you would like to de-activate international roaming, please call us on 13 2000.

For help with technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

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

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