

Our Customer Terms

Telstra Mobile Satellite Service



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Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

1 About the Telstra Mobile satellite service Section

- 1.1 This is the Telstra Mobile satellite service section of Our Customer Terms.
- 1.2 The following terms also apply to Telstra Mobile satellite services:
 - (a) the terms set out in your application for the Telstra Mobile satellite service; and
 - (b) the General Terms of Our Customer Terms (to see these terms – [click here](#))
- 1.3 If those terms are inconsistent with something in this section, then to the extent of the inconsistency:
 - (a) this section applies instead of the General Terms; and
 - (b) the terms set out in your application for the Telstra Mobile satellite service apply instead of this section.
- 1.4 If a term in this section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

2 Telstra Mobile satellite service

Service description

- 2.1 The Telstra Mobile satellite service is a satellite based, digital mobile communications system. It allows you to:
 - (a) make or receive telephone calls to and from a compatible satellite handset/device to fixed, mobile and satellite services in and outside Australia; and
 - (b) receive and send SMS using a capable handset/device; and
 - (c) access data services using a capable handset/device.

Coverage limitations

- 2.2 To make or receive calls using the service or to access data services, your handset/device must be in the coverage area of the Iridium satellite network system in Australia and in other countries where satellite handsets/devices can be lawfully used.
- 2.3 To use the service, the antenna of your handset/device must be pointing straight up with clear line of sight to a wide view of the sky.

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- (c) call, SMS and call diversion charges are calculated under individual service pricing plans.

Handset contracts – Mobile Repayment Option

- 3.8 We offer approved customers purchasing an approved handset/device when entering into a pricing plan, credit known as a “Mobile Repayment Amount”. We allow you to repay that credit by monthly installments over a 12-month or 24-month period. This credit goes towards the upfront purchase price of a handset/device.
- 3.9 The GST-inclusive Mobile Repayment Amounts available to select from \$295 to \$3,995 in \$50 increments, or any other amount we nominate or substitute.
- 3.10 The Mobile Repayment Amount chosen cannot be more than the handset price (including GST), less any applicable handset subsidy.
- 3.11 We pay the Mobile Repayment Amount directly to the relevant Telstra Shop or participating Telstra dealer on your behalf.
- 3.12 If the price of the handset/device is higher than the Mobile Repayment Amount, you must pay the difference between the price of the handset/device (including GST) and the Mobile Repayment Amount. You must pay this difference directly to us or the participating Telstra Shop or dealer where you bought the handset.
- 3.13 The Mobile Repayment Option is available when you connect to, or move an existing Telstra Mobile satellite service onto a current pricing plan. You must repay the Mobile Repayment Amount by monthly instalments over 12 or 24 months. If you do not repay the Mobile Repayment Amount, we may suspend or cancel your Telstra Mobile satellite service.
- 3.14 You must repay any balance of the Mobile Repayment Amount outstanding if your Telstra Mobile satellite service or account is cancelled.
- 3.15 Only one Mobile Repayment Option may be entered into for each Telstra Mobile satellite service. We must separately approve applications for four or more Mobile Repayment Options per customer.

4 Charges and billing

Meaning of “Australia”

- 4.1 For this service, Australia includes up to 200 nautical miles out to sea and Australian external territories such as Norfolk Island and Lord Howe Island, but not Antarctica.

Calls made outside Australia

- 4.2 The Telstra Mobile satellite service gives you international roaming access on the Iridium satellite network. International roaming access is not available from all countries.

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4.3 If you make or receive calls outside Australia, our charges for making or receiving those calls apply as well as call charges and indirect taxes charged by overseas phone companies and authorities. Use of your handset/device outside Australia is at your own risk and expense. You should confirm the terms of using Telstra Mobile satellite in a country other than Australia before using the service in that country.

4.4 You cannot make calls to 1800, 13 and 12 numbers outside Australia.

Format of numbers dialed

4.5 You must include Australian state area codes for all calls to fixed phones in Australia, including calls to someone in the same state as you. You need to use 0011 or + 11 and then the country code when you make a call from your handset/device when outside Australia, even when you are calling a number in the same country.

Call records

4.6 Call times are expressed according to Australian Eastern Standard Time for all call records.

Not compatible with Single Bill

4.7 The Telstra Mobile satellite service cannot be included on a “Single Bill”. This means that Single Bill and multiple Telstra service discounts do not apply to the Telstra Mobile Satellite service.

