



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

### CONTENTS

Click on the section that you are interested in.

<b>1</b>	<b>About this Part</b>	<b>2</b>
<b>2</b>	<b>Enterprise Fleet Plans</b>	<b>2</b>



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

Certain words are used with the specific meanings set in Part A – General of the Telstra Mobile section, or in [the General Terms of Our Customer Terms](#).

### **1 ABOUT THIS PART**

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- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.
- (a) See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together.
  - (b) See clause 1 of Part A – General of the Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together.
- 1.2 From time to time, Telstra may include extra content or value add services within the minimum monthly charge of any plan in this Part. Such extra content or value add services may be available for a limited time.

### **2 ENTERPRISE FLEET PLANS**

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**Not available for new service connections or service changes from 01 January 2023 and discontinued from 30 March 2023.**

#### **general**

#### **Eligibility**

- 2.1 To be eligible to connect mobile services under an Enterprise Fleet Plan, you must have:
- (a) an ABN, ACN or ARBN; and
  - (b) a current Enterprise Fleet Plan customer agreement with us.
- 2.2 You are only eligible to connect mobile services to the Enterprise Fleet Plans set out and selected in your Enterprise Fleet Plan customer agreement.
- 2.3 Unless we otherwise agree, Enterprise Fleet Plans are not available to new customers on and from 29 July 2015.

#### **Availability**

- 2.4 We offer two types of Enterprise Fleet Plans to eligible customers:
- (a) "Enterprise Fleet Plans Standard"; and
  - (b) "Enterprise Fleet Plans Ultimate" (only available if you are an EFP II or EFP III customer unless we agree otherwise with you in writing), as further described in this Telstra Mobile Section of Our Customer Terms.
- 2.5 Each Enterprise Fleet Plan Standard and Enterprise Fleet Plan Ultimate is



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

offered to eligible customers as a:

- (a) fixed 24 month plan with a subsidised handset (an Enterprise Fleet Phone Plan); or
  - (b) fixed 24 month plan with a SIM only (an Enterprise Fleet SIM Plan);
  - (c) fixed 24 month plan with an eligible handset purchased via a Mobile Repayment Option ("Enterprise Fleet MRO Plan"); and/or
  - (d) month-by-month casual plan (an Enterprise Fleet Casual Plan).
- 2.6 If you are not an EFP II or EFP III customer, all Enterprise Fleet Plans provided to you under your Enterprise Fleet Plan customer agreement are Enterprise Fleet Plans Standard for the purpose of this Telstra Mobile Section of Our Customer Terms (unless we agree otherwise with you in writing).
- 2.7 Unless we agree otherwise with you in writing, the Enterprise Fleet Phone Plan 200, the Enterprise Fleet SIM Plan 200 and the Enterprise Fleet Casual Plan 200 are not available for new connections or for recontracting to existing customers on and from 4 October 2011.

#### **EFP II customers**

- 2.8 You are only an "EFP II customer" for the purpose of this Telstra Mobile Section of Our Customer Terms if:
- (a) you entered into an Enterprise Fleet Plan customer agreement with us on or after 4 October 2011 which expressly states that you are an EFP II customer; or
  - (b) we have otherwise agreed with you in writing that you are an EFP II customer.

#### **EFP III customers**

- 2.9 You are only an "EFP III customer" for the purpose of this Telstra Mobile Section of Our Customer Terms if:
- (a) you entered into an Enterprise Fleet Plan customer agreement with us on or after 16 December 2013 which expressly states that you are an EFP III customer; or
  - (b) we have otherwise agreed with you in writing that you are an EFP III customer.

#### **Existing mobile services**

- 2.10 Once you sign your Enterprise Fleet Plan customer agreement, we will automatically migrate all of your existing casual Telstra mobile services to your preferred Enterprise Fleet Plan (as nominated by you in your customer agreement or by us in accordance with this Telstra Mobile Section of Our Customer Terms) unless we agree otherwise with you in writing.



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

- 2.11 If you have any contracted or member Telstra mobile services that are connected to a Telstra Plan, Telstra Rate Plan or any other eligible plan that we nominate from time to time, you must (unless we agree otherwise with you in writing):
- (a) continue your existing plans until the end of their minimum contract term; or
  - (b) cancel your existing plans and pay us any applicable early termination charges, administration charges and/or migration charges.
- 2.12 You must cancel all other contracted or member Telstra mobile services and pay us any applicable early termination charges, administration charges and/or migration charges unless we agree otherwise with you in writing.
- 2.13 At the end of the minimum contract term for your existing contracted or member Telstra mobile services, or on the cancellation of your existing contracted or member Telstra mobile services (as relevant), we will automatically migrate your mobile services to your preferred Enterprise Fleet Plan (as nominated by you in your customer agreement or by us in accordance with this Telstra Mobile Section of Our Customer Terms) unless we agree otherwise with you in writing.

#### **Pricing Option**

- 2.14 You must choose one of the following pricing options under your Enterprise Fleet Plan customer agreement:
- (a) optimise pricing option; or
  - (b) simplify pricing option.
- 2.15 If you choose the optimise pricing option, you will be eligible to connect mobile services to a range of Enterprise Fleet Plans with different monthly network access charges (as set out in your customer agreement with us).
- 2.16 If you choose the optimise pricing option and you are eligible to connect mobile services to any Enterprise Fleet Plan Ultimate, you will only be eligible to connect mobile services to Enterprise Fleet Plans with a monthly network access charge of \$30 (GST included) or above.
- 2.17 If you choose the simplify pricing option, you may only connect mobile services to Enterprise Fleet Plans with the single monthly network access charge set out in your customer agreement.
- 2.18 You cannot change your pricing option at any time during the term of your Enterprise Fleet Plan customer agreement.

#### **Preferred Plans**

- 2.19 You must nominate a preferred Enterprise Fleet Plan in your customer agreement with us. The terms that apply to your nomination of your preferred plan are set out in the table below.

# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans



### Optimise Pricing Option

ELIGIBLE PLANS	TERMS
<p>If you are eligible to connect mobile services to an Enterprise Fleet Phone Plan</p>	<p>You must nominate an Enterprise Fleet Phone Plan as your preferred plan.</p> <p>If you do not nominate an Enterprise Fleet Phone Plan as your preferred plan, we will automatically nominate the Enterprise Fleet Phone Plan 40 as your preferred plan.</p>
<p>If you are eligible to connect mobile services to an Enterprise Fleet SIM Plan</p>	<p>You must nominate an Enterprise Fleet SIM Plan as your preferred plan. If you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, you must nominate an Enterprise Fleet SIM Plan with a monthly network access charge of \$35 (GST included) or above.</p> <p>If you do not nominate an Enterprise Fleet SIM Plan as your preferred plan and you are not eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, we will automatically nominate the Enterprise Fleet SIM Plan 10 as your preferred plan.</p> <p>If you do not nominate an Enterprise Fleet SIM Plan as your preferred plan and you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, we will automatically nominate the Enterprise Fleet SIM Plan 35 as your preferred plan.</p>
<p>If you are only eligible to connect mobile services to an Enterprise Fleet Casual Plan</p>	<p>You must nominate an Enterprise Fleet Casual Plan as your preferred plan. If you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, you must nominate an Enterprise Fleet Casual Plan with a monthly network access charge of \$35 (GST included) or above.</p> <p>If you do not nominate an Enterprise Fleet Casual Plan as your preferred plan and you are not eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, we will automatically nominate the Enterprise Fleet Casual Plan 10 as your preferred plan.</p> <p>If you do not nominate an Enterprise Fleet Casual Plan as your preferred plan and you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate, we will automatically nominate the Enterprise Fleet Casual Plan 35 as your preferred plan.</p>
<p>If you are eligible to connect mobile services to an Enterprise Fleet MRO Plan</p>	<p>You must nominate an Enterprise Fleet MRO Plan as your preferred plan.</p> <p>If you do not nominate an Enterprise Fleet Phone Plan as your preferred plan, we will automatically</p>



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ELIGIBLE PLANS	TERMS
	nominate the Enterprise Fleet MRO Plan 40 as your preferred plan.

