

Critical Information Summary

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



Telstra Connected Business Mobile Handset Plan

Plan	\$40	\$60	\$90
Minimum monthly charge	\$40/mth	\$60/mth	\$90/mth
Total minimum cost – 24 months	\$960	\$1,440	\$2,160
Maximum Early Termination Charge (ETC)	\$480	\$720	\$1,080
Monthly call allowance	\$40	\$60	Unlimited
Data (Shareable)	0.5GB	3GB	8GB

All for use in Australia. Calls and messages to standard Australian numbers. Excess data is charged at 2¢ per MB (charged per KB or part thereof).

Information about the service

The Telstra Connected Business Mobile Handset Plan (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.

Minimum term

24 months

Mobile handset

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. We may give you a Smartphone Bonus Offer (SBO). This means you will receive a discount to offset the handset cost. If you cancel before the end of your contract term, you must pay your remaining handset repayments as a lump sum.

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.

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, 18xx 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. Your Plan includes unlimited standard SMS, MMS, MessageBank® retrieval and diversion, and iPhone MSG Bank Plus.

The \$90 Plan 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 included

You can't use your Monthly Call Allowance, unlimited SMS and MMS for third party content calls, calls or SMS to 19xx, 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotal mobiles and any other calls or messages determined by us. You need to pay us for this usage separately. Your Plan doesn't include calls and messages to international numbers unless specified (see 'What's included').

Your Monthly Call and Data Allowances, unlimited SMS and MMS can't be used while you're overseas. Charges for these calls can be found at telstra.com/customer-terms.

Monthly Call and Data Allowance

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

Your Monthly Call Allowance is shared with other eligible Connected Business Mobile Plans, Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Business Mobile PLUS and Business Fleet Select services on the same account while in Australia. Services that will not share the Monthly Call Allowance include \$10, \$75, \$90, \$105, \$130, \$175 and \$190 Connected Business Mobile Plans, \$90, \$130, \$200 Business Fleet Plus Plan, \$10 Fleet Plan and \$120, \$140 Business Fleet Connect Plan.

1GB (Gigabytes) = 1,024MB (Megabytes). Your Monthly Data Allowance is shared with other eligible Connected Business Mobile Plans, Fleet Plans and Mobile Broadband services that support data sharing on your account while in Australia.

Free intra-account calls

Your Plan includes free Intra-account calls, which means you can make calls and send SMS messages to eligible services like Connected Business Mobile, Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Business Mobile PLUS, Digital Office Technology (DOT) Mobiles and Business Fleet Select) on your account in Australia.

Information about pricing

Minimum monthly charge

Your monthly Plan value plus MRO and ARO payments (minus any applicable SBO), any charges for usage above or outside your Plan's inclusions and the cost of any extras.

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.

Total minimum cost

The total minimum cost that you'll need to pay over the term of your Plan is described in the above Plan table (plus any MRO and ARO payments).

Early Termination Charge

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. The ETC decreases by equal instalments each month you stay on the Plan. The ETC for your Plan is described in the above Plan table.

Changing plans

If you move to another Plan before the end of your minimum term and start a new contract, you may also need to pay us an ETC plus any remaining MRO and ARO repayments.

Calls in Australia

These are the main charges used to calculate your usage of your Monthly Call Allowance for the \$40 and \$60 Plans and if you use more than your Monthly Call Allowance.

Plan	\$40/mth			\$60/mth		
	No. of services	1-39	40-149	150+	1-39	40-149
Call rate per 30 secs (charged per second)	28¢	20¢	16¢	24¢	16¢	12¢
2 min standard national mobile call	\$1.12	\$0.80	\$0.64	\$0.96	\$0.64	\$0.48
Number of calls you can make if you restricted your use solely to standard national calls each of 2 mins duration	35 calls	50 calls	62 calls	62 calls	93 calls	125 calls

The number of services is the total number of services on your account connected to any of the following Plans:

Business Fleet Plus, Business Fleet Connect, Business Mobile Advantage, Telstra Business Mobile PLUS, Telstra Business Mobile (Member/Phone), Telstra Business Mobile Fleet Select, Telstra Mobile Broadband and DOT Mobile Services.

The unlimited call allowance on the \$90 Plan will not incur charges for standard calls made within Australia. For call types not included please refer to the 'What's not' section above.

Excess data

If you use more than your Monthly Data Allowance (including data you can share), you will be charged an additional 2¢ per MB (charged per KB or part thereof) for usage in Australia. If you're not sure how much data you might need, you can go to the Data Usage Calculator at telstra.com.au/mobile-phones/plans-and-rates/data-usage-calculator

If you need to increase your data allowance you can move to a higher Plan or purchase a Business Data Pack at any time.

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 are:

- calls to International numbers – for call rates to international numbers, see telstra.com.au/small-business/mobile-phones/mobile-applications-and-services/business-international-packs
- 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/small-business/mobile-phones/mobile-applications-and-services/business-international-packs

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.

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 on your compatible device by downloading our Telstra 24x7® App. Available at telstra.com/business/app

We'll send you SMS alerts within 48 hours of you reaching an estimated 50%, 85% and 100% of your Monthly Data Allowance or register and access our Mobile Data Usage Meter at telstra.com/business/datameters

Before you travel overseas

When you arrive in an overseas country, you'll receive SMS alerts about International Roaming. These alerts will tell you about roaming charges as well as how to stop roaming while overseas.

We recommend you consider one of our International Roaming Plans which can provide voice and data allowances to use. Available at telstra.com/business/irdataplans

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.

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

Billing

Your bill is charged on the same date each month (eg, 15 May, 15 June, 15 July). 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

Learn more at telstra.com/business or call us on 13 2000 or 1800 808 981 (TTY) for assistance.

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 or visit tio.com.au/about-us/contact-us for more details.

This is a summary only – the full legal terms for this Plan are contained in your agreement with Telstra, including Our Customer Terms which is available at telstra.com.au/customer-terms/