Billing information and timing

4.8 You can contact us for information about your call usage and charges or pre-billing information (Pre-billing data can be up to 48 hours old due to the external Satellite network). We issue bills monthly.

Calling a Telstra Mobile satellite service

4.9 The charges for a call made from a Basic Telephone Service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

4.10 The charges for a call made from a Telstra cellular mobile service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

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5 Pricing plan charges

Monthly access charges and included calls

- 5.1 We charge you a monthly access charge depending on the pricing plan you have chosen. An additional monthly access charge applies for access to data services using your Telstra Mobile satellite service.
- 5.2 The monthly access charge for each pricing plan includes an “included calls amount” that is applied to the voice call and data use charges you incur using your Telstra Mobile satellite service. You need to use the included calls amount each month. Any portion of the included calls amount that you do not use in a given month is forfeited and does not roll over for use in the following month. You cannot apply your included calls amount to charges incurred using:
- (a) a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in your satellite handset/device; or
 - (b) a satellite service SIM card (with a telephone number beginning with a TMS prefix) in your cellular mobile service handset/device.

Data services

- 5.3 You can access data services using your Telstra Mobile satellite service, upon paying a monthly access charge. The amount of this monthly access charge varies depending upon your pricing plan. You will be charged for use of data services in accordance with the relevant call charges under your pricing plan.

Pricing Plans	Monthly Access Charge		Data Access Monthly Charge		Monthly Included Calls Amount	
	GST Excl	GST Incl	GST Excl	GST Incl	GST Excl	GST Incl
TMS 45	\$40.91	\$45.00	No charge		\$0.00	\$0.00
TMS 75	\$68.18	\$75.00	No Charge		\$36.36	\$40.00
TMS 135	\$122.72	\$135.00	No Charge		\$90.91	\$100.00
TMS Data Only	\$168.18	\$185.00	No Charge		\$136.36	\$150.00

- 5.4 Data access is not automatically applied. You must contact us to activate data access on your pricing plan.

Charges under pricing plans

- 5.5 We charge you the amounts in the following tables to access the Telstra Mobile satellite service by using a Telstra Mobile satellite service SIM card in a satellite handset/device.
- 5.6 All Mobile Satellite outgoing calls, other than calls to Telstra’s directory assistance

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services, are charged in 60-second blocks or part thereof.

- 5.7 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

Calls to Directory Assistance

- 5.8 The charges for calls to National Directory Assistance (requests for phone numbers within Australia) and calls to International Directory Assistance (requests for phone numbers outside Australia) are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

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TMS 45 Pricing Plan

5.9 If you choose the TMS 45 pricing plan, we charge you the following charges for using your service.

TMS 45 call charges	GST Excl	GST Incl
Call types		
Calls from in Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$1.09	\$1.20
Calls to a service with a TMS prefix in Australia	\$1.09	\$1.20
Calls to a service with a TMS prefix outside Australia	\$1.09	\$1.20
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
TMS 45 call charges	GST Excl	GST Incl
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	\$20.00
Calls to an Optus Sat phone in Australia	\$3.64	\$4.00
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	\$1.09	\$1.20
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	No charge
Calls from outside Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$1.81	\$2.00
Calls to a service with a TMS prefix in Australia	\$1.81	\$2.00
Calls to a service with a TMS prefix outside Australia	\$1.81	\$2.00
Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00

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Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	\$20.00
Calls to an Optus Sat phone in Australia	\$5.454	\$6.00
SMS from in or outside Australia – per message charge		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

TMS 75 Pricing Plan

5.10 If you choose the TMS 75 pricing plan, we charge you the following charges for using your service.

TMS 75 call charges	GST Excl	GST Incl
Call types		
Calls from in Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$1.00	\$1.10
Calls to a service with a TMS prefix in Australia	\$1.00	\$1.10
Calls to a service with a TMS prefix outside Australia	\$1.00	\$1.10
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	\$20.00
Calls to an Optus Sat phone in Australia	\$3.64	\$4.00
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	\$1.00	\$1.10
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	No charge
Calls from outside Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$1.81	\$2.00

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Calls to a service with a TMS prefix in Australia	\$1.81	\$2.00
Calls to a service with a TMS prefix outside Australia	\$1.81	\$2.00
Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	\$2.00
TMS 75 call charges	GST Excl	GST Incl
Call types		
Calls to an Optus Sat phone in Australia	\$5.454	\$6.00
SMS from in or outside Australia – per message charge		
Call types		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

TMS 135 Pricing Plan

- 5.11 If you choose the TMS 135 pricing plan, we charge you the following charges for using your service.

