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Telstra Business All-4-Biz Plan for Enterprise Section

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

1 About the Telstra Business All-4-Biz Plan for Enterprise section

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

Our Customer Terms

1.1 This is the Telstra Business All-4-Biz Plan Section of Our Customer Terms.

1.2 The General Terms of Our Customer Terms apply.

See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#).

Inconsistencies

1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Telstra Business All-4-Biz Plan Section, then the Telstra Business All-4-Biz Plan Section applies instead of the General Terms to the extent of the inconsistency.

For connections on and from 1 June 2018

1.4 Telstra Business All-4-Biz Plans are only available to Enterprise customers on and from 25 June 2019.

For connections on and from 1 June 2018

1.5 For new connections to Telstra Business All-4-Biz Plans on and from 1 June 2018 (**All-4-Biz Mach IV Plans V2**), only sections 2 to 6 below apply.

For connections between 14 October 2013 and 31 May 2018

1.6 For new connections to Telstra Business All-4-Biz Plans between 14 October 2013 and 31 May 2018 (**All-4-Biz Mach IV Plans**), only sections 7 to 11 below apply.

For connections between 31 October 2012 and 13 October 2013

1.7 For new connections to Telstra Business All-4-Biz Plans between 31 October 2012 and 13 October 2013 (**All-4-Biz Mach III Plans**), only sections 12 to 14 below apply.

For connections between 1 October 2010 and 30 October 2012

1.8 If you connect to a Telstra Business All-4-Biz Plan between 1 October 2010 and 30 October 2012 (**All-4-Biz Mach II Plans**), only sections 15 to 19 below apply.

For connections prior to 1 October 2010

1.9 If you connected to a Telstra Business All-4-Biz Plan prior to 1 October 2010 (**All-4-Biz Mach I Plans**), only sections 20 to 24 apply.

The Telstra Business All-4-Biz Plan Section was last changed on 25 June 2019.

Telstra Business All-4-Biz Plan for Enterprise Section

2 What is the Telstra Business All-4-Biz Mach IV Plan V2

- 2.1 The Telstra Business All-4-Biz Mach IV Plan V2 helps you consolidate your eligible business communication services into one flexible, easy to manage account.
- 2.2 With the Telstra Business All-4-Biz Mach IV Plan V2, you can:
- (a) create a Telstra Business All-4-Biz Mach IV Plan V2 account (“**Account**”) and add eligible Telstra services to that Account;
 - (b) select a **Minimum Monthly Commitment**, which gives you an equivalent amount of **Monthly Included Value**, which is used to pay the eligible charges that you incur for using the Telstra services on your Account; and
 - (c) access the following special features:
 - (i) special fixed voice and mobile call pricing;
 - (ii) free voice calls in Australia between eligible fixed and mobile services on your Account (subject to the Telstra Business All-4-Biz Mach IV Plan V2 FairPlay Policy described in section 6); and
 - (iii) a Loyalty Bonus.

Availability

- 2.3 The Telstra Business All-4-Biz Mach IV Plan V2 is available for a 24, 36, 48 or 60 month minimum term.
- 2.4 The Telstra Business All-4-Biz Mach IV Plan V2 is not available to Telstra Wholesale customers.
- 2.5 Pricing provided under a Telstra Business All-4-Biz Mach IV Plan V2 is not compatible with any other Telstra offer.

Eligibility

- 2.6 To be eligible for the Telstra Business All-4-Biz Mach IV Plan V2 you must:
- (a) have an ABN, ACN or ARBN; and
 - (b) nominate at least:
 - (i) one Basic Telephone Service or ISDN Service, and
 - (ii) one Telstra Business Mobile Fund Plan or Telstra Business Mobile Broadband Fund Plan service,
- to be added to your Telstra Business All-4-Biz Mach IV Plan V2 Account.

Telstra Business All-4-Biz Plan for Enterprise Section

- 2.7 We supply the Telstra Business All-4-Biz Mach IV Plan V2 for business purposes and you must use the Telstra Business All-4-Biz Mach IV Plan V2 predominantly for business purposes.
- 2.8 In addition to our rights under the General Terms, you will not be eligible for the Telstra Business All-4-Biz Mach IV Plan V2 or we may cancel your Telstra Business All-4-Biz Mach IV Plan V2 if you:
- (a) charge any other person for any of the services or benefits provided to you under the Telstra Business All-4-Biz Mach IV Plan V2;
 - (b) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under the Telstra Business All-4-Biz Mach IV Plan V2; or
 - (c) act as agent for any person in entering into the Telstra Business All-4-Biz Mach IV Plan V2 or a service which you have nominated to be included under the Telstra Business All-4-Biz Mach IV Plan V2.

Eligible Charges

- 2.9 We deduct the following types of charges (“**Eligible Charges**”) for the Nominated Services on your Account from your Monthly Included Value:
- (a) monthly access charges or service fees (if any);
 - (b) usage charges (for example, for calls or excess data usage); and
 - (c) Mobile or Fixed Repayment Option repayment amounts.
- 2.10 The following types of charges are not Eligible Charges and will not be deducted from the Monthly Included Value:
- (a) upfront charges for hardware or equipment;
 - (b) managed infrastructure network costs, network extension or enterprise works costs; and
 - (c) other charges you might incur that are not of a kind listed in clause 2.9 above.

Nominated Services

- 2.11 As described in section 2.6, you must nominate Telstra services to be added to your Account. Only eligible Telstra services approved by us can be added (“**Nominated Service**”).
- 2.12 Nominated Services are governed by their respective terms and conditions, including prices, as set out in Our Customer Terms or other arrangements we have with you.

Telstra Business All-4-Biz Plan for Enterprise Section

- 2.13 If you wish to transfer and add existing services you have (with us or another service provider) to your Account (to be counted as Nominated Services), early termination charges may apply to your existing services. To confirm such charges, contact your current provider for these services.
- 2.14 You must pre-select us to supply all your national long distance (STD) calls, international calls, fixed calls to mobile numbers and mobile services (“**Pre-Selectable Services**”) for all Nominated Services under your Account. You appoint us as your agent for the sole purpose of pre-selecting all Pre-Selectable Services and authorise us to do all things, and execute all documentation (including Transfer Authority Forms or Carrier Authority Forms) on your behalf to enable you to comply with this clause.
- 2.15 You may add Nominated Services to your Account at any time. Minimum contract terms may be applicable to your Nominated Services. If you cancel a Nominated Service during an applicable minimum contract term, early termination charges may apply in relation to that Nominated Service. To confirm such charges, contact your current provider for these services.
- 2.16 In addition to services notified by us from time to time, the following Telstra services and plans cannot be included on your account as Nominated Services. Any charges for them will not be deducted from the Monthly Included Value:
- (a) any fixed line service connected to a BusinessLine® Choice or BusinessLine Part plan or to any other plan that is not a BusinessLine plan or an All-4-Biz Mach IV Fixed Voice Plan;
 - (b) any Telstra mobile service not connected to a Telstra Business Mobile Fund Plan or Telstra Business Mobile Broadband Fund Plan; and
 - (c) Digital Office Technology (DOT), T-Bundle Biz Essentials or any other business bundle services.

Free Intra Account calls

- 2.17 As a Telstra Business All-4-Biz Mach IV Plan V2 customer, you can make voice calls in Australia from eligible fixed and mobile services on your Account to other services in Australia on the same Account in Australia for free.
- 2.18 Free Intra Account calls do not apply to inbound service provider and usage charges (calls made from services to or from 13/1300 services, ie calls to 13/1300 are excluded), video calls, international calls, premium services, Telecard, 1900 calls or international roaming calls.
- 2.19 If you have more than one Telstra Business All-4-Biz Mach IV Plan V2 Account, free Intra Account calls do not apply between Accounts.
- 2.20 Our Telstra Business All-4-Biz Mach IV Plan V2 FairPlay Policy described in section 6 applies to free Intra Account calls.

Telstra Business All-4-Biz Plan for Enterprise Section

Minimum Monthly Commitment

2.21 You may select one of the following Minimum Monthly Commitments for your Telstra Business All-4-Biz Mach IV Plan V2:

Plan	Minimum Monthly Commitment		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Mach IV Plan V2 500	\$454.55	\$500.00	\$454.55	\$500.00
Telstra Business All-4-Biz Mach IV Plan V2 1000	\$909.09	\$1,000.00	\$909.09	\$1,000.00
Telstra Business All-4-Biz Mach IV Plan V2 1500	\$1,363.64	\$1,500.00	\$1,363.64	\$1,500.00
Telstra Business All-4-Biz Mach IV Plan V2 2000	\$1,818.18	\$2,000.00	\$1,818.18	\$2,000.00
Telstra Business All-4-Biz Mach IV Plan V2 2500	\$2,272.73	\$2,500.00	\$2,272.73	\$2,500.00
Telstra Business All-4-Biz Mach IV Plan V2 3000	\$2,727.27	\$3,000.00	\$2,727.27	\$3,000.00
Telstra Business All-4-Biz Mach IV Plan V2 4000	\$3,636.36	\$4,000.00	\$3,636.36	\$4,000.00
Telstra Business All-4-Biz Mach IV Plan V2 5000	\$4,545.45	\$5,000.00	\$4,545.45	\$5,000.00
Telstra Business All-4-Biz Mach IV Plan V2 6000	\$5,454.55	\$6,000.00	\$5,454.55	\$6,000.00
Telstra Business All-4-Biz Mach IV Plan V2 8000	\$7,272.73	\$8,000.00	\$7,272.73	\$8,000.00
Telstra Business All-4-Biz Mach IV Plan V2 10000	\$9,090.91	\$10,000.00	\$9,090.91	\$10,000.00
Telstra Business All-4-Biz Mach IV Plan V2 15000	\$13,636.36	\$15,000.00	\$13,636.36	\$15,000.00
Telstra Business All-4-Biz Mach IV Plan V2 20000	\$18,181.82	\$20,000.00	\$18,181.82	\$20,000.00
Telstra Business All-4-Biz Mach IV Plan V2 25000	\$22,727.27	\$25,000.00	\$22,727.27	\$25,000.00
Telstra Business All-4-Biz Mach IV Plan V2 30000	\$27,272.73	\$30,000.00	\$27,272.73	\$30,000.00
Telstra Business All-4-Biz Mach IV Plan V2 35000	\$31,818.18	\$35,000.00	\$31,818.18	\$35,000.00

Telstra Business All-4-Biz Plan for Enterprise Section

Plan	Minimum Monthly Commitment		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Mach IV Plan V2 40000	\$36,363.64	\$40,000.00	\$36,363.64	\$40,000.00
Telstra Business All-4-Biz Mach IV Plan V2 45000	\$40,909.09	\$45,000.00	\$40,909.09	\$45,000.00
Telstra Business All-4-Biz Mach IV Plan V2 50000	\$45,454.55	\$50,000.00	\$45,454.55	\$50,000.00
Telstra Business All-4-Biz Mach IV Plan V2 55000	\$50,000.00	\$55,000.00	\$50,000.00	\$55,000.00
Telstra Business All-4-Biz Mach IV Plan V2 60000	\$54,545.45	\$60,000.00	\$54,545.45	\$60,000.00

2.22 The Minimum Monthly Commitment for your chosen Telstra Business All-4-Biz Mach IV Plan V2 gives you an equivalent amount of Monthly Included Value. Unused Monthly Included Value expires each month.

Monthly charges

2.23 In relation to your Telstra Business All-4-Biz Mach IV Plan V2, each month you must pay us:

- (a) the Minimum Monthly Commitment for your Telstra Business All-4-Biz Mach IV Plan V2;
- (b) for any Eligible Charges which are in excess of your Monthly Included Value; and
- (c) any fees or charges that are not Eligible Charges.

2.24 To avoid doubt, the Minimum Monthly Commitment is the minimum amount you must pay us each month. If your Eligible Charges in a month are less than your Monthly Included Value, you still need to pay us the Minimum Monthly Commitment. If your eligible Charges are more than your Monthly Included Value, you need to pay us for the extra usage.

Migrating existing services to a Telstra Business All-4-Biz Mach IV Plan V2

2.25 If you want to move from a Telstra Business All-4-Biz Mach I, Mach II or Mach III, Mach IV Plan to a Telstra Business All-4-Biz Mach IV Plan V2 on or after 1 June 2018:

- (a) you do not need to restart your minimum term; and
- (b) your Loyalty Bonus account will be adjusted on a pro-rata basis.

Telstra Business All-4-Biz Plan for Enterprise Section

Telling you about your Telstra Business All-4-Biz Mach IV Plan V2

- 2.26 When you set up your Telstra Business All-4-Biz Mach IV Plan V2 you must nominate an email address to which we may send electronic messages about your Telstra Business All-4-Biz Mach IV Plan V2 (“**Nominated Email Address**”).
- 2.27 Upon expiry of the minimum term of your Telstra Business All-4-Biz Mach IV Plan V2, you will continue to receive your All-4-Biz Mach IV Plan V2 pricing rates and we will continue to charge you your Minimum Monthly Commitment until you notify Telstra to remove your Minimum Monthly Commitment.

3 Telstra Business All-4-Biz Mach IV Plan V2 pricing and discounts

- 3.1 Except as expressly modified by this Telstra Business All-4-Biz Mach IV Plan V2 Section, the pricing for your Nominated Services is set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services.
- 3.2 Once your Telstra Business All-4-Biz Mach IV Plan V2 is terminated:
- (a) except for Business Mobile Fund Plans and Business Mobile Broadband Fund Plans, the prices and discounts specified in this Telstra Business All-4-Biz Mach IV Plan V2 section will cease to apply and the pricing for your Nominated Services will revert to standard pricing for those services, as set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services; and.
 - (b) for Business Mobile Fund Plans and Business Mobile Broadband Fund Plans, once your Telstra Business All-4-Biz Mach IV Plan V2 is terminated, we may roll your Business Mobile Fund Plans and Business Mobile Broadband Plans over to any other current plan which is reasonably comparable or require you to move to any other current plan.

Effective average price for calls

- 3.3 If you only make a small number of calls of a type described in your Telstra Business All-4-Biz Mach IV Plan V2 in a particular period, then the effective average price which you pay for local calls, 019 calls, extended zone calls and/or preferential calls may exceed:
- (a) the stated per-call charge; and/or
 - (b) in any event, 22 cents (including GST) per call.

Example: If your Minimum Monthly Commitment is \$500, and you make only 500 local calls in any one month, then the effective average price of each of those calls will be \$1.00 per call (\$500 divided by the number of calls made).

Telstra Business All-4-Biz Plan for Enterprise Section

Basic Telephone Service and ISDN

- 3.4 You may nominate existing Basic Telephone Services and ISDN Services with us to be added to your Account. If you do so, we will treat such Basic Telephone Services and ISDN Services as if they are connected to the BusinessLine plan to which they were connected prior to inclusion under your Account, except as modified below or if you connect your Basic Telephone Service to an All-4-Biz Mach IV Fixed Voice Plan. If you connect a new Basic Telephone Service or ISDN Service and nominate to add it to your Account (or if your nominated Basic Telephone Services and ISDN Services were not connected to a BusinessLine plan prior to inclusion under your Account), we will treat such services as if they were connected to a BusinessLine Complete plan.