### Simplify Pricing Option

ELIGIBLE PLANS	TERMS
If you are eligible to connect mobile services to an Enterprise Fleet Phone Plan	We will automatically nominate the Enterprise Fleet Phone Plan with the single monthly network access charge set out in your customer agreement as your preferred plan.
If you are eligible to connect mobile services to an Enterprise Fleet SIM Plan	We will automatically nominate the Enterprise Fleet SIM Plan with the single monthly network access charge set out in your customer agreement as your preferred plan.
If you are only eligible to connect mobile services to an Enterprise Fleet Casual Plan	We will automatically nominate the Enterprise Fleet Casual Plan with the single monthly network access charge set out in your customer agreement as your preferred plan.
If you are eligible to connect mobile services to an Enterprise Fleet MRO Plan	We will automatically nominate the Enterprise Fleet MRO Plan with the single monthly network access charge set out in your customer agreement as your preferred plan.

2.20 We will connect all new mobile services to your preferred Enterprise Fleet Plan unless you tell us otherwise when you apply for any new mobile service.

### Monthly Call Allowance – Enterprise Fleet Plans Standard

2.21 If you have an Enterprise Fleet Plan Standard, your plan's monthly network access charge will include an amount of Included Standard Calls and Messages equal to the value of your monthly network access charge (Standard Monthly Call Allowance). Unused Standard Monthly Call Allowances expire at the end of each month.

2.22 You will not pay for calls and messages of the type that are included in your Standard Monthly Call Allowance which are:

- (a) most types of national direct dial voice calls;
- (b) international direct dialling calls (including connection charges);
- (c) calls and SMS to most satellite phones;



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

- (d) standard national SMS and MMS messages sent to mobile numbers on an Australian network within Australia;
- (e) MessageBank® Standard diversion and retrieval calls;
- (f) voice calls to 13, 1300, 11xx, 12xx numbers (excluding calls to Sensis 1234, 12455 and 12456) (but only on and from 4 October 2011 unless we agree otherwise with you in writing);
- (g) video calls in Australia;
- (h) diversion of calls to fixed numbers in Australia with an 02, 03, 07 or 08 area code and mobile numbers in Australia commencing with 04xx but excluding diversion to any other number; and
- (i) any other call types that we nominate from time to time,

#### **(Included Standard Calls and Messages).**

2.23 You cannot use your Standard Monthly Call Allowance for other call types including information calls, Call Answers, Memo and PhonePage, third party content calls, international roaming calls and messages, premium SMS and MMS, reverse charges calls, calls to Sensis 1234, 12455, 12456 and calls to 19xx. Calls to Pivotal mobiles are not available. You cannot apply your included Standard Monthly Call Allowance towards data usage unless we agree otherwise with you in writing. We will not charge you for any calls to numbers commencing with 1800.

2.24 You may aggregate and share your Standard Monthly Call Allowances across all Mobile Services that are connected to an Enterprise Fleet Plan Standard on one nominated mobile account if you are an EFP II or EFP III customer or we have agreed with you in writing that you may do so. Any unused portion of the aggregate of your Standard Monthly Call Allowances in any billing period is forfeited.

#### **Monthly Call Allowance – Enterprise Fleet Plans Ultimate (EFP II and EFP III customers only)**

2.25 If you have an Enterprise Fleet Plan Ultimate, your plan's monthly network access charge includes Unlimited Standard Calls and Messages in Australia to Australian fixed and mobile numbers, subject to Our FairPlay Policy as amended by this Telstra Mobile Section of Our Customer Terms (Unlimited Monthly Call Allowance).

2.26 You will not pay for calls and messages of the type that are included in your Unlimited Monthly Call Allowance which are:

- (a) most types of national direct dial voice calls;
- (b) standard national SMS and MMS messages sent to mobile numbers on an Australian network within Australia;
- (c) MessageBank® Standard diversion and retrieval calls in Australia;
- (d) Video MessageBank diversions and retrievals in Australia;



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

- (e) voice calls to 13, 1300, 11xx, 12xx numbers (excluding calls to Sensis 1234, 12455 and 12456) (but only on and from 4 October 2011 unless we agree otherwise with you in writing);
- (f) video calls in Australia;
- (g) diversion of calls to fixed numbers in Australia with an 02, 03, 07 or 08 area code and mobile numbers in Australia commencing with 04xx but excluding diversion to any other number; and
- (h) any other call types that we nominate from time to time,

**(Unlimited Standard Calls and Messages).**

2.27 You cannot use your Unlimited Monthly Call Allowance for other call types including information calls, Call Answers, Memo and PhonePage, third party content calls, international calls and messages, international roaming calls and messages, premium SMS and MMS, reverse charges calls, calls to Sensis 1234, 12455, 12456 and calls to 19xx. Calls to Pivotal mobiles are not available. You cannot apply your included Unlimited Monthly Call Allowance towards data usage. We will not charge you for any calls to numbers commencing with 1800.

2.28 If you have an Enterprise Fleet Plan Ultimate, your plan's monthly network access charge may include a monthly allowance for:

- (a) voice and video calls, SMS and MMS to international numbers (**Monthly International Call Allowance**); and/or
- (b) international roaming voice calls and SMS (**Monthly International Roaming Allowance**),

as set out in the table below or otherwise as set out in your Enterprise Fleet Plan customer agreement.

IF YOU ARE AN EFP II CUSTOMER		
Enterprise Fleet Plans Ultimate Monthly network access charge	Monthly International Call Allowance	Monthly International Roaming Allowance
\$110 (GST included)	\$50 (GST included)	Nil
\$120 (GST included)	\$100 (GST included)	\$100 (GST included)

IF YOU ARE AN EFP III CUSTOMER		
Enterprise Fleet Plans Ultimate Monthly network access charge	Monthly International Call Allowance	Monthly International Roaming Allowance
\$110 (GST included)	\$50 (GST included)	Nil
\$120 (GST included)	\$50 (GST included)	Nil



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

- 2.29 Unused Monthly International Call Allowances and Monthly International Roaming Allowances expire at the end of each month.
- 2.30 The included allowances provided with your Enterprise Fleet Plan Ultimate (including your Unlimited Monthly Call Allowance, your Monthly International Call Allowance (if any) and your Monthly International Roaming Allowance (if any)) cannot be shared between any other services connected on your Enterprise Fleet Plan account. Any unused allowances expire at the end of each month. The call rates and terms that apply to international calls and international roaming services are set out in [Part D – Other Call Types](#) and [Part I - Heading Overseas \(International Roaming\)](#) of the Telstra Mobile Section of Our Customer Terms.

#### Telstra FairPlay Policy

- 2.31 You understand that the Telstra FairPlay Policy – Business Use set out in Part A – General of the Telstra Mobile Section of Our Customer Terms (Our FairPlay Policy) applies to all Enterprise Fleet Plans except that the provisions pertaining to Excessive Use do not apply to any unlimited component of an Enterprise Fleet Plan.
- 2.32 In addition to the Our FairPlay Policy, you must not use, or allow others to use any service connected to an Enterprise Fleet Plan:
- (a) as a point of interconnect for calls from overseas into Australia;
  - (b) in connection with any machine-to-machine applications (ie. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
  - (c) to establish any point to point connections with another modem; or
  - (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.
- 2.33 Any use of an Enterprise Fleet Plan in these ways is a material breach incapable of remedy and we may immediately suspend or cancel your service without notice to you.

#### Intra-account rate

- 2.34 You will be charged the special intra-account rate described below for national voice calls made to any other mobile service within Australia connected to an Enterprise Fleet Plan on the same mobile account unless:
- (a) otherwise set out in your customer agreement or this Telstra Mobile Section of Our Customer Terms; or
  - (b) you have purchased a \$0 intra-account value bundle.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

BENEFIT	DESCRIPTION
No call connection fee	There will be no call connection fee for national voice calls made to any other mobile service within Australia on the same account.
10¢ for 10 min	You will be charged the following rates for national voice calls made to any other mobile service within Australia on the same account: (a) 10 cents (including GST) for the first 10 minutes (or part thereof); and (b) after the first 10 minutes, the standard call rates for national voice calls to an Australian mobile number under your Enterprise Fleet Plan will apply.

