

Critical Information Summary

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



Telstra My Business Mobile SIM Plans

Plan		\$35	\$50	\$70	\$90
Minimum monthly fee		\$35/mth	\$50/mth	\$70/mth	\$90/mth
Minimum cost	12 month contract	\$420	\$600	\$840	\$1,080
	24 month contract	N/A	N/A	\$1,680	\$2,160
Maximum Early Termination Charge (ETC)	12 month contract	\$210	\$300	\$420	\$540
	24 month contract	N/A	N/A	\$840	\$1,080
Voice		\$300	\$1,000	Unlimited	Unlimited
SMS/MMS		Unlimited	Unlimited	Unlimited	Unlimited
Data (Shareable)		500MB	8GB	15GB	25GB
All for use in Australia. Extra data \$10/GB automatically added in 1GB blocks to use that month. 2 min Standard Call \$2					

Information about the service

My Business Mobile SIM (Plan) is for a post-paid mobile phone service. It gives you access to our network, a mobile phone number, and lets you make and receive calls, send and receive messages, and access mobile data.

BYO Handset or Mobile Repayment Option

You can bring your own Telstra Mobile Network-compatible handset to use with the Plan. Check that your handset supports 3G-850MHz and Telstra's other mobile network frequencies to ensure you get the best possible experience on our network. Check your device manual or manufacturer's website. See telstra.com/device for more information.

You can also purchase a handset at an additional cost 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.

You can also purchase a compatible SIM-ready device to use with any additional Data Share SIMs you may have purchased by taking up an MRO. If you cancel your Plan or MRO early, you'll have to pay any remaining MRO payments and pay any Early Termination Charges (ETC) for your Plan.

Accessory Repayment Option

You can choose an Accessory Repayment Option (ARO) to buy mobile 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.

Data Sharing

You can purchase additional Data Share SIMs for \$5/mth per SIM. There is a limit of 5 Data Share Sims per service. You can share data between your Plan and any extra Data Share SIMs you have purchased. Your data will also automatically be pooled with all My Business Plans, Go Business Mobile plans, My Business Mobile Lease Plans, Go Business Data Share SIMs, Go Business Mobile Broadband Share plans, Easy Share Business plans, Easy Share Data Share SIMs, Business Performance plans with a Data Share SIM attached, Telstra Business Mobile Data packs – Shareable and Telstra Mobile Broadband Share plans connected on after 2 August 2011 on the same account (Eligible Services). Data Share SIMs can only be used for data. They cannot be used for voice calls or

messaging. If you use your Data Share SIM in a mobile phone on the Telstra Mobile Network, we may block access to data from that mobile handset.

Minimum term

\$35 and \$50 plan – 12 months
\$70 and \$90 plan – 12 and 24 months.

Monthly Call Allowance

Refer to the above plan table – any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

Refer to the above plan table – any unused allowance expires each month. Your monthly Data Allowance can be shared between all Eligible Services.

Free intra-account calls

You can make free voice and video calls to other My Business Mobile plans, My Business Mobile Lease Plans, Go Business Mobile Plans Easy Share Business plans, Easy Business plans and Business Performance plans on the same account in Australia. Some plans (eg Business Fleet Connect plans, Business Mobile Advantage plans, Business Mobile PLUS and Business Fleet Select plans) can't be on the same account as Go Business Mobile plans.

What's included

You can use your 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, and MessageBank retrieval and diversion, and iPhone MSG Bank Plus. The \$70 and \$90 Plans include unlimited international calls and SMS to standard numbers from Australia to Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, USA, UK.

What's not

You can't use your Monthly Call Allowance, unlimited SMS and MMS for third party content calls, calls and messages to international numbers, calls or SMS to 19xx, 1234, 12455 and 12456 services, premium SMS and MMS, Voice2Text, wake up and reminder calls, information and operator assisted calls,

reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotel mobiles and any other calls or messages determined by us. You need to pay us for this usage separately.