See [Part D – Business Phone Services of the Basic Telephone Service section](#) for terms, including prices, for BusinessLine Complete. See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

See [Part B - ISDN Services of the ISDN Section](#) for terms, including prices, for ISDN. See clause 1 of [Part A – General of the ISDN Section](#) for more detail on how the various parts of the ISDN Section should be read together

- 3.5 If your Telstra Business All-4-Biz Mach IV Plan V2 or Account is cancelled or terminated, the Basic Telephone Services and/or ISDN Services that were included under your Telstra Business All-4-Biz Mach IV Plan V2 will continue on:
- (a) the BusinessLine plan to which they were connected prior to inclusion under your Telstra Business All-4-Biz Mach IV Plan V2, on the terms, including prices, set out in [Part D – Business Phone Services of the Basic Telephone Service section](#), or [Part B - ISDN Services of the ISDN Section](#) of Our Customer Terms, as applicable; or
 - (b) if your Basic Telephone Service was connected to an All-4-Biz Mach IV Fixed Voice Plan, your Basic Telephone Service will continue on a Telstra fixed voice plan available at the time and which is on terms most comparable to your All-4-Biz Mach IV Fixed Voice Plan.

- 3.6 In relation to Basic Telephone Services added to an Account, except Basic Telephone Services connected to an All-4-Biz Mach IV Fixed Voice Plan, we charge you the following:

Monthly charge		Monthly charge where you are a charity		Monthly charge where you are a non-profit organisation	
GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
\$36.36	\$40.00	\$17.73	\$19.50	\$22.27	\$24.50

For ACT customers: If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or](#)

Telstra Business All-4-Biz Plan for Enterprise Section

[Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

(ii) Call charges

	All-4-Biz Mach IV Plan V2 500		All-4-Biz Mach IV Plan V2 1000		All-4-Biz Mach IV Plan V2 1500		All-4-Biz Mach IV Plan V2 2000		All-4-Biz Mach IV Plan V2 2500		All-4-Biz Mach IV Plan V2 3000		All-4-Biz Mach IV Plan V2 4000		All-4-Biz Mach IV Plan V2 5000		All-4-Biz Mach IV Plan V2 6000		All-4-Biz Mach IV Plan V2 8000		All-4-Biz Mach IV Plan V2 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	15.4 5 ¢	17.0 0 ¢	14.5 5 ¢	16.0 0 ¢	14.5 5 ¢	16.0 0 ¢	14.0 9 ¢	15.5 0 ¢	13.6 4 ¢	15.0 0 ¢	13.1 8 ¢	14.5 0 ¢	12.7 3 ¢	14.0 0 ¢	12.2 7 ¢	13.5 0 ¢	11.8 2 ¢	13.0 0 ¢	10.9 1 ¢	12.0 0 ¢	10.0 0 ¢	11.0 0 ¢
Other long distance (STD) calls (per minute - charged per second)	14.5 5 ¢	16.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.2 7 ¢	13.5 0 ¢	11.8 2 ¢	13.0 0 ¢	11.3 6 ¢	12.5 0 ¢	10.9 1 ¢	12.0 0 ¢	10.4 5 ¢	11.5 0 ¢	10.0 0 ¢	11.0 0 ¢	9.55 ¢	10.5 0 ¢	9.09 ¢	10.0 0 ¢
Calls to standard Australian mobile numbers (per minute - charged per second)	24.5 5 ¢	27.0 0 ¢	24.5 5 ¢	27.0 0 ¢	24.0 9 ¢	26.5 0 ¢	23.6 4 ¢	26.0 0 ¢	23.1 8 ¢	25.5 0 ¢	22.7 3 ¢	25.0 0 ¢	22.2 7 ¢	24.5 0 ¢	21.8 2 ¢	24.0 0 ¢	20.9 1 ¢	23.0 0 ¢	20.4 5 ¢	22.5 0 ¢	20.0 0 ¢	22.0 0 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Our Customer Terms

Telstra Business All-4-Biz Plan Section

	All-4-Biz Mach IV Plan V2 15000		All-4-Biz Mach IV Plan V2 20000		All-4-Biz Mach IV Plan V2 25000		All-4-Biz Mach IV Plan V2 30000		All-4-Biz Mach IV Plan V2 35000		All-4-Biz Mach IV Plan V2 40000		All-4-Biz Mach IV Plan V2 45000		All-4-Biz Mach IV Plan V2 50000		All-4-Biz Mach IV Plan V2 55000		All-4-Biz Mach IV Plan V2 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	9.09 ¢	10.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	7.73 ¢	8.50 ¢	7.73 ¢	8.50 ¢	7.73 ¢	8.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36¢	7.00 ¢
Other long distance (STD) calls (per minute - charged per second)	8.18 ¢	9.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢
Calls to standard Australian mobile numbers (per minute - charged per second)	19.09 ¢	21.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢	17.27 ¢	20.00 ¢	17.27 ¢	19.00 ¢	17.27 ¢	19.00 ¢	17.27 ¢	19.00 ¢	16.82 ¢	18.50 ¢	16.82 ¢	18.50 ¢	16.82 ¢	18.50 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

(iii) International Calls

- 3.7 We charge you the following for international calls from the Basic Telephone Services and/or ISDN Services that are Nominated Services added to your Account.
- 3.8 For 0011 and 0015 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 30 seconds or part thereof).
- 3.9 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).
- 3.10 For charges for international calls made using our override code we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See [Part B – HomeLine Plans of the Basic Telephone Service section](#).

International Call Connection Fee (per call)

	All-4-Biz Mach IV Plan V2 500		All-4-Biz Mach IV Plan V2 1000		All-4-Biz Mach IV Plan V2 1500		All-4-Biz Mach IV Plan V2 2000		All-4-Biz Mach IV Plan V2 2500		All-4-Biz Mach IV Plan V2 3000		All-4-Biz Mach IV Plan V2 4000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	20.00 ¢	22.00 ¢

	All-4-Biz Mach IV Plan V2 5000		All-4-Biz Mach IV Plan V2 6000		All-4-Biz Mach IV Plan V2 8000		All-4-Biz Mach IV Plan V2 10000		All-4-Biz Mach IV Plan V2 15000		All-4-Biz Mach IV Plan V2 20000		All-4-Biz Mach IV Plan V2 25000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	15.00 ¢	16.50 ¢	15.00 ¢	16.50 ¢	15.00 ¢	16.50 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢

	All-4-Biz Mach IV Plan V2 30000		All-4-Biz Mach IV Plan V2 35000		All-4-Biz Mach IV Plan V2 40000		All-4-Biz Mach IV Plan V2 450000		All-4-Biz Mach IV Plan V2 50000		All-4-Biz Mach IV Plan V2 55000		All-4-Biz Mach IV Plan V2 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

International Calls Table (per minute rate)

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Afghanistan	\$1.950	\$1.773	\$1.950	\$1.773
Alaska	\$0.020	\$0.019	\$0.020	\$0.019
Albania	\$1.200	\$1.091	\$1.200	\$1.091
Algeria	\$1.950	\$1.773	\$1.950	\$1.773
American Samoa	\$0.900	\$0.819	\$0.900	\$0.819
Andorra	\$0.800	\$0.728	\$0.800	\$0.728
Angola	\$1.800	\$1.637	\$1.800	\$1.637
Anguilla	\$1.950	\$1.773	\$1.950	\$1.773
Antarctica	\$0.650	\$0.591	\$0.650	\$0.591
Antigua & Barbuda	\$1.350	\$1.228	\$1.350	\$1.228
Argentina	\$0.030	\$0.028	\$0.300	\$0.273
Armenia	\$1.550	\$1.410	\$1.550	\$1.410
Aruba	\$1.350	\$1.228	\$1.350	\$1.228
Ascension Island	\$1.600	\$1.455	\$1.600	\$1.455
Austria	\$0.050	\$0.046	\$0.400	\$0.364
Azerbaijan	\$1.550	\$1.410	\$1.550	\$1.410
Bahamas	\$0.850	\$0.773	\$0.850	\$0.773
Bahrain	\$1.500	\$1.364	\$1.500	\$1.364
Bangladesh	\$0.100	\$0.091	\$0.200	\$0.182
Barbados	\$1.400	\$1.273	\$1.400	\$1.273
Belarus	\$1.200	\$1.091	\$1.200	\$1.091
Belgium	\$0.050	\$0.046	\$0.400	\$0.364
Belize	\$1.400	\$1.273	\$1.400	\$1.273
Benin	\$1.900	\$1.728	\$1.900	\$1.728
Bermuda	\$1.200	\$1.091	\$1.200	\$1.091
Bhutan	\$1.700	\$1.546	\$1.700	\$1.546
Bolivia	\$1.400	\$1.273	\$1.400	\$1.273
Bosnia & Herzegovina	\$0.250	\$0.228	\$0.450	\$0.410
Botswana	\$1.600	\$1.455	\$1.600	\$1.455
Brazil	\$0.100	\$0.091	\$0.450	\$0.410
Brunei Darussalam	\$1.050	\$0.955	\$1.050	\$0.955
Bulgaria	\$1.350	\$1.228	\$1.350	\$1.228
Burkina Faso	\$1.900	\$1.728	\$1.900	\$1.728
Burundi	\$1.900	\$1.728	\$1.900	\$1.728
Cambodia	\$0.350	\$0.319	\$0.350	\$0.319
Cameroon	\$1.950	\$1.773	\$1.950	\$1.773
Canada	\$0.020	\$0.019	\$0.020	\$0.019
Cape Verde	\$1.900	\$1.728	\$1.900	\$1.728
Cayman Is	\$1.350	\$1.228	\$1.350	\$1.228
Central African Rep	\$1.900	\$1.728	\$1.900	\$1.728
Chad	\$1.950	\$1.773	\$1.950	\$1.773
Chile	\$0.100	\$0.091	\$0.400	\$0.364
China	\$0.020	\$0.019	\$0.020	\$0.019

Our Customer Terms

Telstra Business All-4-Biz Plan Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Colombia	\$1.400	\$1.273	\$1.400	\$1.273
Comoros	\$1.500	\$1.364	\$1.500	\$1.364
Congo Democratic Republic	\$1.950	\$1.773	\$1.950	\$1.773
Congo	\$1.900	\$1.728	\$1.900	\$1.728
Cook Islands	\$1.350	\$1.228	\$1.350	\$1.228
Costa Rica	\$1.600	\$1.455	\$1.600	\$1.455
Croatia	\$0.100	\$0.091	\$0.400	\$0.364
Cuba	\$1.150	\$1.046	\$1.150	\$1.046
Cyprus	\$0.050	\$0.046	\$0.050	\$0.046
Czech Republic	\$0.100	\$0.091	\$0.400	\$0.364
Denmark	\$0.050	\$0.046	\$0.400	\$0.364
Diego-Garcia	\$1.900	\$1.728	\$1.900	\$1.728
Djibouti	\$1.950	\$1.773	\$1.950	\$1.773
Dominica	\$1.150	\$1.046	\$1.150	\$1.046
Dominican Rep	\$0.850	\$0.773	\$0.850	\$0.773
East Timor	\$2.850	\$2.591	\$2.850	\$2.591
Ecuador	\$1.400	\$1.273	\$1.400	\$1.273
Egypt	\$0.250	\$0.228	\$0.250	\$0.228
El Salvador	\$1.350	\$1.228	\$1.350	\$1.228
Equatorial Guinea	\$1.950	\$1.773	\$1.950	\$1.773
Eritrea	\$1.950	\$1.773	\$1.950	\$1.773
Estonia	\$0.200	\$0.182	\$0.200	\$0.182
Ethiopia	\$1.950	\$1.773	\$1.950	\$1.773
Faroe Islands	\$1.250	\$1.137	\$1.250	\$1.137
Falkland Islands	\$1.400	\$1.273	\$1.400	\$1.273
Fiji	\$0.450	\$0.410	\$0.500	\$0.455
Finland	\$0.650	\$0.591	\$0.900	\$0.819
France	\$0.030	\$0.028	\$0.300	\$0.273
French Guiana	\$1.400	\$1.273	\$1.400	\$1.273
French Polynesia	\$1.000	\$0.910	\$1.000	\$0.910
Gabon	\$1.900	\$1.728	\$1.900	\$1.728
Gambia	\$1.900	\$1.728	\$1.900	\$1.728
Georgia	\$1.550	\$1.410	\$1.550	\$1.410
Germany	\$0.050	\$0.046	\$0.400	\$0.364
Ghana	\$0.200	\$0.182	\$0.200	\$0.182
Gibraltar	\$1.200	\$1.091	\$1.200	\$1.091
Greece	\$0.030	\$0.028	\$0.300	\$0.273
Greenland	\$1.250	\$1.137	\$1.250	\$1.137
Grenada	\$1.400	\$1.273	\$1.400	\$1.273
Guadeloupe	\$1.250	\$1.137	\$1.250	\$1.137
Guam	\$0.750	\$0.682	\$0.750	\$0.682
Guantanamo	\$1.600	\$1.455	\$1.600	\$1.455
Guatemala	\$1.400	\$1.273	\$1.400	\$1.273
Guinea-Bissau	\$1.950	\$1.773	\$1.950	\$1.773
Guinea	\$1.900	\$1.728	\$1.900	\$1.728