2.35 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to the intra-account rate.

### Value Bundles

2.36 Under your Enterprise Fleet Plan customer agreement, you can purchase value bundles which provide additional benefits to you for a fixed monthly fee per mobile service. The value bundles that you may purchase are described in the applicable table below.

2.37 The following table applies to you if you are not an EFP II or EFP III customer (unless we agree otherwise with you in writing):

VALUE BUNDLE	DESCRIPTION
\$0 intra-account calls	You will be charged \$0 with no call connection fee for national voice calls made to any other mobile service on the same mobile account, 24 hours a day, 7 days a week.
\$0 On-Net SMS	You will be charged \$0 for standard national SMS messages sent to all mobile numbers on any Telstra network within Australia, 24 hours a day, 7 days a week.
\$0 MessageBank	You will be charged \$0 for MessageBank Standard diversions and retrievals and Video MessageBank diversions and retrievals, 24 hours a day, 7 days a week.

2.38 The following table applies to you if you are an EFP II or EFP III customer (unless we agree otherwise with you in writing):

VALUE BUNDLE	DESCRIPTION
\$0 intra-account voice calls, video calls and SMS	You will be charged \$0: (a) with no call connection fee for national voice and video calls made to any other mobile service in Australia on the same mobile account, 24 hours a day, 7 days a week; and (b) for standard national SMS messages sent to any other mobile service on the same account, 24 hours a day, 7 days a week.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

VALUE BUNDLE	DESCRIPTION
\$0 Unlimited SMS	You will be charged \$0 for standard national SMS messages sent to all mobile numbers on any Australian network within Australia, 24 hours a day, 7 days a week.
\$0 MessageBank	You will be charged \$0 for MessageBank® Standard diversions and retrievals and Video MessageBank diversions and retrievals in Australia, 24 hours a day, 7 days a week.

- 2.39 You may only purchase value bundles;
- (a) when you enter your Enterprise Fleet Plan customer agreement with us; and
  - (b) for mobile services connected to an Enterprise Fleet Plan Standard.
- 2.40 You may not purchase additional value bundles at any other time during the term of your Enterprise Fleet Plan customer agreement.
- 2.41 We will automatically apply the value bundle(s) purchased by you to all mobile services connected by you to an Enterprise Fleet Plan Standard. You must purchase the same value bundle(s) for all mobile services connected by you to an Enterprise Fleet Plan Standard.
- 2.42 The value bundle(s) purchased by you (if any) and the applicable monthly value bundle charge (per mobile service) will be set out in your Enterprise Fleet Plan customer agreement.
- 2.43 You may not cancel a value bundle during the term of your Enterprise Fleet Plan customer agreement unless you cancel all mobile services connected by you to an Enterprise Fleet Plan and pay us any applicable early termination charges (as set out in your Enterprise Fleet Plan customer agreement and application form). We may also require you to pay a \$20 administration fee in these circumstances.
- 2.44 Our FairPlay Policy (set out in Part A - General of the Telstra Mobile section of Our Customer Terms) applies to any value bundles purchased by you except that the provisions pertaining to Excessive Use do not apply to the \$0 On-Net SMS or \$0 Unlimited SMS value bundles.

### **Email Solution Pack (EFP II and EFP III customers only unless otherwise agreed)**

- 2.45 Unless we agree otherwise with you in writing, the terms set out in this clause under the heading "Email Solution Pack" only apply to you if you are an EFP II or EFP III customer.
- 2.46 If you have an Enterprise Fleet Plan with an eligible monthly network access charge as described in clause 2.50, you may purchase one of the following Email Solution Packs:
- 2.47 If you have existing agreement with us to purchase the BlackBerry BES pack entered into before 26 March 2013, a BlackBerry Enterprise Server Solution SIM/Service only (BlackBerry BES Pack); or
- (a) Telstra Mobile Connect Solution (TMCS Pack).



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

(b) You cannot purchase more than one Email Solution Pack per service.

2.48 You understand that your Enterprise Fleet Plan service must be connected to a compatible BlackBerry handset in order for you to use the BlackBerry BES Pack. On and from 1 July 2013, the BlackBerry BES Pack is only available with a bring your own compatible BlackBerry handset. The BlackBerry 10 handset is not a compatible BlackBerry® handset for the BlackBerry BES Pack. Only BlackBerry handsets with an OS7 (or lower) operating system are compatible BlackBerry handsets for the BlackBerry BES Pack.

2.49 You understand that your Enterprise Fleet Plan service must be connected to a handset properly configured and certified by us as compatible with Microsoft ActiveSync in order for you to use the TMCS Pack.

2.50 If you are eligible to choose a BlackBerry BES Pack or TMCS Pack, we will charge you an Email Solution Pack fee each month as set out in the applicable table below (unless otherwise set out in your Enterprise Fleet Plan customer agreement):

(a) For EFP II customers:

PLAN TYPE	MONTHLY NETWORK ACCESS CHARGE (INC. GST)	EMAIL SOLUTION PACK	EMAIL SOLUTION PACK FEE (PER MONTH, PER MOBILE SERVICE) (INC. GST)
Enterprise Fleet Plan Standard	\$30	BlackBerry BES	\$40
		TMCS	\$10
Enterprise Fleet Plan Standard	\$40	BlackBerry BES	\$40
		TMCS	\$10
Enterprise Fleet Plan Standard	\$50	BlackBerry BES	\$30
		TMCS	\$10
Enterprise Fleet Plan Standard	\$60	BlackBerry BES	\$30
		TMCS	\$10
Enterprise Fleet Plan Standard	\$70	BlackBerry BES	\$30
		TMCS	\$0
Enterprise Fleet Plan Standard	\$80	BlackBerry BES	\$20
		TMCS	\$0
Enterprise Fleet Plan Standard	\$90	BlackBerry BES	\$20
		TMCS	\$0
Enterprise Fleet Plan Standard	\$100	BlackBerry BES	\$10
		TMCS	\$0
Enterprise Fleet Plan Ultimate	\$110	BlackBerry BES	\$10
		TMCS	\$0
Enterprise Fleet Plan Ultimate	\$120	BlackBerry BES	\$0
		TMCS	\$0



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

(b) For EFP III customers:

PLAN TYPE	MONTHLY NETWORK ACCESS CHARGE (INC. GST)	EMAIL SOLUTION PACK	EMAIL SOLUTION PACK FEE (PER MONTH, PER MOBILE SERVICE) (INC. GST)
Enterprise Fleet Plan Standard	\$35	BlackBerry BES	\$40
		TMCS	\$10
Enterprise Fleet Plan Standard	\$40	BlackBerry BES	\$40
		TMCS	\$10
Enterprise Fleet Plan Standard	\$50	BlackBerry BES	\$30
		TMCS	\$10
Enterprise Fleet Plan Standard	\$60	BlackBerry BES	\$30
		TMCS	\$10
Enterprise Fleet Plan Standard	\$70	BlackBerry BES	\$30
		TMCS	\$0
Enterprise Fleet Plan Standard	\$80	BlackBerry BES	\$20
		TMCS	\$0
Enterprise Fleet Plan Standard	\$90	BlackBerry BES	\$20
		TMCS	\$10
Enterprise Fleet Plan Standard	\$100	BlackBerry BES	\$10
		TMCS	\$10
Enterprise Fleet Plan Ultimate	\$110	BlackBerry BES	\$10
		TMCS	\$10
Enterprise Fleet Plan Ultimate	\$120	BlackBerry BES	\$10
		TMCS	\$10

2.51 The terms that apply to your Email Solution Pack are set out in the BlackBerry Enterprise Server Solution or Telstra Mobile Connect section of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms, whichever is relevant to your Email Solution Pack. However, the fees and rules relating to your Email Solution Pack are as set out in this Section. This section of Our Customer Terms applies to your Email Solution Pack to the extent of any inconsistencies with any other sections of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms.