Charges for these calls can be found at telstra.com/customer-terms

The \$35 and \$50 Plan Allowance does not include any international direct dialling or SMS, the \$70 and \$90 Plans have limited international direct dialling and SMS, and no Plan includes MMS. Your Monthly Call and Data Allowances, unlimited SMS and MMS can't be used while you're overseas.

Information about pricing

Minimum monthly charge

Your monthly plan value plus MRO payments), any charges for usage above or outside your Plan's inclusions and the cost of any extras, like extra Data Share SIMs (if you have any) and MRO or ARO payments.

If you use more than your Monthly Call or 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 in Australia

The main charge used to calculate your call allowance is:

- **national calls** – \$1 per 60-second block or part blocks. It will cost \$2 to make a standard 2 minute national mobile call.

Based on standard national mobile calls of 2 minutes duration, each month you can make 150 calls on the \$35 Plan and 500 calls on the \$50 Plan. The unlimited call allowance will not incur charges for standard calls made within Australia. For call types not included please refer to the 'What's not' section above.

International Direct Dialed Calls – IDD (Calls, SMS and MMS to international numbers)

You will be charged for MMS and, where not included in your Plan (see 'What's included' and 'What's not'), for IDD calls and SMS to international numbers. The main charges that apply on these plans:

- **calls to International numbers** – for call rates to international numbers, see telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-pack
- **SMS to International numbers** – 50¢ per message per recipient
- **MMS to International numbers** – 75¢ per message per recipient.

For information on business international calling packs visit telstra.com.au/mobile-phones/international-rates

Using your service overseas

Your Plan has International Roaming already activated. Your Plan does not include use while overseas, so you'll be charged separately for this usage. The cost of using your service overseas is higher than in Australia, and you may be charged for usage that wouldn't incur charges in Australia (eg. charges to receive calls). 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'll receive SMS alerts about International Roaming if your device is capable of receiving SMS. These alerts will tell you about roaming charges as well as how to stop roaming while overseas.

Extra Data

If you use more than your Plan's Monthly Data Allowance (including any shared Monthly Data Allowance for eligible services on your account) you'll be charged an additional \$10 for each extra 1GB of data (or part thereof) (**Extra Data**). Extra Data is for use in Australia and expires at the end of your billing month.

Extra Data will be shared between any services on your account that support data sharing. We'll add Extra Data blocks to your account one-at-a-time for sharing between those services (instead of adding Extra Data blocks for each individual service).

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

If you cancel your Plan before the end of your 12 month term, you will need to pay us an ETC and any remaining MRO and ARO payments. The ETC for your Plan is described in the table above.

Other information

Manage your service online

Register for Online Bill to view your bills online, organise and check your billing information. To register, go to telstra.com/business/billing

You can track your estimated Australian mobile data usage by downloading our Telstra 24x7® App. Available for iPhone and Android™ phones. Find out more at telstra.com/business/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. SMS alerts can be set up to send usage notifications at both the individual or account level.

Before you travel overseas

International roaming is already active on your plan. The cost of using your service overseas is higher than in Australia. To de-activate international roaming, please call us on 13 2000. For information about using your service overseas and other tips to help you stay in control of your costs, visit telstra.com/business/overseas. Learn how to monitor your usage and register for our helpful tools at telstra.com/manageirusage. For help with technical issues while overseas, call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

Mobile coverage

You can access 4G coverage if you have a 4G device and are in a 4G coverage area. Outside 4G areas or if you have a 3G device, you'll receive access to our 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

Billing and Important Information about your first bill

Your first bill may include pro rata charges for part of the month if you start or change your Plan during the billing period. Your bill is charged on the same date each month. 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 based on the numbers of days left in the billing period (referred to as pro-rating). You'll receive a proportion of your Monthly Call allowance based on the number of days left in the billing period and your full month's 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 133 677 (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 and Our Customer Terms which is available at telstra.com/customer-terms/