Our Customer Terms

Telstra Business All-4-Biz Plan Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Guyana	\$1.500	\$1.364	\$1.500	\$1.364
Haiti	\$2.600	\$2.364	\$2.600	\$2.364
Hawaii	\$0.020	\$0.019	\$0.020	\$0.019
Honduras	\$1.400	\$1.273	\$1.400	\$1.273
Hong Kong	\$0.030	\$0.028	\$0.030	\$0.028
Hungary	\$0.050	\$0.046	\$0.500	\$0.455
Iceland	\$1.000	\$0.910	\$1.000	\$0.910
India	\$0.050	\$0.046	\$0.050	\$0.046
Indonesia	\$0.200	\$0.182	\$0.250	\$0.228
Iran	\$0.300	\$0.273	\$0.200	\$0.182
Iraq	\$0.300	\$0.273	\$0.300	\$0.273
Ireland	\$0.030	\$0.028	\$0.300	\$0.273
Israel	\$0.030	\$0.028	\$0.250	\$0.228
Italy	\$0.030	\$0.028	\$0.400	\$0.364
Ivory Coast	\$1.900	\$1.728	\$1.900	\$1.728
Jamaica	\$1.350	\$1.228	\$1.350	\$1.228
Japan	\$0.030	\$0.028	\$0.300	\$0.273
Jordan	\$0.300	\$0.273	\$0.350	\$0.319
Kazakhstan	\$1.550	\$1.410	\$1.550	\$1.410
Kenya	\$0.300	\$0.273	\$0.450	\$0.410
Kiribati	\$0.900	\$0.819	\$0.900	\$0.819
Korea DPR (North)	\$1.600	\$1.455	\$1.600	\$1.455
Korea Republic (South)	\$0.030	\$0.028	\$0.050	\$0.046
Kuwait	\$1.400	\$1.273	\$1.400	\$1.273
Kyrgyzstan	\$1.550	\$1.410	\$1.550	\$1.410
Lao PDR	\$0.200	\$0.182	\$0.200	\$0.182
Latvia	\$1.150	\$1.046	\$1.150	\$1.046
Lebanon	\$0.100	\$0.091	\$0.400	\$0.364
Lesotho	\$1.350	\$1.228	\$1.350	\$1.228
Liberia	\$1.950	\$1.773	\$1.950	\$1.773
Libya	\$1.600	\$1.455	\$1.600	\$1.455
Liechtenstein	\$0.600	\$0.546	\$0.600	\$0.546
Lithuania	\$0.200	\$0.182	\$0.200	\$0.182
Luxembourg	\$0.750	\$0.682	\$0.750	\$0.682
Macau	\$1.350	\$1.228	\$1.350	\$1.228
Macedonia FYR	\$0.250	\$0.228	\$0.450	\$0.410
Madagascar	\$1.900	\$1.728	\$1.900	\$1.728
Malawi	\$1.600	\$1.455	\$1.600	\$1.455
Malaysia	\$0.030	\$0.028	\$0.090	\$0.082
Maldives	\$1.900	\$1.728	\$1.900	\$1.728
Mali	\$1.900	\$1.728	\$1.900	\$1.728
Malta	\$0.200	\$0.182	\$0.050	\$0.046
Northern Mariana Islands	\$1.400	\$1.273	\$1.400	\$1.273
Marshall Islands	\$1.700	\$1.546	\$1.700	\$1.546
Martinique	\$1.350	\$1.228	\$1.350	\$1.228

Our Customer Terms

Telstra Business All-4-Biz Plan Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Mauritania	\$1.900	\$1.728	\$1.900	\$1.728
Mauritius	\$0.300	\$0.273	\$0.300	\$0.273
Mayotte	\$1.400	\$1.273	\$1.400	\$1.273
Mexico	\$1.100	\$1.000	\$1.100	\$1.000
Micronesia Federated States	\$1.700	\$1.546	\$1.700	\$1.546
Moldova Republic	\$1.900	\$1.728	\$1.900	\$1.728
Monaco	\$1.150	\$1.046	\$1.150	\$1.046
Mongolia	\$1.950	\$1.773	\$1.950	\$1.773
Montenegro	\$0.250	\$0.228	\$0.450	\$0.410
Montserrat	\$1.600	\$1.455	\$1.600	\$1.455
Morocco	\$1.950	\$1.773	\$1.950	\$1.773
Mozambique	\$1.950	\$1.773	\$1.950	\$1.773
Myanmar	\$1.700	\$1.546	\$1.700	\$1.546
Namibia	\$1.600	\$1.455	\$1.600	\$1.455
Nauru	\$0.900	\$0.819	\$0.900	\$0.819
Nepal	\$1.600	\$1.455	\$1.600	\$1.455
Netherlands	\$0.030	\$0.028	\$0.450	\$0.410
Netherlands Antilles	\$1.600	\$1.455	\$1.600	\$1.455
New Caledonia	\$1.000	\$0.910	\$1.000	\$0.910
New Zealand	\$0.030	\$0.028	\$0.450	\$0.410
Nicaragua	\$0.250	\$0.228	\$0.250	\$0.228
Niger	\$1.900	\$1.728	\$1.900	\$1.728
Nigeria	\$0.250	\$0.228	\$0.250	\$0.228
Niue	\$1.150	\$1.046	\$1.150	\$1.046
Norfolk Island	\$0.970	\$0.882	\$0.970	\$0.882
Norway	\$0.600	\$0.546	\$1.000	\$0.910
Oman	\$1.300	\$1.182	\$1.300	\$1.182
Pakistan	\$0.150	\$0.137	\$0.300	\$0.273
Palau	\$1.300	\$1.182	\$1.300	\$1.182
Palestinian Territory	\$0.030	\$0.028	\$0.250	\$0.228
Panama	\$1.350	\$1.228	\$1.350	\$1.228
Papua New Guinea	\$1.980	\$1.800	\$1.980	\$1.800
Paraguay	\$0.250	\$0.228	\$0.250	\$0.228
Peru	\$0.300	\$0.273	\$0.300	\$0.273
Philippines	\$0.020	\$0.019	\$0.300	\$0.273
Poland	\$0.100	\$0.091	\$0.450	\$0.410
Portugal	\$0.050	\$0.046	\$1.450	\$1.319
Puerto Rico	\$0.750	\$0.682	\$0.750	\$0.682
Qatar	\$1.900	\$1.728	\$1.900	\$1.728
Reunion	\$1.600	\$1.455	\$1.600	\$1.455
Romania	\$0.200	\$0.182	\$0.400	\$0.364
Russian Federation	\$0.070	\$0.064	\$0.100	\$0.091
Rwanda	\$1.600	\$1.455	\$1.600	\$1.455
Samoa	\$0.550	\$0.500	\$0.550	\$0.500
San Marino	\$1.590	\$1.446	\$1.590	\$1.446

Our Customer Terms

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Sao Tome & Principe	\$1.600	\$1.455	\$1.600	\$1.455
Saudi Arabia	\$1.580	\$1.437	\$1.830	\$1.664
Senegal	\$1.950	\$1.773	\$1.950	\$1.773
Serbia	\$0.250	\$0.228	\$0.450	\$0.410
Seychelles	\$1.900	\$1.728	\$1.900	\$1.728
Sierra Leone	\$1.900	\$1.728	\$1.900	\$1.728
Singapore	\$0.020	\$0.019	\$0.020	\$0.019
Slovakia	\$0.200	\$0.182	\$0.200	\$0.182
Slovenia	\$0.100	\$0.091	\$0.100	\$0.091
Solomon Islands	\$1.340	\$1.219	\$1.590	\$1.446
Somalia	\$1.950	\$1.773	\$1.950	\$1.773
South Africa	\$0.150	\$0.137	\$0.300	\$0.273
Spain	\$0.070	\$0.064	\$0.400	\$0.364
Sri Lanka	\$0.150	\$0.137	\$0.200	\$0.182
Saint Helena	\$1.400	\$1.273	\$1.400	\$1.273
Saint Kitts & Nevis	\$1.400	\$1.273	\$1.400	\$1.273
Saint Lucia	\$1.400	\$1.273	\$1.400	\$1.273
Saint Pierre & Miquelon	\$1.350	\$1.228	\$1.350	\$1.228
Saint Vincent & The Grenadines	\$1.400	\$1.273	\$1.400	\$1.273
Sudan	\$1.600	\$1.455	\$1.600	\$1.455
Suriname	\$1.350	\$1.228	\$1.350	\$1.228
Swaziland	\$1.900	\$1.728	\$1.900	\$1.728
Sweden	\$0.050	\$0.046	\$0.300	\$0.273
Switzerland	\$0.050	\$0.046	\$0.400	\$0.364
Syria	\$0.400	\$0.364	\$0.400	\$0.364
Taiwan	\$0.030	\$0.028	\$0.150	\$0.137
Tajikistan	\$1.350	\$1.228	\$1.350	\$1.228
Tanzania United Republic	\$1.600	\$1.455	\$1.600	\$1.455
Thailand	\$0.070	\$0.064	\$0.070	\$0.064
Togo	\$1.900	\$1.728	\$1.900	\$1.728
Tokelau	\$1.400	\$1.273	\$1.400	\$1.273
Tonga	\$0.900	\$0.819	\$0.900	\$0.819
Trinidad & Tobago	\$1.150	\$1.046	\$1.150	\$1.046
Tunisia	\$1.200	\$1.091	\$1.200	\$1.091
Turkey	\$0.200	\$0.182	\$0.400	\$0.364
Turkmenistan	\$1.350	\$1.228	\$1.350	\$1.228
Turks & Caicos Islands	\$1.600	\$1.455	\$1.600	\$1.455
Tuvalu	\$1.150	\$1.046	\$1.150	\$1.046
Uganda	\$1.600	\$1.455	\$1.600	\$1.455
Ukraine	\$0.200	\$0.182	\$0.200	\$0.182
United Arab Emirates	\$0.350	\$0.319	\$0.350	\$0.319
United Kingdom	\$0.020	\$0.019	\$0.300	\$0.273
Uruguay	\$0.200	\$0.182	\$0.600	\$0.546
United States	\$0.020	\$0.019	\$0.020	\$0.019
Uzbekistan	\$1.350	\$1.228	\$1.350	\$1.228

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Vanuatu	\$0.900	\$0.819	\$0.900	\$0.819
Vatican City	\$0.400	\$0.364	\$0.400	\$0.364
Venezuela	\$1.000	\$0.910	\$1.000	\$0.910
Viet Nam	\$0.250	\$0.228	\$0.250	\$0.228
Virgin Islands (British)	\$1.600	\$1.455	\$1.600	\$1.455
Virgin Islands (US)	\$0.750	\$0.682	\$0.750	\$0.682
Wallis & Futuna	\$1.400	\$1.273	\$1.400	\$1.273
Yemen	\$1.600	\$1.455	\$1.600	\$1.455
Zambia	\$1.600	\$1.455	\$1.600	\$1.455
Zimbabwe	\$0.300	\$0.273	\$0.700	\$0.637

3.11 In relation to ISDN Services added to an Account, we charge you the following per month:

Monthly Charge	GST excl.	GST incl.
ISDN 2	\$57.73	\$63.50
ISDN 2 Enhanced	\$62.27	\$68.50
ISDN 10	\$277.27	\$305.00
ISDN 20	\$554.55	\$610.00
ISDN 30	\$804.55	\$885.00
ISDN additional 10 channels	\$250.00	\$275.00

For ACT customers: If your ISDN Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Inbound Services

3.12 You may nominate your existing Inbound Services with us to be added to your Account. If you do so, the terms set out in the [Inbound Services Section of Our Customer Terms](#) apply, except as modified below.

3.13 In relation to Inbound Services added to an Account, we charge you the following:

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Monthly charge

Inbound Service	Monthly charge (GST excl.)	Monthly charge (GST incl.)
For each FreeCall 1800 service	\$25.00	\$27.50
For each FreeCall One8 service	\$1,000.00	\$1,100.00
For each Priority 1300 service	\$25.00	\$27.50
For each Priority One3 service	\$1,375.00	\$1,512.50

- 3.14 In addition to the Monthly charge above, we will charge you a monthly government number charge for your Telstra Inbound service for each of your Priority One3 and Freecall One8 numbers that are in use. For the purposes of this charge, 'in use' means numbers that are active or suspended but excludes numbers that have been cancelled or are in quarantine. The monthly government number charge is equivalent to 1/12th of the annual charge we have to pay (rounded up to the nearest cent) for each Priority One3 and Freecall One8 number calculated in accordance with any determination made by the ACMA under section 20 of the Telecommunications (Numbering Charges) Act 1997. We will tell you what this charge if you ask us.
- 3.15 **For ACT customers:** If your Inbound Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Inbound Services call rates

Inbound Service	All-4-Biz Mach IV Plan V2 500		All-4-Biz Mach IV Plan V2 1000		All-4-Biz Mach IV Plan V2 1500		All-4-Biz Mach IV Plan V2 2000		All-4-Biz Mach IV Plan V2 2500		All-4-Biz Mach IV Plan V2 3000		All-4-Biz Mach IV Plan V2 4000		All-4-Biz Mach IV Plan V2 5000		All-4-Biz Mach IV Plan V2 6000		All-4-Biz Mach IV Plan V2 8000		All-4-Biz Mach IV Plan V2 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																						
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300																						
Local calls (per min charged per second)	6.18 ¢	6.80 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.18 ¢	4.60 ¢
National Long Distance Calls (STD) (per min charged per second)	10.91 ¢	12.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢
Mobile originatin	10.91 ¢	12.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

g calls (per min charged per second)																							
Mobile terminatin g calls (per min charged per second)	28.1 8 ¢	31.00 ¢	27.2 7 ¢	30.0 0 ¢	27.2 7 ¢	30.0 0 ¢	27.2 7 ¢	30.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.0 0 ¢	27.5 0 ¢	25.0 0 ¢	27.5 0 ¢	23.6 4 ¢	26.0 0 ¢	23.6 4 ¢	26.0 0 ¢	

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Inbound Service	All-4-Biz Mach IV Plan V2 15000		All-4-Biz Mach IV Plan V2 20000		All-4-Biz Mach IV Plan V2 25000		All-4-Biz Mach IV Plan V2 30000		All-4-Biz Mach IV Plan V2 35000		All-4-Biz Mach IV Plan V2 40000		All-4-Biz Mach IV Plan V2 450000		All-4-Biz Mach IV Plan V2 50000		All-4-Biz Mach IV Plan V2 55000		All-4-Biz Mach IV Plan V2 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																				
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300																				
Local calls (per min charged per second)	4.18 ¢	4.60 ¢	3.64 ¢	4.00 ¢	3.64 ¢	4.00 ¢	3.55 ¢	3.90 ¢	3.55 ¢	3.90 ¢	3.55 ¢	3.90 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢
National Long Distance Calls (STD) (per min charged per second)	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢
Mobile originating calls (per min charged per second)	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢
Mobile terminating calls (per min)	23.18 ¢	25.50 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

charged per second)																							
Inbound Service	All-4-Biz Mach IV Plan V2 500		All-4-Biz Mach IV Plan V2 1000		All-4-Biz Mach IV Plan V2 1500		All-4-Biz Mach IV Plan V2 2000		All-4-Biz Mach IV Plan V2 2500		All-4-Biz Mach IV Plan V2 3000		All-4-Biz Mach IV Plan V2 4000		All-4-Biz Mach IV Plan V2 5000		All-4-Biz Mach IV Plan V2 6000		All-4-Biz Mach IV Plan V2 8000		All-4-Biz Mach IV Plan V2 10000		
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
Freecall 1800																							
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
FreeCall 1800																							
Local calls (per min charged per second)	6.18 ¢	6.80 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	4.82 ¢	5.30 ¢	4.82 ¢	5.30 ¢	4.82 ¢
National Long Distance Calls (STD) (per min charged per second)	14.55 ¢	16.00 ¢	12.73 ¢	14.00 ¢	12.27 ¢	13.50 ¢	11.82 ¢	13.00 ¢	10.91 ¢	12.00 ¢	10.91 ¢	12.00 ¢	10.91 ¢	12.00 ¢	10.45 ¢	11.50 ¢	10.45 ¢	11.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Mobile originating calls (per min charged per second)	16.3 6 ¢	18.0 0 ¢	14.5 5 ¢	16.0 0 ¢	14.0 9 ¢	15.5 0 ¢	13.6 4 ¢	15.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.2 7 ¢	13.5 0 ¢	12.2 7 ¢	13.5 0 ¢	10.9 1 ¢	12.0 0 ¢	10.9 1 ¢	12.0 0 ¢
Mobile terminating calls (per min charged per second)	28.1 8 ¢	31.0 0 ¢	27.2 7 ¢	30.0 0 ¢	27.2 7 ¢	30.0 0 ¢	27.2 7 ¢	30.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.4 5 ¢	28.0 0 ¢	25.0 0 ¢	27.5 0 ¢	25.0 0 ¢	27.5 0 ¢	23.6 4 ¢	26.0 0 ¢	23.6 4 ¢	26.0 0 ¢