2.52 The monthly Email Solution Pack Fee for the BlackBerry BES Pack:

- (a) lets you send and receive emails to and from your device (which you must purchase separately) when your device is used on our Next G® network in Australia (experience may vary where the email has large attachments or embedded content); and
- (b) provides browsing via the BlackBerry browser when your device is used on our Next G® network in Australia.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

### **Included Data (EFP II and EFP III customers only unless otherwise agreed)**

- 2.53 Unless we agree otherwise with you in writing, the terms set out in this clause under the heading "Included Data" only apply to you if you are an EFP II or EFP III customer.
- 2.54 Unless otherwise specified in your customer agreement with us, if you have an Enterprise Fleet Plan with a monthly network access charge of \$30 (GST included) or more:
- (a) you are an EFP II customer and you have an Enterprise Fleet Plan with a monthly network access charge of \$30 (GST included) or more; or
  - (b) you are an EFP III customer and you have an Enterprise Fleet Plan with a monthly network access charge of \$35 (GST included) or more,
    - (a) then:
    - (c) your plan's monthly network access charge will include an amount of included data for eligible data usage (as further described in this Section or in your agreement with us); and
- 2.55 you may choose to acquire an additional Telstra Mobile Broadband service with your Enterprise Fleet Plan by purchasing a Business Mobile Data Pack (as further described in Part G – Data Services of the Telstra Mobile Section of Our Customer Terms).
- 2.56 If you acquire a Business Mobile Data Pack, the data usage prices for that Business Mobile Data Pack will apply to any data usage in excess of your included data.
- 2.57 The only Capable Devices that a Business Mobile Data Pack can be connected to are mobile handsets with voice capabilities and are not available for connection to any other Mobile Broadband devices which include but are not limited to USB Modems, Wireless Gateways, Tablet devices and Mobile Wi-Fi devices. If your Business Mobile Data Pack is connected to a Mobile Broadband device other than a mobile handset with voice capabilities, we will move your connection to a Monthly Telstra Mobile Broadband Casual Data Plan with a monthly service fee of \$39.95.
- 2.58 The terms (including applicable charges) that apply to your included data and any Business Mobile Data Pack are set out in the applicable sections of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms. This Section of Our Customer Terms applies to your included data and your Business Mobile Data Pack (if any) to the extent of any inconsistencies with the Telstra Mobile Broadband section of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms.
- 2.59 Eligible data usage for the purposes of your included data is described in the Telstra Mobile Broadband section of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms. Unused included data expires at the end of each month.



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

- 2.60 You must also pay us for all data usage in excess of or not eligible to draw from your included data amount and for other services you use. For data you use in excess of your monthly included data, you must pay us the excess charges up to the excess usage monthly cap of \$500 per service (Excess Cap). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.
- (a) The charges for national data usage that is not eligible data usage for the purposes of your included data and for eligible data in excess of your included data are:
  - (b) if you have a Business Mobile Data Pack, the charges set out in the sections of Part G – Data Services of the Telstra Mobile Section of Our Customer Terms relevant to your Business Mobile Data Pack;
  - (c) if you have no Business Mobile Data Pack and you have an Enterprise Fleet Plan with a monthly network access charge of:
    - (i) \$30 (GST included) or more if you are an EFP II customer; or
    - (ii) \$35 (GST included) or more if you are an EFP III customer,
    - (iii) 10c per MB usage charged per kilobyte; or
  - (d) if you have no Business Mobile Data Pack and you have an Enterprise Fleet Plan with a monthly network access charge of:
    - (i) less than \$30 (GST included) if you are an EFP II customer; or
    - (ii) less than \$35 (GST included) if you are an EFP III customer,
    - (iii) \$2 per MB charged per kilobyte.
  - (e) Unless otherwise specified in your customer agreement with us, you may share your monthly included data with:
  - (f) other Enterprise Fleet Plan services on the same mobile account except for Enterprise Fleet Plans with a monthly network access charge of:
    - (i) less than \$30 (GST included) if you are an EFP II customer; or
    - (ii) less than \$35 (GST included) if you are an EFP III customer); and
- 2.61 other Telstra Mobile Broadband services connected to a Business Mobile Data Pack on the same mobile account.
- 2.62 You cannot share your monthly included data with any other services or plans, unless we agree otherwise with you in writing.

#### Service Level Packs

- 2.63 If you have an Enterprise Fleet Plan Ultimate, you can choose one service



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

level pack at no additional charge for use in connection with all mobile services connected to an Enterprise Fleet Plan Ultimate. The service level packs that you may choose are described in the table below.

SERVICE LEVEL PACK	DESCRIPTION
MessageBank® Plus Pack	We will provide the MessageBank® Plus service in Australia for the mobile service connected to an eligible Enterprise Fleet Plan at no additional charge.  Any MessageBank® service subscription charges will still apply.
Voice2Text Pack	We will provide the Voice2Text service in Australia (with unlimited Voice2Text notification messages) for the mobile service connected to your eligible Enterprise Fleet Plan at no additional charge.  Any MessageBank® service subscription charges will still apply.

- 2.64 If you have an Enterprise Fleet Plan Standard, you are not entitled to purchase either of the service level packs described in the table above for use in connection with that plan (unless we agree otherwise with you in your Enterprise Fleet Plan customer agreement).
- 2.65 The MessageBank® Plus service level pack is only available if your handset has an iPhone Operating System 4.3 or above.
- 2.66 Service level packs are available on a month-by-month basis. You may cancel a service level pack at any time. Service level packs do not apply to international or international roaming services and standard charges apply. The call rates and terms that apply to international calls and international roaming services are set out in part D – Other Call Types and Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 2.67 You may only choose one service level pack at any one time.
- 2.68 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to the service level packs.

### MessageBank

- 2.69 Under an Enterprise Fleet Plan, you will receive MessageBank Standard with no monthly access fee. MessageBank Standard charges are set out in [Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms](#).

### Joint and individual liability for related accounts

- 2.70 If any other person holds an account under your Enterprise Fleet Plan customer agreement:
  - (a) your obligations under the Enterprise Fleet Plan customer agreement also bind that person jointly and individually; and
  - (b) any notice given to you will be treated as notice to that person.

### Not available with other offers

- 2.71 Enterprise Fleet Plans are not available with any other Telstra offer unless



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

we tell you otherwise.

(a) Enterprise Fleet Phone Plans

- 2.72 You can buy a handset from us at a subsidised price when you connect to our network under an Enterprise Fleet Phone Plan for a minimum contract term of 24 months.
- 2.73 You must pay us your chosen monthly network access charge each month for the minimum contract term of your Enterprise Fleet Phone Plan. You must also pay us for any call charges beyond your included calls and for other services you use and any additional service features you purchase.
- 2.74 Without limiting any other part of this Section of Our Customer Terms, you understand that additional terms and conditions apply to SMS and MMS charges payable by you as set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.

### Changing your monthly spend or plan

- 2.75 If you have chosen the optimise pricing option, we may allow you to change your chosen monthly network access charge or move to another plan during your minimum contract term. The terms applying to these changes are set out in the table below.

