Critical Information Summary

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Information about the Service

Your 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.

Handset Repayment Option

You’ll need to purchase a compatible 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 or make monthly interest free repayments. We’ll let you know beforehand if any payments apply to you.

Accessory Repayment Option (ARO)

If you have chosen an ARO you must pay your monthly ARO payments over the term of your eligible plan. The application form for your plan sets out the amount you need to pay each month for the term of your plan and the total cost of your accessories. If you cancel your ARO or your eligible plan before you have paid off your accessories, you’ll need to pay the remaining ARO payments.

MRO Bonus

If you choose a handset on an eligible MRO you’ll receive up to $10 each month as an MRO Bonus credit to put towards your handset repayments.

If you cancel your plan or your MRO early, you won’t receive any MRO Bonus credit. You’ll also have to pay your remaining handset repayments and pay any early termination charges for your plan.

If you have taken up a Smartphone Bonus Offer, your MRO Bonus and Smartphone Bonus Credits will be referred to as a total “Handset Bonus” on your bill.

Minimum Term

12 or 24 months.

Your Monthly Call Allowance

$600 – any unused allowance expires each month.

SMS Bonus

You can send unlimited standard SMS in Australia, subject to our FairPlay policy.

FREE INTRA-ACCOUNT CALLS

You get free intra-account calls, meaning you can make voice and video calls to other eligible mobile services on your account in Australia for free, subject to our FairPlay policy.

Your Monthly Data Allowance

1GB – any unused Monthly Data Allowance expires each month.

What’s Included

You can use your Monthly Call Allowance and SMS Bonus for most types of national direct dial calls, video calls and messages made from Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx, and 12xx (excluding Sensis® 1234, 12455 and 12456 services), 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, MessageBank® diversion and retrieval calls and any other calls or messages as determined by us.

Charges for these calls, SMS and MMS can be found at telstra.com.au/customer-terms

You can use your Monthly Data Allowance to access the mobile internet from your handset in Australia.

What’s Not

You can’t use your Monthly Call Allowance and SMS Bonus for third party content calls, calls and messages to international numbers, calls or SMS to 19xx or Sensis® 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 Pivotel mobiles and any other calls or messages as determined by us. You need to pay us for this usage separately.

Your Monthly Call and Data allowances and SMS Bonus can’t be used while you’re overseas.

Information about Pricing

Minimum Monthly Spend

$60 – you’ll need to pay more than $60 if you use more than your Monthly Call or Data Allowances, or if you use your service for things excluded from your Monthly Call or Data Allowances.
CALLS, SMS, MMS AND DATA IN AUSTRALIA

These are the main charges used to calculate your usage under your Monthly Call Allowance, and the charges that apply if you use more than your Monthly Call Allowance:

- **national calls (excl. 1800)** – 40 cents per 60-second block or part. It will cost $2.38 to make a standard 2-minute national mobile call (incl. call connection fee) on this plan.
- **1800 calls** – 11 cents per 30-second block or part
- **national MMS** – 50 cents per message per recipient in Australia
- **MessageBank™ diversion and retrieval** – 40 cents call connection fee and 99 cents per 60-second block or part.

If you restrict your use solely to standard standard national mobile calls each of 2 minute duration, you could make 252 calls.

If you use more than your Monthly Data Allowance, you’ll be charged an additional $10 per MB, up to a cap of $500 per month.

If your Monthly Data Allowance isn’t enough, you can add a Business Mobile Data pack – Non-shareable which gives you extra Monthly Data Allowance to use in Australia, for an additional fee.

CALLS, SMS AND MMS TO INTERNATIONAL NUMBERS

Your Monthly Call Allowance and SMS Bonus don’t include calls or messages to international numbers, so you’ll be charged extra for these. The main charges that apply to calls or messages to international numbers are:

- **calls to International numbers** – for call rates to international numbers, see telstra.com
- **SMS to International numbers** – 50 cents per message per recipient
- **MMS to International numbers** – 75 cents per message per recipient.

If you regularly call overseas, you can take up a Business International Pack which gives you a monthly allowance to call, video call and SMS most international numbers, for an additional fee.

MINIMUM COST

The total minimum amount that you’ll need to pay over the period of your plan term is $720 on a 12-month plan and $1,440 on a 24-month plan.

EARLY TERMINATION

If you cancel your plan before the end of your minimum term, you will need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan. Your maximum ETC at the start of your plan is $648 on a 12-month plan or $1,296 on a 24-month plan.

If you move to another plan before the end of your minimum term and start a new contract, you will need to pay a $50 Early Recontracting Fee and you may also need to pay us an ETC.

OTHER INFORMATION

MANAGE YOUR SERVICE ONLINE

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you’ll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register, go to telstra.com/business/billing

Tracking your estimated Australian mobile data usage is easy – download our Telstra 24x7® App. Available for iPhone and Android™ phones at telstra.com/business/app

We’ll also send you SMS alerts when you are approaching your monthly data usage limit, or register and access our Mobile Data Usage Meter at telstra.com/business/datameters

USING YOUR SERVICE OVERSEAS

The cost of using your service overseas is much higher than in Australia. Your monthly plan allowance doesn’t include use while you’re overseas so you’ll be charged separately for this usage. Here are the main charges that apply:

- **calls and SMS while overseas** – for call rates, see telstra.com/business/overseas
- **data while overseas** – $3.00 per MB (charged per KB or part thereof).

If you’re travelling overseas, you can set up International Roaming online at telstra.com/business/overseas or you can contact us on 13 2000.

You may wish to consider one of our International Casual Traveller Data Packs or International Frequent Traveller Data Plans to use data in selected countries. These are available by visiting telstra.com.au/business/overseas

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

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the ‘Important information about your first bill’ section below for more information.

**Important Information about your first bill**

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

You’ll receive a proportion of your Monthly Call Allowance based on the number of days left in the billing period, and your full Monthly Call Allowance in the next month. You’ll receive a full month’s data allowance.

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 1800 808 981 (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.au/customer-terms/