Inbound Service	All-4-Biz Mach IV Plan V2 15000		All-4-Biz Mach IV Plan V2 20000		All-4-Biz Mach IV Plan V2 25000		All-4-Biz Mach IV Plan V2 30000		All-4-Biz Mach IV Plan V2 35000		All-4-Biz Mach IV Plan V2 40000		All-4-Biz Mach IV Plan V2 450000		All-4-Biz Mach IV Plan V2 50000		All-4-Biz Mach IV Plan V2 55000		All-4-Biz Mach IV Plan V2 60000		
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	
Freecall 1800																					
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	
Freecall 1800																					
Local calls (per min charged per second)	4.82 ¢	5.30 ¢	4.82 ¢	5.30 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	

Our Customer Terms

Telstra Business All-4-Biz Plan Section

National Long Distance Calls (STD) (per min charged per second)	8.64 ¢	9.50 ¢	7.27 ¢	8.00 ¢	7.27	8.00 ¢	7.27 ¢	8.00 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢
Mobile originating calls (per min charged per second)	10.45 ¢	11.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	8.64 ¢	9.50 ¢	8.64 ¢	9.50 ¢	8.64 ¢	9.50 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢
Mobile terminating calls (per min charged per second)	23.18 ¢	25.50 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢

Telstra Business All-4-Biz Plan for Enterprise Section

Telstra Business All-4-Biz Mach IV Fixed Voice Service Plan

- 3.16 If you are specifically invited by us, you may connect Basic Telephone Service or NBN digital voice service (**Eligible Voice Service**) on your Account to an All-4-Biz Mach IV Fixed Voice Plan. The All-4-Biz Mach IV Fixed Voice Plan is available as a month-by-month plan with a \$120 monthly access fee (**\$120 Fixed Voice Plan**).
- 3.17 Local calls, calls to 019 Numbers, National long distance (STD) calls and calls to Australian mobile numbers (included calls) are included in the \$120 Fixed Voice Plan monthly access fee. Our FairPlay policy applies.
- 3.18 Your included calls don't include any other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, calls to 13 and 1300 calls, third party content calls, international calls, and calls to 19xx and 12xx numbers.
- 3.19 We charge you the international call rates set out in clauses 3.7 to 3.10 for international calls you make from an **Eligible Voice Service** connected to \$120 Fixed Voice Plan.
- 3.20 Each month you must pay us a \$120 monthly access fee and any charges for calls that are not eligible for the purposes of your included calls.
- 3.21 **ACT customers:** If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.
- 3.22 **Basic Telephone Services:** the terms applicable to Basic Telephone Services set out in Our Customer Terms apply to the All-4-Biz Mach IV Fixed Service Voice Plan (including but not limited to [Part A – General of the Basic Telephone Service section of Our Customer Terms](#)) except to the extent of any inconsistency with these sections 3.22 to 3.23
- 3.23 **NBN digital voice services:** the terms applicable to NBN digital voice services set out in Our Customer Terms apply to the All-4-Biz Mach IV Fixed Service Voice Plan V2 (including but not limited to the [General Terms for Services on the National Broadband Network](#) and the [T-Biz Voice NBN](#) section) except to the extent of any inconsistency with these sections 3.22 to 3.23.

Telstra Business Mobile Fund Plans and Telstra Business Mobile Broadband Fund Plans

- 3.24 Telstra Mobile services must be on a Telstra Business Mobile Fund Plan or Telstra Business Mobile Broadband Fund Plan to count towards your Minimum Monthly Commitment.
- 3.25 Telstra Business Mobile Fund Plans terms and conditions (including prices) are set out in section 9 of [Part B – Our current and recent business pricing plans of the Telstra Mobiles section of Our Customer Terms](#).

Telstra Business All-4-Biz Plan for Enterprise Section

- 3.26 Telstra Business Mobile Broadband Fund Plans terms and conditions (including prices) are set out in section 39 of [Part G – Data Services of the Telstra Mobiles section of Our Customer Terms](#).
- 3.27 Services connected to the following plans can be on your Account but will not count to your Minimum Monthly Commitment
- Telstra Business Mobile SBO Plans
 - Telstra Business Mobile SIM Plan
 - Telstra Business Mobile Casual plans
 - Telstra Business Fleet Connect
 - Business Mobile Broadband Plans (Share)
 - Business Mobile Broadband Plans (Non-Share)

4 Early termination and contract variation charges

Changing your Minimum Monthly Commitment or Minimum Term

- 4.1 You may vary your Minimum Monthly Commitment or minimum term during your minimum term if All-4-Biz Mach IV Plans V2 are still available for sale to new customers at the time you wish to vary your Minimum Monthly Commitment or minimum term. If you wish to change your Minimum Monthly Commitment or minimum term, you do not need to restart your minimum term. Your call rates and discounts will be adjusted on a pro-rata basis to reflect your new Minimum Monthly Commitment or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis and you may need to pay us a contract variation charge as set out below.
- 4.2 If you vary your Telstra Business All-4-Biz Plan V2 by changing your minimum term and or your Minimum Monthly Commitment before the end of your minimum term we will determine whether that change constitutes an upgrade or downgrade using the following formulas:

Current Value = your current Minimum Monthly Commitment multiplied by the number of months in your current minimum term

Proposed Value = your new Minimum Monthly Commitment multiplied by the number of months in your new minimum term

- 4.3 If the Proposed Value is:
- (a) more than your Current Value, we will adjust your Loyalty Bonus in accordance with the Loyalty Bonus CVC Upgrade Formula below.
 - (b) less than the Current Value, you may have to pay us a Contract Variation Charge calculated according to the CVC Downgrade Formula below.

CVC Upgrade Formula

New Loyalty Bonus Fund Balance = $(A \times B \div C) + (D \times E \div F) - G$

Where:

Telstra Business All-4-Biz Plan for Enterprise Section

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus used

4.4 CVC Downgrade Formula

$$\text{CVC} = ((A \times B \div C) + (D \times E \div F) - G) - (H \div F \times J)$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus Used

H = Original Base ETC

J = Number of days remaining in the original minimum term

4.5 We will tell you the new Loyalty Bonus if you ask us.

4.6 If the CVC Downgrade Formula produces an amount less than \$0 then you must pay us that amount as a CVC as if it were a positive amount. If the CVC Downgrade Formula produces an amount equal to or greater than \$0 you do not have to pay a CVC.

4.7 To avoid doubt, you may have to pay a CVC even if:

- (a) you increase your Minimum Monthly Commitment at the same time as you decrease your minimum term; or

Telstra Business All-4-Biz Plan for Enterprise Section

- (b) you increase your minimum term at the same time as you decrease your Minimum Monthly Commitment.

4.8 If the minimum term of your Telstra Business All-4-Biz Mach IV Plan V2 has expired and you have not recontracted for a further minimum term, you may change your Minimum Monthly Commitment at any time if All-4-Biz Mach IV Plans V2 are available for sale to new customers at the time. Your Minimum Monthly Commitment and Monthly Included Value will be adjusted on a pro-rata basis.

Early termination charge

4.9 If your All-4-Biz Mach IV Plan V2 is terminated or cancelled before the end of your minimum term, you will need to pay an Early Termination Charge (ETC) calculated as:

Your Minimum Monthly Commitment x the number of months or part remaining in your minimum term x 0.2

4.10 You also need to repay us for any Loyalty Bonus spent which exceeds your Loyalty Bonus Entitlement, calculated as:

Loyalty Bonus Entitlement = Total Loyalty Bonus divided by the total number of days in your minimum term, multiplied by the number of days remaining in your minimum term.

4.11 If the Loyalty Bonus Entitlement figure is less than the Loyalty Bonus you have spent, you must pay us the difference. If the Loyalty Bonus Entitlement figure is more than the Loyalty Bonus you have spent, you only need to pay us the ETC.

4.12 You acknowledge that this is a genuine pre-estimate of our loss.

4.13 The Base ETC is set out in the table below. All amounts are inclusive of GST.

Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach IV Plan V2 500	\$180.00	\$270.00	\$360.00	\$450.00
Telstra Business All-4-Biz Mach IV Plan V2 1000	\$360.00	\$540.00	\$720.00	\$900.00
Telstra Business All-4-Biz Mach IV Plan V2 1500	\$540.00	\$810.00	\$1,080.00	\$1,350.00
Telstra Business All-4-Biz Mach IV Plan V2 2000	\$720.00	\$1,080.00	\$1,440.00	\$1,800.00

Telstra Business All-4-Biz Plan for Enterprise Section

Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach IV Plan V2 2500	\$900.00	\$1,350.00	\$1,800.00	\$2,250.00
Telstra Business All-4-Biz Mach IV Plan V2 3000	\$1,080.00	\$1,620.00	\$2,160.00	\$2,700.00
Telstra Business All-4-Biz Mach IV Plan V2 4000	\$1,440.00	\$2,160.00	\$2,880.00	\$3,600.00
Telstra Business All-4-Biz Mach IV Plan V2 5000	\$1,800.00	\$2,700.00	\$3,600.00	\$4,500.00
Telstra Business All-4-Biz Mach IV Plan V2 6000	\$2,160.00	\$3,240.00	\$4,320.00	\$5,400.00
Telstra Business All-4-Biz Mach IV Plan V2 8000	\$2,880.00	\$4,320.00	\$5,760.00	\$7,200.00
Telstra Business All-4-Biz Mach IV Plan V2 10000	\$3,600.00	\$5,400.00	\$7,200.00	\$9,000.00
Telstra Business All-4-Biz Mach IV Plan V2 15000	\$5,400.00	\$8,100.00	\$10,800.00	\$13,500.00
Telstra Business All-4-Biz Mach IV Plan V2 20000	\$7,200.00	\$10,800.00	\$14,400.00	\$18,000.00
Telstra Business All-4-Biz Mach IV Plan V2 25000	\$9,000.00	\$13,500.00	\$18,000.00	\$22,500.00
Telstra Business All-4-Biz Mach IV Plan V2 30000	\$10,800.00	\$16,200.00	\$21,600.00	\$27,000.00
Telstra Business All-4-Biz Mach IV Plan V2 35000	\$12,600.00	\$18,900.00	\$25,200.00	\$31,500.00
Telstra Business All-4-Biz Mach IV Plan V2 40000	\$14,400.00	\$21,600.00	\$28,800.00	\$36,000.00
Telstra Business All-4-Biz Mach IV Plan V2 45000	\$16,200.00	\$24,300.00	\$32,400.00	\$40,500.00

The Telstra Business All-4-Biz Plan Section was last changed on 24 June 2019.

Telstra Business All-4-Biz Plan for Enterprise Section

Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach IV Plan V2 50000	\$18,000.00	\$27,000.00	\$36,000.00	\$45,000.00
Telstra Business All-4-Biz Mach IV Plan V2 55000	\$19,800.00	\$29,700.00	\$39,600.00	\$49,500.00
Telstra Business All-4-Biz Mach IV Plan V2 60000	\$21,600.00	\$32,400.00	\$43,200.00	\$54,000.00

5 Loyalty Bonus

- 5.1 You will be entitled to a **Loyalty Bonus** with your Telstra Business All-4-Biz Mach IV Plan V2.
- 5.2 Within 30 days of the start date of your Telstra Business All-4-Biz Mach IV Plan V2, we will create a Loyalty Bonus account for you and credit this account with the amount shown on your order form for your All-4-Biz Mach IV Plan V2.
- 5.3 If you choose a 48 or 60 month minimum term for your Telstra Business All-4-Biz Mach IV Plan V2 and you are still connected to your plan 36 months after the date your plan starts, you will be entitled to an additional Loyalty Bonus amount shown on your order form for your All-4-Biz Mach IV Plan V2. We will credit the additional Loyalty Bonus to your account within 30 days of the start of the fourth year of your minimum term.
- 5.4 You may only redeem the Loyalty Bonus for credit for:
- (a) approved Telstra products or approved fees/charges which you have purchased and paid for (a list of these can be accessed by clicking [here](#)) which are used in connection with a Nominated Service on your Account; and
 - (b) other purposes approved by us and notified to you from time to time.
- 5.5 It is important that you check the list of approved Telstra products regularly, as it may be changed and updated from time to time. However, to avoid doubt, the following are **not** approved products or purposes and can never be redeemed against the Loyalty Bonus amount:
- (a) your Minimum Monthly Commitment;
 - (b) charges for Nominated Services (for example, monthly accesses and usage charges);

Telstra Business All-4-Biz Plan for Enterprise Section

- (c) Mobile Repayment Option, Fixed Repayment Option or rental payment amounts;
 - (d) products not used in conjunction with the Nominated Services;
 - (e) managed infrastructure network costs, network extension charges or enterprise works costs;
 - (f) courier, delivery and freight costs;
 - (g) purchases made (or services provided) through a non-approved channel or outside of your Account;
 - (h) Telstra Business Systems lease or rental charges; and
 - (i) non-Telstra Business Systems PABX equipment.
- 5.6 Your Loyalty Bonus amount is not transferable or redeemable as cash and cannot be taken as a cheque, paid to third parties or used to pay any existing service or equipment charges.
- 5.7 We will reduce the amount in your Loyalty Bonus account by the full GST inclusive retail list price of the approved items redeemed by you. Once the redemption is confirmed and processed, the relevant credit will appear in your next Telstra bill for your Telstra Business All-4-Biz Mach IV Plan V2.
- 5.8 We may suspend or close your Loyalty Bonus account at any time by notice to you if:
- (a) you do not pay any amounts due to us on time; or
 - (b) an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 5.9 Upon the expiry or termination of your Telstra Business All-4-Biz Mach IV Plan V2, your Loyalty Bonus account will be closed and any balance remaining will be extinguished.

6 Telstra Business All-4-Biz Mach IV Plan V2 FairPlay Policy

What is the FairPlay Policy?

- 6.1 It is important to us that our customers can access our services. Because of this, you must follow our FairPlay Policy when you use our Telstra Business All-4-Biz Mach IV Plan V2.

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- 6.2 Our FairPlay Policy is intended to ensure that our customers do not use any services or benefits provided under our Telstra Business All-4-Biz Mach IV Plan V2 in an unreasonable or fraudulent manner or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our FairPlay Policy.
- 6.3 We can rely on our FairPlay Policy where we reasonably consider that you have used our Telstra Business All-4-Biz Mach IV Plan V2 in a way that is unreasonable or in the situations set out below under “Commercial use”.
- 6.4 The Telstra Business All-4-Biz Mach IV Plan V2 is a FairPlay offer and our FairPlay Policy applies in addition to any other FairPlay, Reasonable Use or Acceptable Use policy that might apply to any individual services you add to your Account, except:
- (a) the restrictions concerning excessive use described under clauses 9.12 to 9.14 of Part A - General of the Telstra Mobile Section of Our Customer Terms; or
 - (b) the reasonable use policy under clauses 2.1 to 2.3 of Part D - Business Phone Services of the Basic Telephone Service Section of Our Customer Terms.

