

## Critical Information Summary

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



# Telstra My Business Mobile Lease Plans

Plan	\$59	\$79	\$99	\$129	\$149
Minimum monthly fee	\$59/mth	\$79/mth	\$99/mth	\$129/mth	\$149/mth
Minimum cost – 24 months*	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576
Maximum Early Termination Charge (ETC)^	\$708	\$948	\$1,188	\$1,548	\$1,788
Calls/SMS/MMS to standard Australian numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data (Shareable)	2GB	5GB	12GB	25GB	50GB
International calls/SMS from Australia	+ \$10/mth Unlimited to 15 Eligible Countries	+ \$10/mth Unlimited to 15 Eligible Countries	Unlimited to 15 Eligible Countries	Unlimited to 15 Eligible Countries	Unlimited to 15 Eligible Countries
International Roaming calls/SMS while in eligible countries	International Day Pass	International Day Pass	International Day Pass	Unlimited +1GB data/mth	Unlimited +2GB data/mth
* The Total Minimum Cost does not include additional monthly lease payments which depend on your choice of device. ^ Plus any early termination charge for your Device Lease Contract (see 'Early Termination Charge' section). <b>Domestic allowances:</b> all for use in Australia. Extra Data \$10/GB automatically added in 1GB blocks to use that month. International Calls/SMS from Australia to standard international numbers. <b>International Roaming allowances:</b> refer to the 'Monthly Call/Data Allowance' and 'Using your service overseas' sections.					

## Information about the service

My Business Mobile Lease plan (**Plan**) is for a post-paid mobile phone service when you lease a mobile handset on a Device Lease Contract. 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.

### Minimum term

24 months.

### Device Lease Contract (DLC)

You must lease an eligible handset to use with your My Business Mobile Lease Plan and make a monthly lease payment over a minimum term of 24 months. You don't own the handset and must return it at the end of your 24-month DLC unless you make an offer to purchase it and we agree to sell it. Lease costs vary depending on the handset you choose.

### Upgrade fees

You can upgrade your leased handset to a new eligible handset after the first 12 months of your DLC, provided you terminate your existing DLC, return the leased handset (in good working order) to us within 14 days (or the same day if returning in store) of entering into a new 24-month eligible handset and mobile service plan and pay an upgrade fee of \$99.

### Returning your device

The SIM card must be removed and the device reset to factory settings so that personal or confidential information is deleted. All activation/locking features must be disabled and you must provide any documentation reasonably required to show it is the correct device. Otherwise a fee of up to \$499 applies.

### Damaged device

If your device is damaged upon return, you will be required to pay \$229 (minor damage), or up to \$499 (if damaged beyond repair). You may be able to make an offer to buy your device from us at fair market value (to be advised at the time).

### What happens if I don't return my device?

If you fail to return your device at the end of the DLC term (subject to our approval), you must continue to pay the monthly payment

for your device and Plan (including any Business Lease Assure fees) for up to 6 months after which, if still not returned we will charge you a device non return fee equivalent to the fair market value of the device (to be advised at the time). If you fail to return your device within 14 days of upgrading your device, you must pay a non return fee based on the fair market value of the device (to be advised at the time) plus 20%.

### 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 My Business plans, My Business Mobile Lease plans, Go Business Mobile plans, Go Business Data Share SIMs, Go Business Mobile Broadband Share plans, Easy Share Business plans, Easy Share Data Share SIMs, Business Performance plans (**Eligible Services**). Data Share SIMs cannot be used in a mobile handset.

### Business Lease Assure

Business Lease Assure can be purchased for \$10 per month. Refer to the Business Lease Assure Critical Information Summary for full details.

### Monthly Call Allowance

Refer to the plan table above. You can use your domestic 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, MessageBank® retrieval and diversion, and iPhone MSG Bank Plus. The \$99, \$129 and \$149 Plans include unlimited international calls and SMS to standard international numbers from Australia to 15 eligible countries (**Eligible Countries**): Bangladesh, Canada, China, Hong

Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, USA, UK and Vietnam.