TMS 135 call charges	GST Excl	GST Incl
Call types		
Calls from in Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$0.86	\$0.95
Calls to a service with a TMS prefix in Australia	\$0.86	\$0.95
Calls to a service with a TMS prefix outside Australia	\$0.86	\$0.95
For customers with a 10 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 13 digit Telstra account number: Calls to a fixed or mobile service outside Australia	\$1.81	\$2.00
For customers with a 10 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
For customers with a 13 digit Telstra account number: Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	\$20.00

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Calls to an Optus Sat phone in Australia	\$3.64	\$4.00
Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia	\$0.86	\$0.95
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	No charge
Calls from outside Australia – per 60 second block or part thereof		
Calls to a fixed or mobile service in Australia	\$1.81	\$2.00
Calls to a service with a TMS prefix in Australia	\$1.81	\$2.00
Calls to a service with a TMS prefix outside Australia	\$1.81	\$2.00
Calls to an 8816 or 8817 service in or outside Australia	\$1.81	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$18.18	N/A
Calls to an Optus Sat phone in Australia	\$5.454	N/A
SMS from in or outside Australia – per message charge		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

TMS Data Only Pricing Plan

- 5.12 If you choose the TMS Data Only pricing plan, we charge you the following charges for using your service.

TMS Data Only call charges	GST Excl	GST Incl
Connection fee per call (where applicable)	N/A	N/A
Call types		
Calls from in Australia – per 60 second block or part thereof		
Calls to a 66666 or data telemetry service in Australia	\$0.78	\$0.86
SMS from in or outside Australia – per message charge		
SMS sent from a service with a TMS prefix to a mobile service within or outside Australia	45¢	50¢

Call diversion and message retrieval

- 5.13 You can divert incoming calls to your Telstra Mobile satellite service when your service is switched off, busy or not answered, or you can divert all incoming calls.
- 5.14 We charge per 60 second block (or part thereof) to divert incoming calls, and to retrieve messages from a messaging service.

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When incoming calls are directly diverted to/received from MessageBank or Memo						
Connection fee per call			Same as for other calls on your pricing plan.		Same as for other calls on your pricing plan.	
Calls to a Telstra Mobile satellite service:		Diverted to 101 or 102:	Per 60 second block		Per 60 second block	
Call diversion charges			For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
			GST Excl	GST Incl	GST Excl	GST Incl
In Australia	In Australia	\$0.78	\$0.86	\$0.78	\$0.86	
Outside Australia	In Australia	\$1.81	\$2.00	\$1.81	\$2.00	

6 Early termination charges

Early Termination Charges

6.1 If:

- (a) you cancel your Telstra Mobile satellite pricing plan (you do this by notifying Telstra and quoting your Handset serial or identification number), including if you cancel because your handset/device is lost, stolen or damaged; or
- (b) we cancel your Telstra Mobile satellite pricing plan (for fraudulent use or misuse of your Telstra Mobile satellite service or because of failure to pay a bill by the date for payment or within any extra time we give you to pay),

you must pay us an early termination charge in accordance with the following formula:

12 month contract

Fee payable = (Base Fee ÷ 12) x Number of months (including any part month) of contract term remaining

24 month contract

Fee payable = (Base Fee ÷ 24) x Number of months (including any part month) of contract term remaining

6.2 The amount of the early termination charge payable depends upon whether you purchased your handset/device from us (whether or not using the Mobile Repayment Option) together with your Telstra Mobile satellite pricing plan or used your own handset/device to connect to a Telstra Mobile satellite pricing plan. The early termination charge decreases each month over the contract term.

6.3 The Base Fee is:

- (a) \$600 on a 24 month contract or \$360 on a 12 month contract if you purchased a reduced price handset/device together with your Telstra Mobile satellite pricing

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- plan; or
- (b) \$300 on a 24 month contract or \$180 on a 12 month contract, if you brought your own handset

Changing plans

- 6.4 You can change your Telstra Mobile satellite pricing plan at any time during your minimum term. If you change to a plan with a monthly access fee lower than the monthly access fee nominated on your original application for your Telstra Mobile satellite service plan, we may charge you a fee of \$100.