Commercial use

- 6.5 The Telstra Business All-4-Biz Mach IV Plan V2 is intended for retail customers to use for their own business usage. We make available wholesale services under other sections of Our Customer Terms. Such wholesale services are made available pursuant to terms and conditions (including prices) which are intended to provide both us and our customers a fair commercial return. Customers who use our services in their capacity as carriers or carriage service providers (or as suppliers of carriers or carriage service providers) must acquire services for such purposes under wholesale terms and conditions. The following clauses are intended to ensure that this occurs.
- 6.6 You must not resell or commercially exploit our Telstra Business All-4-Biz Mach IV Plan V2 or any services you add to your Account. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- 6.7 You may not use our services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- 6.8 You can only use a service that we provide you with handsets or other devices that have been approved by us for use on our networks.
- 6.9 We can rely on our FairPlay Policy if we reasonably think that you have breached any of the three previous clauses.

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Unreasonable use

- 6.10 You must not use the Telstra Business All-4-Biz Mach IV Plan V2 or any services you add to your Account in a way that is unreasonable. We consider it unreasonable where you use our Telstra Business All-4-Biz Mach IV Plan V2 or any services you add to your Account fraudulently or in a manner that causes significant network congestion. Fraudulent use of our Telstra Business All-4-Biz Mach IV Plan V2 covers resupplying the plan or any services you add to your Account without our consent, so that someone else can take advantage of the benefits of a Telstra Business All-4-Biz Mach IV Plan V2.
- 6.11 We also consider it unreasonable if you use any Telstra Mobile service connected under the Telstra Business All-4-Biz Mach IV Plan V2 for the purposes of telemetry or any other machine-to-machine application.

What we can do

- 6.12 If we reasonably believe that you are in breach of this FairPlay Policy, we can:
- (a) cancel or limit your right to use your Telstra Business All-4-Biz Mach IV Plan V2 or any services you add to your Account without telling you before we do so; and
 - (b) suspend or cancel your services which have been used in connection with the Telstra Business All-4-Biz Mach IV Plan V2 offers by telling you in writing 30 days before we do so.

7 What is the Telstra Business All-4-Biz Mach IV Plan?

- 7.1 The Telstra Business All-4-Biz Mach IV Plan helps you consolidate your eligible business communication services into one flexible, easy to manage account.
- 7.2 With the Telstra Business All-4-Biz Mach IV Plan, you can:
- (a) create a Telstra Business All-4-Biz Mach IV Plan account (“**Account**”) and add eligible Telstra services to that Account;
 - (b) select a **Minimum Monthly Commitment**, which gives you an equivalent amount of **Monthly Included Value**, which is used to pay the eligible charges that you incur for using the Telstra services on your Account; and
 - (c) access the following special features:
 - (i) special fixed voice and mobile call pricing;
 - (ii) free voice calls in Australia between eligible fixed and mobile services on your Account (subject to the Telstra Business All-4-Biz Mach IV Plan FairPlay Policy); and

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- (iii) a Loyalty Bonus.

Availability

- 7.3 The Telstra Business All-4-Biz Mach IV Plan is available for a 24, 36, 48 or 60 month minimum term.
- 7.4 The Telstra Business All-4-Biz Mach IV Plan is not available to Telstra Wholesale customers.
- 7.5 Pricing provided under a Telstra Business All-4-Biz Mach IV Plan is not compatible with any other Telstra offer.

Eligibility

- 7.6 To be eligible for the Telstra Business All-4-Biz Mach IV Plan you must:
 - (a) have an ABN, ACN or ARBN; and
 - (b) nominate at least one Basic Telephone Service, ISDN Service, or Telstra Business All-4-Biz Mach IV Mobile service to be added to your Telstra Business All-4-Biz Mach IV Plan Account - see “Nominated Services” below.
- 7.7 We supply the Telstra Business All-4-Biz Mach IV Plan for business purposes and you must use the Telstra Business All-4-Biz Mach IV Plan predominantly for business purposes.
- 7.8 In addition to our rights under the General Terms, you will not be eligible for the Telstra Business All-4-Biz Mach IV Plan or we may cancel your Telstra Business All-4-Biz Mach IV Plan if you:
 - (d) charge any other person for any of the services or benefits provided to you under the Telstra Business All-4-Biz Mach IV Plan;
 - (e) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under the Telstra Business All-4-Biz Mach IV Plan; or
 - (f) act as agent for any person in entering into the Telstra Business All-4-Biz Mach IV Plan or a service which you have nominated to be included under the Telstra Business All-4-Biz Mach IV Plan.

Eligible Charges

- 7.9 We deduct the following types of charges (“**Eligible Charges**”) for the Nominated Services on your Account from your Monthly Included Value:
 - (a) monthly access charges or service fees (if any);
 - (b) usage charges (for example, for calls or excess data usage); and

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- (c) Mobile or Fixed Repayment Option repayment amounts.

7.10 The following types of charges are not Eligible Charges and will not be deducted from the Monthly Included Value:

- (a) upfront charges for hardware or equipment;
- (b) managed infrastructure network costs, network extension or enterprise works costs; and
- (c) other charges you might incur that are not of a kind listed in clause 7.9 above.

Nominated Services

7.11 You must nominate Telstra services to be added to your Account. Only eligible Telstra services approved by us can be added (“**Nominated Service**”).

7.12 Nominated Services are governed by their respective terms and conditions, including prices, as set out in Our Customer Terms or other arrangements we have with you.

7.13 If you wish to transfer and add existing services you have (with us or another service provider) to your Account (to be counted as Nominated Services), early termination charges may apply to your existing services. To confirm such charges, contact your current provider for these services.

7.14 You must pre-select us to supply all your national long distance (STD) calls, international calls, fixed calls to mobile numbers and mobile services (“**Pre-Selectable Services**”) for all Nominated Services under your Account. You appoint us as your agent for the sole purpose of pre-selecting all Pre-Selectable Services and authorise us to do all things, and execute all documentation (including Transfer Authority Forms or Carrier Authority Forms) on your behalf to enable you to comply with this clause.

7.15 You may add Nominated Services to your Account at any time. Minimum contract terms may be applicable to your Nominated Services. If you cancel a Nominated Service during an applicable minimum contract term, early termination charges may apply in relation to that Nominated Service. To confirm such charges, contact your current provider for these services.

7.16 In addition to services notified by us from time to time, the following Telstra services and plans cannot be included on your account as Nominated Services. Any charges for them will not be deducted from the Monthly Included Value:

- (a) any fixed line service connected to a BusinessLine® Choice or BusinessLine Part plan or to any other plan that is not a BusinessLine plan or an All-4-Biz Mach IV Fixed Voice Plan;

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- (b) any Telstra mobile service not connected to a Telstra Business All-4-Biz Mach IV Mobile Service Plan; and
- (c) Digital Office Technology (DOT), T-Bundle Biz Essentials or any other business bundle services.

Free Intra Account calls

- 7.17 As a Telstra Business All-4-Biz Mach IV Plan customer, you can make voice calls in Australia from eligible fixed and mobile services on your Account to other services in Australia on the same Account in Australia for free.
- 7.18 Free Intra Account calls do not apply to inbound service provider and usage charges (calls made from services to or from 13/1300 services, ie calls to 13/1300 are excluded), video calls, international calls, premium services, Telecard, 1900 calls or international roaming calls.
- 7.19 If you have more than one Telstra Business All-4-Biz Mach IV Account, free Intra Account calls do not apply between Accounts.
- 7.20 Our Telstra Business All-4-Biz Mach IV Plan FairPlay Policy applies to free Intra Account calls.

Minimum Monthly Commitment

- 7.21 You may select one of the following Minimum Monthly Commitments for your Telstra Business All-4-Biz Mach IV Plan:

Plan	Minimum Monthly Commitment		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Mach IV Plan 500	\$454.55	\$500.00	\$454.55	\$500.00
Telstra Business All-4-Biz Mach IV Plan 1000	\$909.09	\$1,000.00	\$909.09	\$1,000.00
Telstra Business All-4-Biz Mach IV Plan 1500	\$1,363.64	\$1,500.00	\$1,363.64	\$1,500.00
Telstra Business All-4-Biz Mach IV Plan 2000	\$1,818.18	\$2,000.00	\$1,818.18	\$2,000.00
Telstra Business All-4-Biz Mach IV Plan 2500	\$2,272.73	\$2,500.00	\$2,272.73	\$2,500.00
Telstra Business All-4-Biz Mach IV Plan 3000	\$2,727.27	\$3,000.00	\$2,727.27	\$3,000.00
Telstra Business All-4-Biz Mach IV Plan 4000	\$3,636.36	\$4,000.00	\$3,636.36	\$4,000.00

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Plan	Minimum Monthly Commitment		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Mach IV Plan 5000	\$4,545.45	\$5,000.00	\$4,545.45	\$5,000.00
Telstra Business All-4-Biz Mach IV Plan 6000	\$5,454.55	\$6,000.00	\$5,454.55	\$6,000.00
Telstra Business All-4-Biz Mach IV Plan 8000	\$7,272.73	\$8,000.00	\$7,272.73	\$8,000.00
Telstra Business All-4-Biz Mach IV Plan 10000	\$9,090.91	\$10,000.00	\$9,090.91	\$10,000.00
Telstra Business All-4-Biz Mach IV Plan 15000	\$13,636.36	\$15,000.00	\$13,636.36	\$15,000.00
Telstra Business All-4-Biz Mach IV Plan 20000	\$18,181.82	\$20,000.00	\$18,181.82	\$20,000.00
Telstra Business All-4-Biz Mach IV Plan 25000	\$22,727.27	\$25,000.00	\$22,727.27	\$25,000.00
Telstra Business All-4-Biz Mach IV Plan 30000	\$27,272.73	\$30,000.00	\$27,272.73	\$30,000.00
Telstra Business All-4-Biz Mach IV Plan 35000	\$31,818.18	\$35,000.00	\$31,818.18	\$35,000.00
Telstra Business All-4-Biz Mach IV Plan 40000	\$36,363.64	\$40,000.00	\$36,363.64	\$40,000.00
Telstra Business All-4-Biz Mach IV Plan 45000	\$40,909.09	\$45,000.00	\$40,909.09	\$45,000.00
Telstra Business All-4-Biz Mach IV Plan 50000	\$45,454.55	\$50,000.00	\$45,454.55	\$50,000.00
Telstra Business All-4-Biz Mach IV Plan 55000	\$50,000.00	\$55,000.00	\$50,000.00	\$55,000.00
Telstra Business All-4-Biz Mach IV Plan 60000	\$54,545.45	\$60,000.00	\$54,545.45	\$60,000.00

7.22 The Minimum Monthly Commitment for your chosen Telstra Business All-4-Biz Mach IV Plan gives you an equivalent amount of Monthly Included Value. Unused Monthly Included Value expires each month.

Monthly charges

7.23 In relation to your Telstra Business All-4-Biz Mach IV Plan, each month you must pay us:

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- (a) the Minimum Monthly Commitment for your Telstra Business All-4-Biz Mach IV Plan;
- (b) for any Eligible Charges which are in excess of your Monthly Included Value; and
- (c) any fees or charges that are not Eligible Charges.

7.24 To avoid doubt, the Minimum Monthly Commitment is the minimum amount you must pay us each month. If your Eligible Charges in a month are less than your Monthly Included Value, you still need to pay us the Minimum Monthly Commitment. If your eligible Charges are more than your Monthly Included Value, you need to pay us for the extra usage.

Migrating existing services to a Telstra Business All-4-Biz Mach IV Plan

- 7.25 If you want to move from a Telstra Business All-4-Biz Mach I, Mach II or Mach III Plan to a Telstra Business All-4-Biz Mach IV Plan on or after 14 October 2013:
- (a) you do not need to restart your minimum term; and
 - (b) your Loyalty Bonus account will be adjusted on a pro-rata basis.

Telling you about your Telstra Business All-4-Biz Mach IV Plan

- 7.26 When you set up your Telstra Business All-4-Biz Mach IV Plan you must nominate an email address to which we may send electronic messages about your Telstra Business All-4-Biz Mach IV Plan (“**Nominated Email Address**”).
- 7.27 Upon expiry of the minimum term of your Telstra Business All-4-Biz Mach IV Plan, you will continue to receive your All-4-Biz Mach IV pricing rates and we will continue to charge you your Minimum Monthly Commitment until you notify Telstra to remove your Minimum Monthly Commitment.

8 Telstra Business All-4-Biz Mach IV Plan pricing and discounts

- 8.1 Except as expressly modified by this Telstra Business All-4-Biz Mach IV Plan Section, the pricing for your Nominated Services is set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services.
- 8.2 Once your Telstra Business All-4-Biz Mach IV Plan is terminated, the prices and discounts specified in this Telstra Business All-4-Biz Mach IV Plan Section will cease to apply and the pricing for your Nominated Services will revert to standard pricing for those services, as set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services.

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Effective average price for calls

8.3 If you only make a small number of calls of a type described in your Telstra Business All-4-Biz Mach IV Plan in a particular period, then the effective average price which you pay for local calls, 019 calls, extended zone calls and/or preferential calls may exceed:

- (a) the stated per-call charge; and/or
- (b) in any event, 22 cents (including GST) per call.

Example: If your Minimum Monthly Commitment is \$500, and you make only 500 local calls in any one month, then the effective average price of each of those calls will be \$1.00 per call (\$500 divided by the number of calls made).

Basic Telephone Service and ISDN

8.4 You may nominate existing Basic Telephone Services and ISDN Services with us to be added to your Account. If you do so, we will treat such Basic Telephone Services and ISDN Services as if they are connected to the BusinessLine plan to which they were connected prior to inclusion under your Account, except as modified below or if you connect your Basic Telephone Service to an All-4-Biz Mach IV Fixed Voice Plan. If you connect a new Basic Telephone Service or ISDN Service and nominate to add it to your Account (or if your nominated Basic Telephone Services and ISDN Services were not connected to a BusinessLine plan prior to inclusion under your Account), we will treat such services as if they were connected to a BusinessLine Complete plan.

See [Part D – Business Phone Services of the Basic Telephone Service section](#) for terms, including prices, for BusinessLine Complete. See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

See [Part B - ISDN Services of the ISDN Section](#) for terms, including prices, for ISDN. See clause 1 of [Part A – General of the ISDN Section](#) for more detail on how the various parts of the ISDN Section should be read together

8.5 If your Telstra Business All-4-Biz Mach IV Plan/Account is cancelled or terminated, the Basic Telephone Services and/or ISDN Services that were included under your Telstra Business All-4-Biz Mach IV Plan will continue on:

- (a) the BusinessLine plan to which they were connected prior to inclusion under your Telstra Business All-4-Biz Mach IV Plan, on the terms, including prices, set out in [Part D – Business Phone Services of the Basic Telephone Service section](#), or [Part B - ISDN Services of the ISDN Section](#) of Our Customer Terms, as applicable; or
- (b) if your Basic Telephone Service was connected to an All-4-Biz Mach IV Fixed Voice Plan, your Basic Telephone Service will continue on a Telstra fixed voice plan available at the time and which is on terms most comparable to your All-4-Biz Mach IV Fixed Voice Plan.