CHANGE	TERMS
If you move to an Enterprise Fleet Phone Plan with a lower monthly network access charge	You will need to cancel your Enterprise Fleet Phone Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.
If you move to an Enterprise Fleet Phone Plan with a higher monthly network access charge	<p>You do not need to restart your minimum contract term. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.</p> <p>You may move back to your original monthly network access charge (or a higher monthly network access charge) at any time without restarting your minimum contract term, however you will need to pay a \$20 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.</p>
If you move to an Enterprise Fleet SIM Plan or Enterprise Fleet Casual Plan	You will need to cancel your Enterprise Fleet Phone Plan. You will also need to pay an early termination charge and a \$20 administration fee. You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet SIM Plan.
If you move to another plan with a fixed contract term and a lower monthly spend/access fee	<p>You will need to cancel your Enterprise Fleet Phone Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee.</p> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and</p>



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

CHANGE	TERMS
	pay any applicable early termination charges (as set out in your agreement with us and application form).
If you move to another plan with a fixed contract term and the same or a higher monthly spend/access fee	<p>You will need to cancel your Enterprise Fleet Phone Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee.</p> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).</p>
If you move to another plan with a casual contract term	<p>You will need to cancel your Enterprise Fleet Phone Plan. You will also need to pay an early termination charge and a \$20 administration fee.</p> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).</p>

2.76 If you have chosen the simplify pricing option, you may move to an Enterprise Fleet SIM Plan or Enterprise Fleet Casual Plan with the same monthly network access charge as your original Enterprise Fleet Phone Plan (if permitted under your Enterprise Fleet Plan customer agreement). You will need to cancel your Enterprise Fleet Phone Plan and you will also need to pay an early termination charge and a \$20 administration fee. You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet SIM Plan.

2.77 If you have chosen the simplify pricing option and you move to any other plan, you will need to cancel your Enterprise Fleet Plan customer agreement (and all Enterprise Fleet Plans connected by you) and pay any applicable early termination fees and administration fees (as set out in your agreement with us and application form).

### Cancelling your plan (Early Termination Charges)

2.78 You may cancel your Enterprise Fleet Phone Plan at any time by telling us.

2.79 If you or we cancel your Enterprise Fleet Phone Plan (or mobile service) during your minimum contract term, we may require you to pay a \$20 administration fee and an early termination charge calculated as follows:

$$\text{Early termination charge payable} = \frac{\text{Base ETC} \times \text{number of months (or part of a month) remaining in the applicable minimum contract term}}{\text{Total number of months in the applicable minimum contract term}}$$

2.80 The applicable Base ETC will be set out in your application form or your customer agreement with us.

2.81 The early termination fees payable by you decrease over the life of your minimum contract term. You acknowledge that these fees are a genuine pre-estimate of the losses we are likely to suffer in the event that your Enterprise Fleet Phone Plan is cancelled before the end of its minimum contract term.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

### When your contract ends

- 2.82 At the end of your minimum contract term, your mobile service will continue on the same Enterprise Fleet Phone Plan on a month to month basis unless the applicable Enterprise Fleet Plan is no longer available. You will also continue to receive the same value bundles selected in your Enterprise Fleet Plan customer agreement on a month to month basis unless those value bundles are no longer available.
- 2.83 If your Enterprise Fleet Phone Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

### Mobile Repayment Option

- 2.84 You are not eligible for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with any Enterprise Fleet Phone Plan.

### Enterprise Fleet SIM Plans

- 2.85 You must pay us your chosen monthly network access charge each month for the minimum contract term of your Enterprise Fleet SIM Plan. You must also pay us for any call charges beyond your included calls and for other services you use and any additional service features you purchase (including any value bundles).
- 2.86 Without limiting any other part of this Section of Our Customer Terms, you understand that additional terms and conditions apply to SMS and MMS charges payable by you as set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.
- 2.87 Unless otherwise specified in your Enterprise Fleet Plan customer agreement, all Enterprise Fleet SIM Plans must have a minimum contract term of 24 months.

### Changing your monthly network access charge or plan

- 2.88 If you have chosen the optimise pricing option, we may allow you to change your chosen monthly network access charge or move to another plan during your minimum contract term. The terms applying to these changes are set out in the table below.

CHANGE	TERMS
If you move to an Enterprise Fleet SIM Plan with a lower monthly network access charge	You will need to cancel your Enterprise Fleet SIM Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.
If you move to an Enterprise Fleet SIM Plan with a higher monthly network access charge	You do not need to restart your minimum contract term. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.

# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans



CHANGE	TERMS
	You may move back to your original monthly network access charge (or a higher monthly network access charge) at any time without restarting your minimum contract term, however you will need to pay a \$20 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.
If you move to an Enterprise Fleet Phone Plan or Enterprise Fleet Casual Plan	You will need to cancel your Enterprise Fleet SIM Plan. You will also need to pay an early termination charge and a \$20 administration fee. You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet Phone Plan.
If you move to another plan with a fixed contract term and a lower monthly spend/access fee	You will need to cancel your Enterprise Fleet SIM Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee.  You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).
If you move to another plan with a fixed contract term and the same or a higher monthly spend/access fee	You will need to cancel your Enterprise Fleet SIM Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$20 administration fee.  You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).
If you move to another plan with a casual contract term	You will need to cancel your Enterprise Fleet SIM Plan. You will also need to pay an early termination charge and a \$20 administration fee.  You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).

- 2.89 If you have chosen the simplify pricing option, you may move to an Enterprise Fleet Phone Plan or Enterprise Fleet Casual Plan with the same monthly network access charge as your original Enterprise Fleet SIM Plan (if permitted under your Enterprise Fleet Plan customer agreement). You will need to cancel your Enterprise Fleet SIM Plan and you will also need to pay an early termination charge and a \$20 administration fee. You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet Phone Plan.
- 2.90 If you have chosen the simplify pricing option and you move to any other plan, you will need to cancel your Enterprise Fleet Plan customer agreement (and all Enterprise Fleet Plans connected by you) and pay any applicable early termination fees and administration fees (as set out in your agreement with us and application form).

### **Cancelling your plan (Early Termination Charges)**

- 2.91 You may cancel your Enterprise Fleet SIM Plan at any time by telling us.
- 2.92 If you or we cancel your Enterprise Fleet SIM Plan (or mobile service) during



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

your minimum contract term, we may require you to pay a \$20 administration fee and an early termination charge calculated as follows:

$$\text{Early termination charge payable} = \frac{\text{Base ETC} \times \text{number of months (or part of a month) remaining in the applicable minimum contract term}}{\text{Total number of months in the applicable minimum contract term}}$$

- 2.93 The applicable Base ETC will be set out in your application form or your customer agreement with us.
- 2.94 The early termination fees payable by you decrease over the life of your minimum contract term. You acknowledge that these fees are a genuine pre-estimate of the losses we are likely to suffer in the event that your Enterprise Fleet SIM Plan is cancelled before the end of its minimum contract term

#### When your contract ends

- 2.95 At the end of your minimum contract term, your mobile service will continue on the same Enterprise Fleet SIM Plan on a month to month basis unless the applicable Enterprise Fleet Plan is no longer available. You will also continue to receive the same value bundles selected in your Enterprise Fleet Plan customer agreement on a month to month basis unless those value bundles are no longer available.
- 2.96 If your Enterprise Fleet SIM Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

#### Mobile Repayment Option

- 2.97 You are not eligible for a Mobile Repayment Option (set out in Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms) with any Enterprise Fleet SIM Plan.
- 2.98 Enterprise Fleet Casual Plans
- 2.99 You must pay us the monthly network access charge each month. You must also pay us for any call charges beyond your included calls and for other services you use and any additional service features you purchase.
- 2.100 Without limiting any other part of this Section of Our Customer Terms, you understand that additional terms and conditions apply to SMS and MMS charges payable by you as set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.

#### Cancelling your plan

- 2.101 If you have chosen the optimise pricing option, you may move to an Enterprise Fleet Casual Plan with a different monthly spend at any time by telling us. If you move to an Enterprise Fleet Casual Plan with a lower monthly spend, we may charge you a \$20 administration fee.



## Our Customer Terms

### Telstra Mobile - Enterprise Fleet Plans

- 2.102 If you have chosen the optimise pricing option, you may also move to an Enterprise Fleet Phone Plan or a Enterprise Fleet SIM Plan at any time by telling us (if permitted under your Enterprise Fleet Plan customer agreement).
- 2.103 If you have chosen the simplify pricing option, you may move to an Enterprise Fleet Phone Plan or Enterprise Fleet SIM Plan with the same monthly network access charge as your original Enterprise Fleet Casual Plan (if permitted under your Enterprise Fleet Plan customer agreement).
- 2.104 You may cancel your Enterprise Fleet Casual Plan at any time by telling us.