For the \$129 and \$149 Plans, when roaming in an eligible country, you can use your International Roaming Allowance for data, voice calls and SMS to standard numbers in that eligible country or to Australia. The list of eligible countries may change from time to time, for a current list please go to [telstra.com/business/international-roaming](https://telstra.com/business/international-roaming)

### Monthly Data Allowance

Refer to the plan table above. Any unused allowance expires each month. Your monthly domestic Data Allowance can be shared between all Eligible Services. The \$129 Plan includes 1GB of data per month and the \$149 Plan has 2GB to use per month in the eligible country. Your International Roaming Allowance for data can't be shared with other services on your account. Any data used to send or receive an MMS from an eligible country will use your data allowance.

### Free intra-account calls

Make free voice and video calls to other eligible plans like My Business Mobile, My Business Mobile Lease, Go Business Mobile, Easy Share Business, Easy Business, and Business Performance plans on the same account in Australia.

### 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](https://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://telstra.com/customer-terms). The \$59 and \$79 Plans do not include any international calls or SMS and no Plan includes international MMS. Your domestic 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 (minus any applicable SBO)
- any charges for usage above or outside your Plan's inclusions and
- the cost of any extras, like extra Data Share SIMs and MRO or ARO payments.

If you use more than your Monthly 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

You'll be charged for MMS and, where not included in your Plan, for calls and SMS to international numbers. The main charges are:

- **calls** – see call rates at [telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-pack](https://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 more information visit [telstra.com.au/mobile-phones/international-rates](https://telstra.com.au/mobile-phones/international-rates)

### Using your service overseas

Unless you're re-contracting your existing service or have chosen to opt out, your Plan is automatically activated with International Roaming. The \$129 or \$149 Plans include International Roaming, as described in the table above. The \$59, \$79 and \$99 Plans have an International Day Pass already activated which, for an additional charge per day, allows you to make and receive unlimited standard voice calls/SMS and includes 100MB data for use each day (AEST) when travelling in eligible 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://telstra.com/overseas)) and mobile data at \$3 per MB (charged per KB or part) where you:

- use your mobile outside of eligible countries
- choose to opt out of your International Day Pass (on the \$59, \$79 or \$99 Plan)

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

Visit [telstra.com/manageirusage](https://telstra.com/manageirusage) for information on spend management tools while you're overseas.

To deactivate International Roaming call 13 2000.

### Extra Data

If you go over your Plan's domestic Monthly Data Allowance (including any shared Monthly Data Allowance for Eligible Services on your account), 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 described in the table above (plus any DLC payments and ARO payments).

### Early Termination Charge (ETC)

If you cancel or we terminate your DLC for your breach within the first 12 months, you must pay a fee based on the device's recommended retail price which decreases by 3% each month up until the month in which you terminate (or part thereof). You will retain the leased handset and title will pass to you. If you cancel or we terminate for your breach from month 13 and you want to (a) return your handset, a fee of \$99 will apply for good working order handsets or up to \$499 for damaged handsets or (b) retain your handset and have title pass to you, you must pay the fair market value for your handset (to be advised at the time). All charges are in addition to any Early Termination Charges for your Plan and accessories. The maximum Early Termination Charge for your Plan at the start of your Plan is set out in the table above..

## Other information

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

### Manage your service online

To view billing information online, register for Online Bill at [telstra.com/business/billing](https://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://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 4GX coverage if you have a 4GX compatible device and are in a 4GX coverage area. If you're outside 4GX areas or if you have a 4G or 3G device, you'll receive access to our 4G or 3G coverage. Mobile 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](https://telstra.com/coverage)

### We're here to help

You'll find more information at [telstra.com/business](https://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 or your Account Representative
- visit [telstra.com/business/complaints](https://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 or visit [tio.com.au/about-us/contact-us](https://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 and Our Customer Terms which is available at [telstra.com/customer-terms](https://telstra.com/customer-terms)