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8.6 In relation to Basic Telephone Services added to an Account, except Basic Telephone Services connected to an All-4-Biz Mach IV Fixed Voice Plan, we charge you the following:

(i) For new and recontracting customers who take up a Basic Telephone Service on and from 1 June 2017:

Monthly charge		Monthly charge where you are a charity		Monthly charge where you are a non-profit organisation	
GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
\$36.36	\$40.00	\$17.73	\$19.50	\$22.27	\$24.50

(i) For customers who took up an All-4-Biz Mach IV Plan before 1 June 2017:

Monthly charge		Monthly charge where you are a charity		Monthly charge where you are a non-profit organisation	
GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
\$31.77	\$34.95	\$17.73	\$19.50	\$22.27	\$24.50

For ACT customers: If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Our Customer Terms

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(ii) Call charges

	All-4-Biz Mach IV Plan 500		All-4-Biz Mach IV Plan 1000		All-4-Biz Mach IV Plan 1500		All-4-Biz Mach IV Plan 2000		All-4-Biz Mach IV Plan 2500		All-4-Biz Mach IV Plan 3000		All-4-Biz Mach IV Plan 4000		All-4-Biz Mach IV Plan 5000		All-4-Biz Mach IV Plan 6000		All-4-Biz Mach IV Plan 8000		All-4-Biz Mach IV Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Local calls, STD Extended Zone Calls and STD Preferential 1 Calls (per call)	15.4 5 ¢	17.0 0 ¢	14.5 5 ¢	16.0 0 ¢	14.5 5 ¢	16.0 0 ¢	14.0 9 ¢	15.5 0 ¢	13.6 4 ¢	15.0 0 ¢	13.1 8 ¢	14.5 0 ¢	12.7 3 ¢	14.0 0 ¢	12.2 7 ¢	13.5 0 ¢	11.8 2 ¢	13.0 0 ¢	10.9 1 ¢	12.0 0 ¢	10.0 0 ¢	11.0 0 ¢
Other long distance (STD) calls (per minute - charged per second)	14.5 5 ¢	16.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.7 3 ¢	14.0 0 ¢	12.2 7 ¢	13.5 0 ¢	11.8 2 ¢	13.0 0 ¢	11.3 6 ¢	12.5 0 ¢	10.9 1 ¢	12.0 0 ¢	10.4 5 ¢	11.5 0 ¢	10.0 0 ¢	11.0 0 ¢	9.55 ¢	10.5 0 ¢	9.09 ¢	10.0 0 ¢
Calls to standard Australian mobile numbers (per minute - charged per second)	24.5 5 ¢	27.0 0 ¢	24.5 5 ¢	27.0 0 ¢	24.0 9 ¢	26.5 0 ¢	23.6 4 ¢	26.0 0 ¢	23.1 8 ¢	25.5 0 ¢	22.7 3 ¢	25.0 0 ¢	22.2 7 ¢	24.5 0 ¢	21.8 2 ¢	24.0 0 ¢	20.9 1 ¢	23.0 0 ¢	20.4 5 ¢	22.5 0 ¢	20.0 0 ¢	22.0 0 ¢

Our Customer Terms

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	All-4-Biz Mach IV Plan 15000		All-4-Biz Mach IV Plan 20000		All-4-Biz Mach IV Plan 25000		All-4-Biz Mach IV Plan 30000		All-4-Biz Mach IV Plan 35000		All-4-Biz Mach IV Plan 40000		All-4-Biz Mach IV Plan 45000		All-4-Biz Mach IV Plan 50000		All-4-Biz Mach IV Plan 55000		All-4-Biz Mach IV Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	9.09 ¢	10.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	7.73 ¢	8.50 ¢	7.73 ¢	8.50 ¢	7.73 ¢	8.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36¢	7.00 ¢
Other long distance (STD) calls (per minute - charged per second)	8.18 ¢	9.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢
Calls to standard Australian mobile numbers (per minute - charged per second)	19.09 ¢	21.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢	17.27 ¢	20.00 ¢	17.27 ¢	19.00 ¢	17.27 ¢	19.00 ¢	17.27 ¢	19.00 ¢	16.82 ¢	18.50 ¢	16.82 ¢	18.50 ¢	16.82 ¢	18.50 ¢

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(iii) International Calls

- 8.7 We charge you the following for international calls from the Basic Telephone Services and/or ISDN Services that are Nominated Services added to your Account.
- 8.8 For 0011 and 0015 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 30 seconds or part thereof).
- 8.9 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).
- 8.10 For charges for international calls made using our override code we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See [Part B – HomeLine Plans of the Basic Telephone Service section](#).

International Call Connection Fee (per call)

	All-4-Biz Mach IV Plan 500		All-4-Biz Mach IV Plan 1000		All-4-Biz Mach IV Plan 1500		All-4-Biz Mach IV Plan 2000		All-4-Biz Mach IV Plan 2500		All-4-Biz Mach IV Plan 3000		All-4-Biz Mach IV Plan 4000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	20.00 ¢	22.00 ¢

	All-4-Biz Mach IV Plan 5000		All-4-Biz Mach IV Plan 6000		All-4-Biz Mach IV Plan 8000		All-4-Biz Mach IV Plan 10000		All-4-Biz Mach IV Plan 15000		All-4-Biz Mach IV Plan 20000		All-4-Biz Mach IV Plan 25000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	15.00 ¢	16.50 ¢	15.00 ¢	16.50 ¢	15.00 ¢	16.50 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢

	All-4-Biz Mach IV Plan 30000		All-4-Biz Mach IV Plan 35000		All-4-Biz Mach IV Plan 40000		All-4-Biz Mach IV Plan 450000		All-4-Biz Mach IV Plan 50000		All-4-Biz Mach IV Plan 55000		All-4-Biz Mach IV Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢

Telstra Business All-4-Biz Plan for Enterprise Section

International Calls Table (per minute rate)

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Afghanistan	\$1.950	\$1.773	\$1.950	\$1.773
Alaska	\$0.020	\$0.019	\$0.020	\$0.019
Albania	\$1.200	\$1.091	\$1.200	\$1.091
Algeria	\$1.950	\$1.773	\$1.950	\$1.773
American Samoa	\$0.900	\$0.819	\$0.900	\$0.819
Andorra	\$0.800	\$0.728	\$0.800	\$0.728
Angola	\$1.800	\$1.637	\$1.800	\$1.637
Anguilla	\$1.950	\$1.773	\$1.950	\$1.773
Antarctica	\$0.650	\$0.591	\$0.650	\$0.591
Antigua & Barbuda	\$1.350	\$1.228	\$1.350	\$1.228
Argentina	\$0.030	\$0.028	\$0.300	\$0.273
Armenia	\$1.550	\$1.410	\$1.550	\$1.410
Aruba	\$1.350	\$1.228	\$1.350	\$1.228
Ascension Island	\$1.600	\$1.455	\$1.600	\$1.455
Austria	\$0.050	\$0.046	\$0.400	\$0.364
Azerbaijan	\$1.550	\$1.410	\$1.550	\$1.410
Bahamas	\$0.850	\$0.773	\$0.850	\$0.773
Bahrain	\$1.500	\$1.364	\$1.500	\$1.364
Bangladesh	\$0.100	\$0.091	\$0.200	\$0.182
Barbados	\$1.400	\$1.273	\$1.400	\$1.273
Belarus	\$1.200	\$1.091	\$1.200	\$1.091
Belgium	\$0.050	\$0.046	\$0.400	\$0.364
Belize	\$1.400	\$1.273	\$1.400	\$1.273
Benin	\$1.900	\$1.728	\$1.900	\$1.728
Bermuda	\$1.200	\$1.091	\$1.200	\$1.091
Bhutan	\$1.700	\$1.546	\$1.700	\$1.546
Bolivia	\$1.400	\$1.273	\$1.400	\$1.273
Bosnia & Herzegovina	\$0.250	\$0.228	\$0.450	\$0.410
Botswana	\$1.600	\$1.455	\$1.600	\$1.455
Brazil	\$0.100	\$0.091	\$0.450	\$0.410
Brunei Darussalam	\$1.050	\$0.955	\$1.050	\$0.955
Bulgaria	\$1.350	\$1.228	\$1.350	\$1.228
Burkina Faso	\$1.900	\$1.728	\$1.900	\$1.728
Burundi	\$1.900	\$1.728	\$1.900	\$1.728
Cambodia	\$0.350	\$0.319	\$0.350	\$0.319
Cameroon	\$1.950	\$1.773	\$1.950	\$1.773
Canada	\$0.020	\$0.019	\$0.020	\$0.019
Cape Verde	\$1.900	\$1.728	\$1.900	\$1.728
Cayman Is	\$1.350	\$1.228	\$1.350	\$1.228
Central African Rep	\$1.900	\$1.728	\$1.900	\$1.728
Chad	\$1.950	\$1.773	\$1.950	\$1.773
Chile	\$0.100	\$0.091	\$0.400	\$0.364
China	\$0.020	\$0.019	\$0.020	\$0.019

Telstra Business All-4-Biz Plan for Enterprise Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Colombia	\$1.400	\$1.273	\$1.400	\$1.273
Comoros	\$1.500	\$1.364	\$1.500	\$1.364
Congo Democratic Republic	\$1.950	\$1.773	\$1.950	\$1.773
Congo	\$1.900	\$1.728	\$1.900	\$1.728
Cook Islands	\$1.350	\$1.228	\$1.350	\$1.228
Costa Rica	\$1.600	\$1.455	\$1.600	\$1.455
Croatia	\$0.100	\$0.091	\$0.400	\$0.364
Cuba	\$1.150	\$1.046	\$1.150	\$1.046
Cyprus	\$0.050	\$0.046	\$0.050	\$0.046
Czech Republic	\$0.100	\$0.091	\$0.400	\$0.364
Denmark	\$0.050	\$0.046	\$0.400	\$0.364
Diego-Garcia	\$1.900	\$1.728	\$1.900	\$1.728
Djibouti	\$1.950	\$1.773	\$1.950	\$1.773
Dominica	\$1.150	\$1.046	\$1.150	\$1.046
Dominican Rep	\$0.850	\$0.773	\$0.850	\$0.773
East Timor	\$2.850	\$2.591	\$2.850	\$2.591
Ecuador	\$1.400	\$1.273	\$1.400	\$1.273
Egypt	\$0.250	\$0.228	\$0.250	\$0.228
El Salvador	\$1.350	\$1.228	\$1.350	\$1.228
Equatorial Guinea	\$1.950	\$1.773	\$1.950	\$1.773
Eritrea	\$1.950	\$1.773	\$1.950	\$1.773
Estonia	\$0.200	\$0.182	\$0.200	\$0.182
Ethiopia	\$1.950	\$1.773	\$1.950	\$1.773
Faroe Islands	\$1.250	\$1.137	\$1.250	\$1.137
Falkland Islands	\$1.400	\$1.273	\$1.400	\$1.273
Fiji	\$0.450	\$0.410	\$0.500	\$0.455
Finland	\$0.650	\$0.591	\$0.900	\$0.819
France	\$0.030	\$0.028	\$0.300	\$0.273
French Guiana	\$1.400	\$1.273	\$1.400	\$1.273
French Polynesia	\$1.000	\$0.910	\$1.000	\$0.910
Gabon	\$1.900	\$1.728	\$1.900	\$1.728
Gambia	\$1.900	\$1.728	\$1.900	\$1.728
Georgia	\$1.550	\$1.410	\$1.550	\$1.410
Germany	\$0.050	\$0.046	\$0.400	\$0.364
Ghana	\$0.200	\$0.182	\$0.200	\$0.182
Gibraltar	\$1.200	\$1.091	\$1.200	\$1.091
Greece	\$0.030	\$0.028	\$0.300	\$0.273
Greenland	\$1.250	\$1.137	\$1.250	\$1.137
Grenada	\$1.400	\$1.273	\$1.400	\$1.273
Guadeloupe	\$1.250	\$1.137	\$1.250	\$1.137
Guam	\$0.750	\$0.682	\$0.750	\$0.682
Guantanamo	\$1.600	\$1.455	\$1.600	\$1.455
Guatemala	\$1.400	\$1.273	\$1.400	\$1.273
Guinea-Bissau	\$1.950	\$1.773	\$1.950	\$1.773
Guinea	\$1.900	\$1.728	\$1.900	\$1.728

Telstra Business All-4-Biz Plan for Enterprise Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Guyana	\$1.500	\$1.364	\$1.500	\$1.364
Haiti	\$2.600	\$2.364	\$2.600	\$2.364
Hawaii	\$0.020	\$0.019	\$0.020	\$0.019
Honduras	\$1.400	\$1.273	\$1.400	\$1.273
Hong Kong	\$0.030	\$0.028	\$0.030	\$0.028
Hungary	\$0.050	\$0.046	\$0.500	\$0.455
Iceland	\$1.000	\$0.910	\$1.000	\$0.910
India	\$0.050	\$0.046	\$0.050	\$0.046
Indonesia	\$0.200	\$0.182	\$0.250	\$0.228
Iran	\$0.300	\$0.273	\$0.200	\$0.182
Iraq	\$0.300	\$0.273	\$0.300	\$0.273
Ireland	\$0.030	\$0.028	\$0.300	\$0.273
Israel	\$0.030	\$0.028	\$0.250	\$0.228
Italy	\$0.030	\$0.028	\$0.400	\$0.364
Ivory Coast	\$1.900	\$1.728	\$1.900	\$1.728
Jamaica	\$1.350	\$1.228	\$1.350	\$1.228
Japan	\$0.030	\$0.028	\$0.300	\$0.273
Jordan	\$0.300	\$0.273	\$0.350	\$0.319
Kazakhstan	\$1.550	\$1.410	\$1.550	\$1.410
Kenya	\$0.300	\$0.273	\$0.450	\$0.410
Kiribati	\$0.900	\$0.819	\$0.900	\$0.819
Korea DPR (North)	\$1.600	\$1.455	\$1.600	\$1.455
Korea Republic (South)	\$0.030	\$0.028	\$0.050	\$0.046
Kuwait	\$1.400	\$1.273	\$1.400	\$1.273
Kyrgyzstan	\$1.550	\$1.410	\$1.550	\$1.410
Lao PDR	\$0.200	\$0.182	\$0.200	\$0.182
Latvia	\$1.150	\$1.046	\$1.150	\$1.046
Lebanon	\$0.100	\$0.091	\$0.400	\$0.364
Lesotho	\$1.350	\$1.228	\$1.350	\$1.228
Liberia	\$1.950	\$1.773	\$1.950	\$1.773
Libya	\$1.600	\$1.455	\$1.600	\$1.455
Liechtenstein	\$0.600	\$0.546	\$0.600	\$0.546
Lithuania	\$0.200	\$0.182	\$0.200	\$0.182
Luxembourg	\$0.750	\$0.682	\$0.750	\$0.682
Macau	\$1.350	\$1.228	\$1.350	\$1.228
Macedonia FYR	\$0.250	\$0.228	\$0.450	\$0.410
Madagascar	\$1.900	\$1.728	\$1.900	\$1.728
Malawi	\$1.600	\$1.455	\$1.600	\$1.455
Malaysia	\$0.030	\$0.028	\$0.090	\$0.082
Maldives	\$1.900	\$1.728	\$1.900	\$1.728
Mali	\$1.900	\$1.728	\$1.900	\$1.728
Malta	\$0.200	\$0.182	\$0.050	\$0.046
Northern Mariana Islands	\$1.400	\$1.273	\$1.400	\$1.273
Marshall Islands	\$1.700	\$1.546	\$1.700	\$1.546
Martinique	\$1.350	\$1.228	\$1.350	\$1.228