#### **If your plan is no longer available**

- 2.105 If your Enterprise Fleet Casual Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

#### **Mobile Repayment Option**

- 2.106 Unless your Enterprise Fleet Plan customer agreement states otherwise, you can apply for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with any Enterprise Fleet Casual Plan other than the Enterprise Fleet Casual Plan 10 if you entered into your Enterprise Fleet Plan customer agreement with us before 4 October 2011 (unless you are a recontracting customer).
- 2.107 If you are a new Enterprise Fleet Plan customer or a recontracting Enterprise Fleet Plan customer, you cannot apply for a Mobile Repayment Option (set out in Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms) with any Enterprise Fleet Casual Plan on and from 4 October 2011 unless we agree otherwise with you in writing.

#### **Enterprise Fleet MRO Plans**

- 2.108 Enterprise Fleet MRO Plans are only available to EFP II or EFP III customers.
- 2.109 You must pay us your chosen monthly network access charge each month for the minimum contract term of your Enterprise Fleet MRO Plan. You must also pay us for any call charges beyond your included calls and for other services you use and any additional service features you purchase (including any value bundles).
- 2.110 Without limiting any other part of this Section of Our Customer Terms, you understand that additional terms and conditions apply to SMS and MMS charges payable by you as set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.
- 2.111 Unless otherwise specified in your Enterprise Fleet Plan customer agreement, all Enterprise Fleet MRO Plans must have a minimum contract term of 24 months.

#### **Handset**

- 2.112 Enterprise Fleet MRO Plans are available with an eligible handset on a 24 month Mobile Repayment Option ("MRO") on a 24 month Enterprise Fleet



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

MRO Plan. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#).

### MRO Bonus credit

- 2.113 If you connect to an Enterprise Fleet MRO Plan with an eligible handset, you will receive MRO Bonus credit on your bill each month for the minimum term of your Enterprise Fleet MRO Plan.
- 2.114 The monthly handset repayments that will appear on your bill (if any) are after the MRO Bonus has been applied to your account.
- 2.115 If you cancel your Enterprise Fleet MRO Plan or your MRO, you will no longer be entitled to the MRO Bonus and you must pay us the remaining handset repayments.
- 2.116 The amounts of the MRO Bonus vary according to the value of your Enterprise Fleet MRO Plan and are described in clause 0 below.

### Changing your monthly spend or plan

- 2.117 If you have chosen the optimise pricing option, we may allow you to change your chosen monthly network access charge or move to another plan during your minimum contract term. The terms applying to these changes are set out in the table below.

CHANGE	TERMS
If you move to an Enterprise Fleet MRO Plan with a lower monthly network access charge	<p>You can only move to an Enterprise Fleet MRO Plan tier available under your Enterprise Fleet Plan customer agreement.</p> <p>You will need to cancel your Enterprise Fleet MRO Plan and restart the minimum term of your new Enterprise Fleet MRO Plan.</p> <p>You will need to pay a \$20 administration fee.</p> <p>You will need to pay the remaining MRO handset repayments either:</p> <ul style="list-style-type: none"> <li>(a) upfront; or</li> <li>(b) in monthly instalments.</li> </ul> <p>We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.</p> <p>We will apply your new monthly included data amount (if any) from the date that the change is implemented.</p>
If you move to an Enterprise Fleet MRO Plan with a higher monthly network access charge	<p>You do not need to restart the minimum term of your Enterprise Fleet MRO Plan.</p> <p>We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.</p>

# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans



CHANGE	TERMS
	<p>We will apply your new monthly included data amount (if any) from the date that the change is implemented.</p> <p>Your MRO Bonus credit will remain unchanged.</p> <p>You may move back to your original monthly network access charge (or a higher monthly network access charge) at any time without restarting your minimum contract term, however you will need to pay a \$20 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. We will apply your new monthly included data amount (if any) from the date that the change is implemented.</p>
<p>If you move to an Enterprise Fleet SIM Plan or Enterprise Fleet Casual Plan</p>	<p>You will need to cancel your Enterprise Fleet MRO Plan. You will also need to pay a \$20 administration fee.</p> <p>You will need to pay the remaining MRO handset repayments either:</p> <ul style="list-style-type: none"> <li>(a) upfront; or</li> <li>(b) in monthly instalments.</li> </ul> <p>You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet SIM Plan.</p>
<p>If you move to another plan with a fixed contract term and a lower monthly spend/access fee</p>	<p>You will need to cancel your Enterprise Fleet MRO Plan and restart your minimum contract term. You will also need to pay an a \$20 administration fee.</p> <p>You will need to pay the remaining MRO handset repayments either:</p> <ul style="list-style-type: none"> <li>(a) upfront; or</li> <li>(b) in monthly instalments.</li> </ul> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).</p>
<p>If you move to another plan with a fixed contract term and the same or a higher monthly spend/access fee</p>	<p>You will need to cancel your Enterprise Fleet MRO Plan and restart your minimum contract term. You will also need to pay a \$20 administration fee.</p> <p>You will need to pay the remaining MRO handset repayments either:</p> <ul style="list-style-type: none"> <li>(a) upfront; or</li> </ul>



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

CHANGE	TERMS
	<p>(b) in monthly instalments.</p> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).</p>
<p>If you move to another plan with a casual contract term</p>	<p>You will need to cancel your Enterprise Fleet MRO Plan. You will also need to pay a \$20 administration fee.</p> <p>You will need to pay the remaining MRO handset repayments either:</p> <p>(a) upfront; or</p> <p>(b) in monthly instalments.</p> <p>You will also need to cancel your Enterprise Fleet Plan customer agreement (and all other Enterprise Fleet Plans connected by you) and pay any applicable early termination charges (as set out in your agreement with us and application form).</p>

2.118 If you have chosen the simplify pricing option, you may move to an Enterprise Fleet SIM Plan or Enterprise Fleet Casual Plan with the same monthly network access charge as your original Enterprise Fleet MRO Plan (if permitted under your Enterprise Fleet Plan customer agreement). You will need to cancel your Enterprise Fleet MRO Plan and you will also need to pay a \$20 administration fee and the remaining MRO handset repayments (upfront or in monthly instalments). You will also need to restart your minimum contract term if you are moving to an Enterprise Fleet SIM Plan.

2.119 If you have chosen the simplify pricing option and you move to any other plan, you will need to cancel your Enterprise Fleet Plan customer agreement (and all Enterprise Fleet Plans connected by you) and pay any applicable early termination fees and administration fees (as set out in your agreement with us and application form).

### At the end of your minimum term

#### Charges

- 2.120 Unless we agree otherwise with you in your Enterprise Fleet Plan customer agreement if you are not an EFP II or EFP III customer:
- (a) we will charge you the following charges for all Enterprise Fleet Plans provided under your Enterprise Fleet Plans; and
  - (b) all Enterprise Fleet Plans provided under your Enterprise Fleet Plan customer agreement are Enterprise Fleet Plans Standard for the purpose of this Telstra Mobile Section of Our Customer Terms.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

### Charges

2.121 Unless we agree otherwise with you in your Enterprise Fleet Plan customer agreement if you are not an EFP II or EFP III customer:

- (a) we will charge you the following charges for all Enterprise Fleet Plans provided under your Enterprise Fleet Plans; and
- (b) all Enterprise Fleet Plans provided under your Enterprise Fleet Plan customer agreement are Enterprise Fleet Plans Standard for the purpose of this Telstra Mobile Section of Our Customer Terms.