7 Charges for using a Telstra cellular mobile SIM card in a satellite handset/device

General

- 7.1 We charge you the charges below if you use a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device. These charges apply in addition to the applicable Telstra MobileNet Digital plan rates for the particular call.
- 7.2 All outgoing calls are charged in 30 second blocks or part thereof.
- 7.3 A call connection fee applies to all outgoing calls.
- 7.4 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 7.5 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.
- 7.6 If you use a Telstra Mobile (GSM) SIM card you bought from us in a satellite service handset/device you should first confirm whether your SIM card can be used with a satellite handset/device in connection with the Telstra Mobile satellite service and confirm the accessibility and quality of the service using your particular SIM card and handset/device.
- 7.7 If you use a Telstra Mobile (GSM) SIM card in a satellite service handset/device your service coverage:
- (a) in Australia will be limited to the coverage of Telstra’s GSM mobile network; and
 - (b) outside Australia will be limited to the coverage of Telstra’s GSM mobile network and international roaming service.

Calls from in and outside Australia

- 7.8 We charge you the following for calls you make using a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device.

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Call Type	GST Excl	GST Incl
Connection fee per call	36.36¢	40¢
Calls from in Australia per 30 second block or part thereof		
Calls to a fixed service in Australia	\$1.81818	\$2.00
Calls to a mobile service in Australia	\$1.81818	\$2.00
Calls to a service with a TMS prefix in or outside Australia	\$1.81818	\$2.00
Calls to an 8816 or 8817 service in or outside Australia	\$6.36363	\$7.00
Calls to an Optus Sat phone in Australia	\$3.63636	\$4.00
Calls to a 12, 1800, 1300 or 190 service in Australia	\$1.81818	\$2.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$13.63636	\$15.00
Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663	No charge	No charge
Calls from outside Australia per 30 second block or part thereof		
Calls to a service with a TMS prefix in or outside Australia	\$6.36363	\$7.00
Calls to a fixed or mobile service in Australia	\$6.36363	\$7.00
Calls to a fixed or mobile service outside Australia	\$6.36363	\$7.00
Calls to an 8816 or 8817 service in or outside Australia	\$6.36363	\$7.00
Calls to an Optus Sat phone in Australia	\$6.36363	\$7.00
Calls to a 1900 service in Australia	\$6.36363	\$7.00
Calls to another satellite system phone (where a 0011 pre-fix is required)	\$13.63636	\$15.00

Receiving calls in and outside Australia

- 7.9 We charge you the following to receive calls on your satellite service handset/device using a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”).

Call Type	GST Excl	GST Incl
Receiving calls on a cellular mobile (04) service in Australia (per 30 second block)	\$1.81818	\$2.00
Receiving calls on a cellular mobile (04) service outside Australia (per 30 second block)	\$6.36363	\$7.00

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Call diversion and message retrieval

Call diversion charges for calls to a cellular mobile (04) service in a satellite handset/device			
Call & Diversion Type		GST Excl	GST Incl
When incoming calls are diverted if the service is switched off, busy or not answered			
Calls to a cellular mobile (04) service:	Diverted to a fixed or mobile service:		
In Australia	In Australia	90.909¢	\$1.00
In Australia	Outside Australia	\$6.36363	\$7.00
Outside Australia	In Australia	\$6.36363	\$7.00
Outside Australia	Outside Australia	\$6.36363	\$7.00
When all incoming calls are diverted			
Calls to a cellular mobile (04) service:	Diverted to a fixed or mobile service:		
In Australia	In Australia	90.909¢	\$1.00
In Australia	Outside Australia	\$6.36363	\$7.00
Outside Australia	In Australia	90.909¢	\$1.00
Outside Australia	Outside Australia	\$6.36363	\$7.00
When incoming calls are directly diverted to/received from MessageBank or Memo			
Connection fee per call		Same as under Telstra cellular mobile pricing plans.	
Calls to a cellular mobile (04) service:	Diverted to 101 or 102:	Per 30 second block	
In Australia	In Australia	90.909¢	\$1.00
Outside Australia	In Australia	\$6.36363	\$7.00

8 Charges for Telstra Mobile satellite services using a cellular mobile handset/device

- 8.1 If you use your satellite service SIM card (for your service with a telephone number beginning with a TMS prefix) in a cellular mobile handset/device, we charge you the amounts in the table below.
- 8.2 All outgoing calls are charged in 30 second blocks or part thereof.