Telstra Business All-4-Biz Plan for Enterprise Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Mauritania	\$1.900	\$1.728	\$1.900	\$1.728
Mauritius	\$0.300	\$0.273	\$0.300	\$0.273
Mayotte	\$1.400	\$1.273	\$1.400	\$1.273
Mexico	\$1.100	\$1.000	\$1.100	\$1.000
Micronesia Federated States	\$1.700	\$1.546	\$1.700	\$1.546
Moldova Republic	\$1.900	\$1.728	\$1.900	\$1.728
Monaco	\$1.150	\$1.046	\$1.150	\$1.046
Mongolia	\$1.950	\$1.773	\$1.950	\$1.773
Montenegro	\$0.250	\$0.228	\$0.450	\$0.410
Montserrat	\$1.600	\$1.455	\$1.600	\$1.455
Morocco	\$1.950	\$1.773	\$1.950	\$1.773
Mozambique	\$1.950	\$1.773	\$1.950	\$1.773
Myanmar	\$1.700	\$1.546	\$1.700	\$1.546
Namibia	\$1.600	\$1.455	\$1.600	\$1.455
Nauru	\$0.900	\$0.819	\$0.900	\$0.819
Nepal	\$1.600	\$1.455	\$1.600	\$1.455
Netherlands	\$0.030	\$0.028	\$0.450	\$0.410
Netherlands Antilles	\$1.600	\$1.455	\$1.600	\$1.455
New Caledonia	\$1.000	\$0.910	\$1.000	\$0.910
New Zealand	\$0.030	\$0.028	\$0.450	\$0.410
Nicaragua	\$0.250	\$0.228	\$0.250	\$0.228
Niger	\$1.900	\$1.728	\$1.900	\$1.728
Nigeria	\$0.250	\$0.228	\$0.250	\$0.228
Niue	\$1.150	\$1.046	\$1.150	\$1.046
Norfolk Island	\$0.970	\$0.882	\$0.970	\$0.882
Norway	\$0.600	\$0.546	\$1.000	\$0.910
Oman	\$1.300	\$1.182	\$1.300	\$1.182
Pakistan	\$0.150	\$0.137	\$0.300	\$0.273
Palau	\$1.300	\$1.182	\$1.300	\$1.182
Palestinian Territory	\$0.030	\$0.028	\$0.250	\$0.228
Panama	\$1.350	\$1.228	\$1.350	\$1.228
Papua New Guinea	\$1.980	\$1.800	\$1.980	\$1.800
Paraguay	\$0.250	\$0.228	\$0.250	\$0.228
Peru	\$0.300	\$0.273	\$0.300	\$0.273
Philippines	\$0.020	\$0.019	\$0.300	\$0.273
Poland	\$0.100	\$0.091	\$0.450	\$0.410
Portugal	\$0.050	\$0.046	\$1.450	\$1.319
Puerto Rico	\$0.750	\$0.682	\$0.750	\$0.682
Qatar	\$1.900	\$1.728	\$1.900	\$1.728
Reunion	\$1.600	\$1.455	\$1.600	\$1.455
Romania	\$0.200	\$0.182	\$0.400	\$0.364
Russian Federation	\$0.070	\$0.064	\$0.100	\$0.091
Rwanda	\$1.600	\$1.455	\$1.600	\$1.455
Samoa	\$0.550	\$0.500	\$0.550	\$0.500
San Marino	\$1.590	\$1.446	\$1.590	\$1.446

Telstra Business All-4-Biz Plan for Enterprise Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Sao Tome & Principe	\$1.600	\$1.455	\$1.600	\$1.455
Saudi Arabia	\$1.580	\$1.437	\$1.830	\$1.664
Senegal	\$1.950	\$1.773	\$1.950	\$1.773
Serbia	\$0.250	\$0.228	\$0.450	\$0.410
Seychelles	\$1.900	\$1.728	\$1.900	\$1.728
Sierra Leone	\$1.900	\$1.728	\$1.900	\$1.728
Singapore	\$0.020	\$0.019	\$0.020	\$0.019
Slovakia	\$0.200	\$0.182	\$0.200	\$0.182
Slovenia	\$0.100	\$0.091	\$0.100	\$0.091
Solomon Islands	\$1.340	\$1.219	\$1.590	\$1.446
Somalia	\$1.950	\$1.773	\$1.950	\$1.773
South Africa	\$0.150	\$0.137	\$0.300	\$0.273
Spain	\$0.070	\$0.064	\$0.400	\$0.364
Sri Lanka	\$0.150	\$0.137	\$0.200	\$0.182
Saint Helena	\$1.400	\$1.273	\$1.400	\$1.273
Saint Kitts & Nevis	\$1.400	\$1.273	\$1.400	\$1.273
Saint Lucia	\$1.400	\$1.273	\$1.400	\$1.273
Saint Pierre & Miquelon	\$1.350	\$1.228	\$1.350	\$1.228
Saint Vincent & The Grenadines	\$1.400	\$1.273	\$1.400	\$1.273
Sudan	\$1.600	\$1.455	\$1.600	\$1.455
Suriname	\$1.350	\$1.228	\$1.350	\$1.228
Swaziland	\$1.900	\$1.728	\$1.900	\$1.728
Sweden	\$0.050	\$0.046	\$0.300	\$0.273
Switzerland	\$0.050	\$0.046	\$0.400	\$0.364
Syria	\$0.400	\$0.364	\$0.400	\$0.364
Taiwan	\$0.030	\$0.028	\$0.150	\$0.137
Tajikistan	\$1.350	\$1.228	\$1.350	\$1.228
Tanzania United Republic	\$1.600	\$1.455	\$1.600	\$1.455
Thailand	\$0.070	\$0.064	\$0.070	\$0.064
Togo	\$1.900	\$1.728	\$1.900	\$1.728
Tokelau	\$1.400	\$1.273	\$1.400	\$1.273
Tonga	\$0.900	\$0.819	\$0.900	\$0.819
Trinidad & Tobago	\$1.150	\$1.046	\$1.150	\$1.046
Tunisia	\$1.200	\$1.091	\$1.200	\$1.091
Turkey	\$0.200	\$0.182	\$0.400	\$0.364
Turkmenistan	\$1.350	\$1.228	\$1.350	\$1.228
Turks & Caicos Islands	\$1.600	\$1.455	\$1.600	\$1.455
Tuvalu	\$1.150	\$1.046	\$1.150	\$1.046
Uganda	\$1.600	\$1.455	\$1.600	\$1.455
Ukraine	\$0.200	\$0.182	\$0.200	\$0.182
United Arab Emirates	\$0.350	\$0.319	\$0.350	\$0.319
United Kingdom	\$0.020	\$0.019	\$0.300	\$0.273
Uruguay	\$0.200	\$0.182	\$0.600	\$0.546
United States	\$0.020	\$0.019	\$0.020	\$0.019
Uzbekistan	\$1.350	\$1.228	\$1.350	\$1.228

Telstra Business All-4-Biz Plan for Enterprise Section

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Vanuatu	\$0.900	\$0.819	\$0.900	\$0.819
Vatican City	\$0.400	\$0.364	\$0.400	\$0.364
Venezuela	\$1.000	\$0.910	\$1.000	\$0.910
Viet Nam	\$0.250	\$0.228	\$0.250	\$0.228
Virgin Islands (British)	\$1.600	\$1.455	\$1.600	\$1.455
Virgin Islands (US)	\$0.750	\$0.682	\$0.750	\$0.682
Wallis & Futuna	\$1.400	\$1.273	\$1.400	\$1.273
Yemen	\$1.600	\$1.455	\$1.600	\$1.455
Zambia	\$1.600	\$1.455	\$1.600	\$1.455
Zimbabwe	\$0.300	\$0.273	\$0.700	\$0.637

8.11 In relation to ISDN Services added to an Account, we charge you the following per month:

Monthly Charge	GST excl.	GST incl.
ISDN 2	\$57.73	\$63.50
ISDN 2 Enhanced	\$62.27	\$68.50
ISDN 10	\$277.27	\$305.00
ISDN 20	\$554.55	\$610.00
ISDN 30	\$804.55	\$885.00
ISDN additional 10 channels	\$250.00	\$275.00

For ACT customers: If your ISDN Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Inbound Services

8.12 You may nominate your existing Inbound Services with us to be added to your Account. If you do so, the terms set out in the [Inbound Services Section of Our Customer Terms](#) apply, except as modified below.

8.13 In relation to Inbound Services added to an Account, we charge you the following:

Telstra Business All-4-Biz Plan for Enterprise Section

Monthly charge

Inbound Service	Monthly charge (GST excl.)	Monthly charge (GST incl.)
For each FreeCall 1800 service	\$25.00	\$27.50
For each FreeCall One8 service	\$1,000.00	\$1,100.00
For each Priority 1300 service	\$25.00	\$27.50
For each Priority One3 service	\$1,375.00	\$1,512.50

- 8.14 In addition to the Monthly charge above, we will charge you a monthly government number charge for your Telstra Inbound service for each of your Priority One3 and Freecall One8 numbers that are in use. For the purposes of this charge, ‘in use’ means numbers that are active or suspended but excludes numbers that have been cancelled or are in quarantine. The monthly government number charge is equivalent to 1/12th of the annual charge we have to pay (rounded up to the nearest cent) for each Priority One3 and Freecall One8 number calculated in accordance with any determination made by the ACMA under section 20 of the Telecommunications (Numbering Charges) Act 1997. We will tell you what this charge if you ask us.
- 8.15 **For ACT customers:** If your Inbound Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Our Customer Terms

Telstra Business All-4-Biz Plan for Enterprise Section

Inbound Services call rates

Inbound Service	All-4-Biz Mach IV Plan 500		All-4-Biz Mach IV Plan 1000		All-4-Biz Mach IV Plan 1500		All-4-Biz Mach IV Plan 2000		All-4-Biz Mach IV Plan 2500		All-4-Biz Mach IV Plan 3000		All-4-Biz Mach IV Plan 4000		All-4-Biz Mach IV Plan 5000		All-4-Biz Mach IV Plan 6000		All-4-Biz Mach IV Plan 8000		All-4-Biz Mach IV Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																						
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300																						
Local calls (per min charged per second)	6.18 ¢	6.80 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	5.18 ¢	5.70 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.68 ¢	5.15 ¢	4.18 ¢	4.60 ¢
National Long Distance Calls (STD) (per min charged per second)	10.91 ¢	12.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢
Mobile originating calls	10.91 ¢	12.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan for Enterprise Section

(per min charged per second)																						
Mobile terminating calls (per min charged per second)	28.18 ¢	31.00 ¢	27.27 ¢	30.00 ¢	27.27 ¢	30.00 ¢	27.27 ¢	30.00 ¢	25.45 ¢	28.00 ¢	25.45 ¢	28.00 ¢	25.45 ¢	28.00 ¢	25.00 ¢	27.50 ¢	25.00 ¢	27.50 ¢	23.64 ¢	26.00 ¢	23.64 ¢	26.00 ¢

Our Customer Terms

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Inbound Service	All-4-Biz Mach IV Plan 15000		All-4-Biz Mach IV Plan 20000		All-4-Biz Mach IV Plan 25000		All-4-Biz Mach IV Plan 30000		All-4-Biz Mach IV Plan 35000		All-4-Biz Mach IV Plan 40000		All-4-Biz Mach IV Plan 450000		All-4-Biz Mach IV Plan 50000		All-4-Biz Mach IV Plan 55000		All-4-Biz Mach IV Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																				
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300																				
Local calls (per min charged per second)	4.18 ¢	4.60 ¢	3.64 ¢	4.00 ¢	3.64 ¢	4.00 ¢	3.55 ¢	3.90 ¢	3.55 ¢	3.90 ¢	3.55 ¢	3.90 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢	3.18 ¢	3.50 ¢
National Long Distance Calls (STD) (per min charged per second)	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢
Mobile originating calls (per min charged per second)	5.91 ¢	6.50 ¢	5.91 ¢	6.50 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢
Mobile terminating calls (per min)	23.18 ¢	25.50 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢

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Telstra Business All-4-Biz Plan for Enterprise Section

charged per second)																						
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Inbound Service	All-4-Biz Mach IV Plan 500		All-4-Biz Mach IV Plan 1000		All-4-Biz Mach IV Plan 1500		All-4-Biz Mach IV Plan 2000		All-4-Biz Mach IV Plan 2500		All-4-Biz Mach IV Plan 3000		All-4-Biz Mach IV Plan 4000		All-4-Biz Mach IV Plan 5000		All-4-Biz Mach IV Plan 6000		All-4-Biz Mach IV Plan 8000		All-4-Biz Mach IV Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Freecall 1800																						
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
FreeCall 1800																						
Local calls (per min charged per second)	6.18 ¢	6.80 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	5.09 ¢	5.60 ¢	4.82 ¢	5.30 ¢	4.82 ¢	5.30 ¢
National Long Distance Calls (STD) (per min charged per second)	14.55 ¢	16.00 ¢	12.73 ¢	14.00 ¢	12.27 ¢	13.5 ¢	11.82 ¢	13.00 ¢	10.91 ¢	12.00 ¢	10.91 ¢	12.00 ¢	10.91 ¢	12.00 ¢	10.45 ¢	11.50 ¢	10.45 ¢	11.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢
Mobile originating	16.36 ¢	18.00 ¢	14.55 ¢	16.00 ¢	14.09 ¢	15.50 ¢	13.64 ¢	15.00 ¢	12.73 ¢	14.00 ¢	12.73 ¢	14.00 ¢	12.73 ¢	14.00 ¢	12.27 ¢	13.50 ¢	12.27 ¢	13.50 ¢	10.91 ¢	12.00 ¢	10.91 ¢	12.00 ¢

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calls (per min charged per second)																						
Mobile terminating calls (per min charged per second)	28.18 ¢	31.00 ¢	27.27 ¢	30.00 ¢	27.27 ¢	30.00 ¢	27.27 ¢	30.00 ¢	25.45 ¢	28.00 ¢	25.45 ¢	28.00 ¢	25.45 ¢	28.00 ¢	25.00 ¢	27.50 ¢	25.00 ¢	27.50 ¢	23.64 ¢	26.00 ¢	23.64 ¢	26.00 ¢

Inbound Service	All-4-Biz Mach IV Plan 15000		All-4-Biz Mach IV Plan 20000		All-4-Biz Mach IV Plan 25000		All-4-Biz Mach IV Plan 30000		All-4-Biz Mach IV Plan 35000		All-4-Biz Mach IV Plan 40000		All-4-Biz Mach IV Plan 450000		All-4-Biz Mach IV Plan 50000		All-4-Biz Mach IV Plan 55000		All-4-Biz Mach IV Plan 60000		
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	
Freecall 1800																					
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	
Freecall 1800																					
Local calls (per min charged per second)	4.82 ¢	5.30 ¢	4.82 ¢	5.30 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	4.09 ¢	4.50 ¢	
National Long	8.64 ¢	9.50 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.82 ¢	7.50 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	6.36 ¢	7.00 ¢	

The Telstra Business All-4-Biz Plan Section was last changed on 24 June 2019.