ENTERPRISE FLEET PLANS	10		30		40		60	
	Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan or Phone Plan or SIM Plan		Casual Plan or Phone Plan or SIM Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise		Simplify or Optimise		Simplify or Optimise	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.55	\$60
Included Standard Calls and Messages (national, MessageBank and SMS).	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.55	\$60
Charges for national calls to an Australian fixed or mobile number (at all times) – per 30 second block (charged per second)	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
Charges for video calls to an Australian mobile number (at all times) – per 30 second block	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call (other than national calls to a mobile number on the same account	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS	10		30		40		60	
under the \$0 intra-account calls Value Bundle option)								
Connection fee for national calls to an Australian fixed or mobile number (other than a mobile number on the same account)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for video calls to an Australian mobile number	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢
Connection fee for national calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Charges per standard SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms							
Charges per SMS sent to international numbers	Standard charges apply for text messages (SMS) to international numbers, The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							

			The Enterprise Fleet Plan 200 is not available for new connections or for recontracting to existing customers on and from 4 October 2011.			
Enterprise Fleet Plans	80		100		200	
	Casual Plan or Phone Plan or SIM Plan		Casual Plan or Phone Plan or SIM Plan		Casual Plan or Phone Plan or SIM Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise		Optimise	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$72.73	\$80.00	\$90.91	\$100	\$181.82	\$200



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

					The Enterprise Fleet Plan 200 is not available for new connections or for recontracting to existing customers on and from 4 October 2011.	
Enterprise Fleet Plans	80		100		200	
Included Standard Calls and Messages (national, MessageBank and SMS).	\$72.73	\$80.00	\$90.91	\$100	\$181.82	\$200
Charges for national calls to an Australian fixed or mobile number (at all times) – per 30 second block (charged per second)	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
Charges for video calls to an Australian mobile number (at all times) – per 30 second block	20¢	22¢	20¢	22¢	20¢	22¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call (other than national calls to a mobile number on the same account under the \$0 intra-account calls Value Bundle option)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for national calls to an Australian fixed or mobile number (other than a mobile number on the same account)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for video calls to an Australian mobile number	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢
Connection fee for national calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil
Charges per standard SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms					
Charges per SMS sent to international numbers	Standard charges apply for text messages (SMS) to international numbers, The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.					



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

Unless we agree otherwise with you in your Enterprise Fleet Plan customer agreement, we will charge you the following charges for all Enterprise Fleet Plans provided under your Enterprise Fleet Plan customer agreement if you are an EFP II customer.

### Enterprise Fleet Plans Standard

Enterprise Fleet Plans Standard	10		20		30		40		50		60	
	Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise		Simplify or Optimise		Simplify or Optimise		Simplify or Optimise		Simplify or Optimise	
Monthly included data allowance for eligible data usage	Nil		Nil		50 MB		200 MB		600 MB		1 GB	
	Ex GST	INC GST	Ex GST	INC GST	Ex GST	INC GST	Ex GST	INC GST	Ex GST	INC GST	Ex GST	INC GST
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Included Standard Calls and Messages.	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Charges for national voice or video calls to an	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢

  

Enterprise Fleet Plans Standard [	10		20		30		40		50		60	
Australian fixed or mobile number (at all times) – per 30 second block (charged per second)												
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national voice calls to a mobile number on the same account – per call (other than national voice calls to a mobile number on the same account under the \$0 intra-account calls Value Bundle option)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for: (a) national voice calls to an Australian fixed or mobile number (other than a mobile number on the same account); and (b) national video calls to an Australian mobile number.	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for	Nil	Nil										

# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans



Enterprise Fleet Plans Standard	10		20		30		40		50		60	
national voice calls to an Australian mobile number on the same account (all intra-account calls)												
National SMS rate to standard Australian mobile numbers	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢
MRO Bonus credit (if eligible)	NIL		NIL		NIL		up to \$20		up to \$24		up to \$28	
National MMS rate to standard Australian mobile numbers	Standard charges apply for MMS. The terms and conditions for MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.											
Charges per SMS or MMS sent to international numbers	Standard charges apply for messages (SMS and MMS) to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.											
Charges for eligible data usage beyond monthly included data allowance (if any)	\$1.82 per MB	\$2.00 per MB	\$1.82 per MB	\$2.00 per MB	9.09¢ per MB	10¢ per MB						

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
	Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise							
Monthly included data allowance for eligible data usage	1 GB		2 GB		2 GB		3 GB	
	GST excl.	GST incl.						
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$63.64	\$70.00	\$72.73	\$80.00	\$81.82	\$90.00	\$90.91	\$100.00
Included Standard	\$63.64	\$70.00	\$72.73	\$80.00	\$81.82	\$90.00	\$90.91	\$100.00



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
Calls and Messages.								
Charges for voice or video national calls to an Australian fixed or mobile number (at all times) – per 30 second block (charged per second)	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national voice calls to a mobile number on the same account – per call (other than national voice calls to a mobile number on the same account under the \$0 intra-account calls Value Bundle option)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for: (a) national voice calls to an Australian fixed or mobile number (other than a	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
mobile number on the same account); and  (b) national video calls to an Australian mobile number.								
Connection fee for national voice calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
National SMS rate to standard Australian mobile numbers	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢
MRO Bonus credit (if eligible)	up to \$29		up to \$33		up to \$34		up to \$38	
National MMS rate to standard Australian mobile numbers	Standard charges apply for MMS. The terms and conditions for MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							
Charges per SMS or MMS sent to international numbers	Standard charges apply for SMS and MMS to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							
Charges for eligible data usage beyond monthly included data	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

<b>ENTERPRISE FLEET PLANS STANDARD</b>	<b>70</b>		<b>80</b>		<b>90</b>		<b>100</b>	
allowance (if any)								

When calculating data volumes:

- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
- (b) 1024 bytes = 1 kilobyte (kB) and 1024 kilobytes = 1 megabyte (MB) and 1024 megabytes = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.

### Enterprise Fleet Plans Ultimate

2.122 The table below sets out the charges that apply to Enterprise Fleet Plans Ultimate with a monthly network access charge of \$110 or \$120. If you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate with a different monthly network access charge, the applicable charges will be as set out in your Enterprise Fleet Plan customer agreement or as otherwise set out in the Telstra Mobile Section of Our Customer Terms.

<b>ENTERPRISE FLEET PLANS ULTIMATE</b>	<b>110</b>		<b>120</b>	
	Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise	
Monthly included data allowance for eligible data usage	3 GB		5 GB	
	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS ULTIMATE	110		120	
Monthly network access charge	\$100.00	\$110.00	\$109.09	\$120.00
Unlimited Standard Calls and Messages	Unlimited	Unlimited	Unlimited	Unlimited
Charges for voice or video national calls to an Australian fixed or mobile number (at all times) – per 30 second block (charged per second)	Nil	Nil	Nil	Nil
Intra-Account Rate for voice and video calls in Australia to a mobile number on the same account	Nil	Nil	Nil	Nil
Connection fee for national voice and video calls to an Australian fixed or mobile number (other than a mobile number on the same account)	Nil	Nil	Nil	Nil
Connection fee for national calls to an Australian	Nil	Nil	Nil	Nil



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS ULTIMATE	110		120	
	mobile number on the same account (all intra-account calls)			
National SMS/MMS rate to standard Australian mobile numbers	Nil	Nil	Nil	Nil
MRO Bonus credit (if eligible)	up to \$38		up to \$42	
Charges per SMS or MMS sent to international numbers	Standard charges apply for SMS and MMS to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.			
Charges for eligible data usage beyond monthly included data allowance (if any)	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB

When calculating data volumes:

- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
- (b) 1024 bytes = 1 kilobyte (kB) and 1024 kilobytes = 1 megabyte (MB) and 1024 megabytes = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.

