

## 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 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
<b>Domestic allowances:</b> all for use in Australia. Extra data \$10/GB automatically added in 1GB blocks to use that month. <b>15 Eligible Countries:</b> Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, USA, UK and Vietnam. <b>International calls/SMS from Australia to standard international numbers.</b> For details see <a href="https://telstra.com.au/mobile-phones/international-rates">telstra.com.au/mobile-phones/international-rates</a> . <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 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.

You'll need to purchase a handset 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. We'll let you know beforehand if any payments apply to you; and
- we may give you a Smartphone Bonus Offer (SBO). This means you will receive a discount to offset the handset cost.

### Minimum term

24 months.

### Accessory Repayment Option

You can choose an Accessory Repayment Option (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 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.

### Telstra New Phone Feeling®

Your Plan comes with the option of Telstra New Phone Feeling®. You can take up a new eligible phone 12 months into your 24 month Plan if you pay a one-off upfront fee, return your original eligible phone undamaged and in good working order, and recontract onto an eligible 24 month service plan together with an MRO. Refer to the Telstra New Phone Feeling® Critical Information Summary for full details.

### StayConnected Advanced™ for Business

StayConnected Advanced™ for Business provides after sales services for your mobile device for \$15 per month. Refer to the StayConnected Advanced™ for Business 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.

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 per month, to use in eligible countries. 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 200MB 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.

For the \$129 and \$149 Plans, if you go over your International Roaming Allowance for data you will be charged 3¢/MB for data usage (charged per KB or part thereof).

## 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 MRO and ARO payments).

## Early Termination Charge (ETC)

If you cancel your Plan before the end of your 24 month term, you will need to pay us an ETC and any remaining MRO and ARO payments. Also, you won't receive any SBO. The ETC for your Plan is described in the table above and decreases by equal instalments each month you stay on the Plan.

## 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 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://telstra.com/coverage)

### We're here to help

Visit [telstra.com/business](https://telstra.com/business) for more information. Call us on 13 2000 or 133 677 (TTY) for billing and technical support enquiries.

### 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://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://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/)