Unless we agree otherwise with you in your Enterprise Fleet Plan customer agreement, we will charge you the following charges for all Enterprise Fleet Plans provided under your Enterprise Fleet Plan customer agreement if you are an EFP III customer.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

### Enterprise Fleet Plans Standard

Enterprise Fleet Plans Standard	10		20		30		35		40		50		60	
	Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan or SIM Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise		Simplify or Optimise		Simplify or Optimise							
Monthly included data allowance for	Nil		Nil		NIL		50 MB		100 MB		200 MB		500 MB	
<b>Enterprise Fleet Plans Standard</b>	<b>10</b>		<b>20</b>		<b>30</b>		<b>35</b>		<b>40</b>		<b>50</b>		<b>60</b>	
eligible data usage prior to 18 June 2015														
Monthly included data allowance for eligible data usage on and from 18 June 2015	Nil		Nil		NIL		100MB		200MB		600MB		1GB	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.						
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$31.50	\$35.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Included Standard Calls and Messages.	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$31.50	\$35.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Charges for national voice or video calls to an	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
<b>Enterprise Fleet Plans Standard</b>	<b>10</b>		<b>20</b>		<b>30</b>		<b>35</b>		<b>40</b>		<b>50</b>		<b>60</b>	
eligible data usage prior to 18 June 2015														
Monthly included data allowance for eligible data usage on and from 18 June 2015	Nil		Nil		NIL		100MB		200MB		600MB		1GB	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.						
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$31.50	\$35.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Included Standard Calls and Messages.	\$9.09	\$10.00	\$18.18	\$20.00	\$27.27	\$30.00	\$31.50	\$35.00	\$36.36	\$40.00	\$45.45	\$50.00	\$54.55	\$60.00
Charges for national voice or video calls to an	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

Enterprise Fleet Plans Standard	10		20		30		35		40		50		60	
Connection fee for: (a) national voice calls to an Australian fixed or mobile number (other than a mobile number on the same account); and (b) national video calls to an Australian mobile number.	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for national voice calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
National SMS rate to	22.7	25¢	22.7	25¢	22.7	25¢	22.7	25¢	22.72	25¢	Unlimited		Unlimited	
Enterprise Fleet Plans Standard	10		20		30		35		40		50		60	
standard Australian mobile numbers	2¢		2¢		2¢		2¢		¢					
MRO Bonus credit (if eligible)	NIL		NIL		NIL		NIL		up to \$20		up to \$24		up to \$28	
National MMS rate to standard Australian mobile numbers	Standard charges apply for MMS. The terms and conditions for MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.													
Charges per SMS or MMS sent to international numbers	Standard charges apply for messages (SMS and MMS) to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.													
Charges for <del>MessageBank</del> (Standard) diversion and retrieval	Standard charges apply as set out in Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms.										No additional charges			
Charges for eligible data usage beyond	\$1.82 per	\$2.00 per	\$1.82 per	\$2.00 per	9.09¢ per	10¢ per	9.09¢ per	10¢ per	9.09¢ per	10¢ per	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB
Enterprise Fleet Plans Standard	10		20		30		35		40		50		60	
monthly included data allowance (if any) prior to 18 June 2015	MB	MB	MB	MB	MB	MB	MB	MB	MB	MB	MB			
Charges for eligible data usage beyond monthly included data allowance (if any) on and from 18 June 2015	\$1.82 per MB	\$2.00 per MB	\$1.82 per MB	\$2.00 per MB	\$1.82 per MB	\$2.00 per MB	2.73¢ per MB	3¢ per MB	2.73¢ per MB	3¢ per MB	2.73¢ per MB	3¢ per MB	2.73¢ per MB	3¢ per MB



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
	Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise							
Monthly included data allowance for eligible data usage prior to 18 June 2015	1 GB		1.5 GB		1.5 GB		1.5 GB	
Monthly included data allowance for eligible data usage on and from 18 June 2015	1GB		2GB		2GB		3GB	
	GST excl.	GST incl.						
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$63.64	\$70.00	\$72.73	\$80.00	\$81.82	\$90.00	\$90.91	\$100.00
Included Standard Calls and Messages.	\$63.64	\$70.00	\$72.73	\$80.00	\$81.82	\$90.00	\$90.91	\$100.00
Charges for voice or video national calls to an Australian	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
fixed or mobile number (at all times) – per 30 second block (charged per second)								
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national voice calls to a mobile number on the same account – per call (other than national voice calls to a mobile number on the same account under the \$0 intra-account calls Value Bundle option)	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Connection fee for: (a) national voice calls to an Australian fixed or mobile number (other than a mobile number on the same	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
account); and  (b) national video calls to an Australian mobile number.								
Connection fee for national voice calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
National SMS rate to standard Australian mobile numbers	Unlimited		Unlimited		Unlimited		Unlimited	
MRO Bonus credit (if eligible)	up to \$29		up to \$33		up to \$34		up to \$38	
National MMS rate to standard Australian mobile numbers	Standard charges apply for MMS. The terms and conditions for MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							
Charges per SMS or MMS sent to international numbers	Standard charges apply for SMS and MMS to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							
Charges for MessageBank (Standard) diversion	No additional charges							



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS STANDARD	70		80		90		100	
and retrieval								
Charges for eligible data usage beyond monthly included data allowance (if any) prior to 18 June 2015	9.09¢ per MB	10¢ per MB						
Charges for eligible data usage beyond monthly included data allowance (if any) on and from 18 June 2015	2.73¢ per MB	3¢ per MB						

When calculating data volumes:

- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and
- (b) 1024 bytes = 1 kilobyte (kB) and 1024 kilobytes = 1 megabyte (MB) and 1024 megabytes = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.

### Enterprise Fleet Plans Ultimate

2.123 The table below sets out the charges that apply to Enterprise Fleet Plans Ultimate. If you are eligible to connect mobile services to an Enterprise Fleet Plan Ultimate with a different monthly network access charge, the applicable charges will be as set out in your Enterprise Fleet Plan customer agreement or as otherwise set out in the Telstra Mobile Section of Our Customer Terms.



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS ULTIMATE	110		120	
	Casual Plan Phone Plan SIM Plan or MRO Plan		Casual Plan Phone Plan SIM Plan or MRO Plan	
Minimum contract term	Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan		Nil (for Casual Plan) or 24 months for Phone Plan or SIM Plan	
Pricing Option	Simplify or Optimise		Simplify or Optimise	
Monthly included data allowance for eligible data usage prior to 18 June 2015	3 GB		3 GB	
Monthly included data allowance for eligible data usage on and from 18 June 2015	5 GB		5 GB	
	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil
Monthly network access charge	\$100.00	\$110.00	\$109.09	\$120.00
Unlimited Standard Calls and Messages	Unlimited	Unlimited	Unlimited	Unlimited
Charges for voice or video national calls to an Australian fixed or mobile number (at all times) – per 30 second block (charged per second)	Nil	Nil	Nil	Nil
Intra-Account Rate for voice and video calls in Australia to a mobile number on the same account	Nil	Nil	Nil	Nil



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS ULTIMATE	110		120	
	Connection fee for national voice and video calls to an Australian fixed or mobile number (other than a mobile number on the same account)	Nil	Nil	Nil
Connection fee for national calls to an Australian mobile number on the same account (all intra-account calls)	Nil	Nil	Nil	Nil
National SMS/MMS rate to standard Australian mobile numbers	Nil	Nil	Nil	Nil
MRO Bonus credit (if eligible)	up to \$38		up to \$42	
Charges per SMS or MMS sent to international numbers	Standard charges apply for SMS and MMS to international numbers. The terms and conditions for SMS and MMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.			
Charges for eligible data usage beyond monthly included data allowance (if any) prior to 18 June 2015	9.09¢ per MB	10¢ per MB	9.09¢ per MB	10¢ per MB



# Our Customer Terms

## Telstra Mobile - Enterprise Fleet Plans

ENTERPRISE FLEET PLANS ULTIMATE	110		120	
	Charges for eligible data usage beyond monthly included data allowance (if any) on and from 18 June 2015	2.73¢ per MB	3¢ per MB	2.73¢ per MB

2.124 When calculating data volumes: where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours; and

- (a) 1024 bytes = 1 kilobyte (kB) and 1024 kilobytes = 1 megabyte (MB) and 1024 megabytes = 1 Gigabyte (GB).

Charges for excess eligible data usage are calculated per kilobyte.