Our Customer Terms

Telstra Business All-4-Biz Plan for Enterprise Section

Distance Calls (STD) (per min charged per second)																				
Mobile originating calls (per min charged per second)	10.45 ¢	11.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	8.64 ¢	9.50 ¢	8.64 ¢	9.50 ¢	8.64 ¢	9.50 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢
Mobile terminating calls (per min charged per second)	23.18 ¢	25.50 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	21.82 ¢	24.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.91 ¢	23.00 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢	20.45 ¢	22.50 ¢

Telstra Business All-4-Biz Plan for Enterprise Section

Telstra Business All-4-Biz Mach IV Fixed Voice Service Plan

- 8.16 If you are specifically invited by us, you may connect Basic Telephone Service or NBN digital voice service (**Eligible Voice Service**) on your Account to an All-4-Biz Mach IV Fixed Voice Plan. The All-4-Biz Mach IV Fixed Voice Plan is available as a month-by-month plan with a \$120 monthly access fee (**\$120 Fixed Voice Plan**).
- 8.17 Local calls, calls to 019 Numbers, National long distance (STD) calls and calls to Australian mobile numbers (included calls) are included in the \$120 Fixed Voice Plan monthly access fee. Our FairPlay policy applies.
- 8.18 Your included calls don't include any other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, calls to 13 and 1300 calls, third party content calls, international calls, and calls to 19xx and 12xx numbers.
- 8.19 We charge you the international call rates set out in clauses 8.7 to 8.10 for international calls you make from an **Eligible Voice Service** connected to \$120 Fixed Voice Plan.
- 8.20 Each month you must pay us a \$120 monthly access fee and any charges for calls that are not eligible for the purposes of your included calls.
- 8.21 **ACT customers:** If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.
- 8.22 **Basic Telephone Services:** the terms applicable to Basic Telephone Services set out in Our Customer Terms apply to the All-4-Biz Mach IV Fixed Service Voice Plan (including but not limited to [Part A – General of the Basic Telephone Service section of Our Customer Terms](#)) except to the extent of any inconsistency with these sections 8.22 to 8.23.
- 8.23 **NBN digital voice services:** the terms applicable to NBN digital voice services set out in Our Customer Terms apply to the All-4-Biz Mach IV Fixed Service Voice Plan (including but not limited to the [General Terms for Services on the National Broadband Network](#) and the [T-Biz Voice NBN](#) section) except to the extent of any inconsistency with these sections 8.22 to 8.23.

Telstra Business All-4-Biz Mach IV Mobile Service Plans

- 8.24 Telstra Mobile services must be on a Telstra Business All-4-Biz Mach IV Mobile Service Plan to be eligible to be added to an Account.
- 8.25 The Telstra Business All-4-Biz Mobile Service Plan is available:
- (a) as a month-by-month plan with a \$10 monthly access fee (**\$10 Casual Plan**);

Telstra Business All-4-Biz Plan for Enterprise Section

- (b) either for a minimum term of 24 months or as a month-by-month plan with a \$40 monthly access fee (**\$40 Plan**);
- (c) either for a minimum term of 24 months or as a month-by-month plan with a \$70 monthly access fee (**\$70 Plan**); or
- (d) either for a minimum term of 24 months or as a month-by-month plan with a \$120 monthly access fee (**\$120 Plan**).

8.26 If your existing Telstra Mobile service is within a minimum term and you wish to move to a Telstra Business All-4-Biz Mobile Service Plan:

- (a) you will need to restart a 24 month minimum term if you select the \$40 Plan, \$70 Plan or \$120 Plan on a minimum 24 month term;
- (b) we may charge you an early termination charge as set out in our agreement for your existing Telstra Mobile service; and
- (c) if you purchased a handset via the Mobile Repayment Option as part of your existing Telstra Mobile service, this will be migrated to your new Telstra Business All-4-Biz Mobile Service Plan, if you take up a plan over 24 months. If you take up a casual All-4-Biz Mobile Service Plan, you may have to pay any remaining Mobile Repayment Option repayments as a lump sum. Mobile Repayment Option Member Credits and Smartphone Bonus Offer are not compatible with All-4-Biz Mobile Service Plans.

8.27 All-4-Biz Mobile Service Plans do not include a handset. You have to bring your own handset, or, for eligible customers taking up a \$40 Plan, \$70 Plan or \$120 Plan on a 24 month term, acquire a Mobile Repayment Option handset. You can't take up a Mobile Repayment Option with a month-by-month plan. The Mobile Repayment Option terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

8.28 If your Telstra Business All-4-Biz Plan is cancelled or terminated, the Telstra Mobile services that were included under your Account will continue on a Telstra mobile plan available at the time and which is on terms most comparable to your All-4-Biz Mobile Service Plan.

Telstra Business All-4-Biz Mach IV Mobile Service \$10 Casual Plan

8.29 The \$10 Casual Plan is available as a casual month-by-month plan.

8.30 For each Telstra Business All-4-Biz Mobile Service \$10 Casual Plan included under your Account, we charge you:

- (a) a \$10 monthly access fee; and
- (b) the call, message and data usage rates set out below (the \$10 Casual Plan does not include a monthly call allowance or monthly data allowance).

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Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 500		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 1500		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 2500	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢
SMS to standard Australian numbers while in Australia (per SMS)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 4000		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 6000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢
SMS to standard Australian numbers while in Australia (per SMS)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 8000		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 15000		Telstra Business All-4-Biz Plan 20000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢
SMS to standard Australian numbers	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Plan for Enterprise Section

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 8000		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 15000		Telstra Business All-4-Biz Plan 20000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
while in Australia (per SMS)								

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000		Telstra Business All-4-Biz Plan 35000		Telstra Business All-4-Biz Plan 40000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000		Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

8.31 Data usage in Australia is charged at 10 cents per MB charged per kilobyte, capped at a maximum of \$500 per month.

8.32 Charges for Call Forward, International SMS and MMS will first be charged as per table below. All amounts are inclusive of GST.

Telstra Business All-4-Biz Plan for Enterprise Section

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

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 Business All-4-Biz Mach IV \$40 Mobile Plan

- 8.33 The \$40 Plan is available for a minimum term of 24 months or as a casual month-by-month plan.
- 8.34 The \$40 Plan monthly access fee includes:
- (a) \$40 of standard SMS, MMS, voice and video calls in Australia to Australian fixed and mobile numbers, each month (included calls); and
 - (b) 200MB of included data each month to use in Australia (included data).
- 8.35 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, SMS and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS, wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.
- 8.36 Unused allowances expire monthly.
- 8.37 If you take up a \$40 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.
- 8.38 You can share the included calls and included data you receive as part of your \$40 Plan with other Telstra Business All-4-Biz Mobile Service Plans on your Account, except with services connected to a \$10 Casual Plan.
- 8.39 For each \$40 Plan included under your Account, we charge you:
- (a) a \$40 monthly access fee each month; and
 - (b) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and

Telstra Business All-4-Biz Plan for Enterprise Section

- (c) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.

8.40 The call and message rates for the \$40 Plan are set out in the tables below.

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 500		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 1500		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 2500	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢
SMS to standard Australian numbers while in Australia (per SMS)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 4000		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 6000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 8000		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 15000		Telstra Business All-4-Biz Plan 20000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢

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Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 8000		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 15000		Telstra Business All-4-Biz Plan 20000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
seconds - charged per second)								
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000		Telstra Business All-4-Biz Plan 35000		Telstra Business All-4-Biz Plan 40000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000		Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
SMS to standard Australian numbers while in Australia (per SMS)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Plan for Enterprise Section

- 8.41 If you use more than your included data, excess data usage is charged at 10 cents per MB (charged per kilobyte), capped at a maximum of \$500 per month.
- 8.42 For an additional \$10/mth, you can add a monthly allowance for standard international calls and SMS from Australia to 15 Eligible Countries (Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam).
- 8.43 Charges for Call Forward, International SMS and MMS will be charged as per table below. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

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 Business All-4-Biz Mach IV \$70 Mobile Plan

- 8.44 The \$70 Plan is available for a minimum term of 24 months or as a casual month-by-month plan.
- 8.45 The \$70 Plan monthly access fee includes:
- (a) \$70 of standard MMS, voice and video calls in Australia to Australian fixed and mobile numbers each month (included calls);
 - (b) unlimited standard SMS in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy; and
 - (c) 1GB of included data each month to use in Australia (included data).
- 8.46 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, SMS and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS, calls to 19xx and 12xx numbers. wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.
- 8.47 Unused allowances expire monthly.

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- 8.48 If you take up a \$70 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.
- 8.49 You can share the included calls and included data you receive as part of your \$70 Plan (except unlimited SMS) with other Telstra Business All-4-Biz Mobile Service Plans on your Account, except with services connected to a \$10 Plan.
- 8.50 For each \$70 Plan included under your Account, we charge you:
- (a) a \$70 monthly access fee each month; and
 - (b) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
 - (c) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.
- 8.51 The call and message rates for the \$70 Plan are set out in the tables below.

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 500		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 1500		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 2500	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢
SMS to standard Australian numbers while in Australia (per SMS)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 500		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 1500		Telstra Business All-4-Biz Plan 2500	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢

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Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 4000		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 6000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 8000		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 15000		Telstra Business All-4-Biz Plan 20000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000		Telstra Business All-4-Biz Plan 35000		Telstra Business All-4-Biz Plan 40000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to Australian numbers while in Australia (price stated per 30 seconds - charged per second)	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000		Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National voice and video call charges to Australian numbers while in Australia	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢

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Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000		Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
(price stated per 30 seconds - charged per second)								

- 8.52 If you use more than your included data, excess data usage is charged at 10 cents per MB (charged per kilobyte), capped at a maximum of \$500 per month.
- 8.53 For an additional \$10/mth, you can add a monthly allowance for standard international calls and SMS from Australia to 15 Eligible Countries (Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam).
- 8.54 Charges for Call Forward, International SMS and MMS will first be charged as per the table below. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

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 Business Mach IV \$120 Mobile plan

- 8.55 The \$120 Plan is available for a minimum term of 24 months or as a casual month-by-month plan.
- 8.56 The \$120 Plan monthly access fee includes:
- unlimited standard SMS, MMS, voice and video calls in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy (included calls);
 - 3GB of included data each month to use in Australia (included data); and
 - free MessageBank® diversion and retrieval in Australia or free MessageBank PLUS if you have an iPhone.

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- 8.57 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, SMS and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS calls to 19xx and 12xx numbers wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.
- 8.58 If you connect a new service or recontract to Telstra Business Mach IV \$120 Mobile plan after 28 November 2017, your plan will include unlimited monthly standard international calls and SMS from Australia to 15 Eligible Countries (Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam).
- 8.59 You can share the included data you receive as part of your \$120 Plan with other Telstra Business All-4-Biz Mobile Service Plans on your Account, except services connected to a \$10 Plan. You can't share the included calls you receive with your \$120 Plan.
- 8.60 If you take up a \$120 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.
- 8.61 For each \$120 Plan included under your Account, we charge you:
- (d) a \$120 monthly access fee each month;
 - (e) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
 - (f) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.
- 8.62 If you use more than your included data, excess data usage is charged at 10 cents per MB (charged per kilobyte), capped at a maximum of \$500 per month.
- 8.63 Charges for International SMS and MMS will first be charged as per the table below. All amounts are inclusive of GST.

Type	Charge
International SMS	50c per message per recipient
International MMS	75c per message per recipient

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.

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FairPlay Policy - \$120 Plan

- 8.64 The Telstra FairPlay Policy – Business Use set out in [Part A – General of the Telstra Mobile section of Our Customer Terms \(Business FairPlay Policy\)](#) applies to the \$120 Plan except that the provisions pertaining to Excessive Use do not apply.
- 8.65 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$120 Plan:
- (a) in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telematics application which links two or more systems or devices with a mobile data connection);
 - (b) to establish any point to point data connections with another modem: or
 - (c) 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.

Service Level Packs

- 8.66 If you have an All-4-Biz Mach IV Mobile Plan, excluding the \$10 Casual Plan, you may choose one or more of the Service Level Packs described below. If you have a \$10 Casual Plan you are not eligible for any Service Level Packs, except the Unlimited SMS Service Level Pack.
- 8.67 **Unlimited SMS:** For an additional monthly charge, you will receive unlimited national standard SMS messages to recipients in Australia. If you select the Unlimited SMS Service Level Pack, the additional monthly charge is set out in the table below.

All-4-Biz Mach IV Mobile Plan	Monthly Charge
\$10 Plan	\$15
\$40 Plan	\$10
\$70 Plan	Not available
\$120 Plan	Not available

- 8.68 The Unlimited SMS Service Level Pack does not apply to SMS or MMS to satellite phones, MMS, International or premium SMS & MMS, Video MMS, content MMS, SMS voting, SMS games, PocketNews, WebNotes, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, and some Instant Messaging Services.
- 8.69 **MessageBank®:** for an additional monthly fee, you can choose to receive one of the following:

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- (a) Unlimited MessageBank® Diversion and Retrieval;
- (b) Unlimited MessageBank® Plus; or
- (c) Unlimited Voice2Text,

in Australia. Any MessageBank® service subscription charges will still apply.

If you select a MessageBank® Service Level Pack, the additional monthly charge is set out in the table below.

All-4-Biz Mach IV Mobile Plan	MessageBank Diversion and Retrieval Pack Monthly Charge	Voice2Text Pack Monthly Charge
\$10 Plan	Not available	Not available
\$40 Plan	\$10	\$10
\$70 Plan	\$10	\$10
\$120 Plan	Not applicable	\$10

- 8.70 The MessageBank® Diversion and Retrieval Service Level Pack does not apply to Voice2Text, MessageBank®2Text, Memo or MessageBank® Plus services. The MessageBank® Plus Service Level Pack is only available if your handset has an iPhone Operating System 4.3 or above.
- 8.71 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. You may only have one MessageBank® Service Level Pack per All-4-Biz Mobile Service Plan at any one time.
- 8.72 Our FairPlay Policy (set out in Part A – General of the Telstra Mobile section of Our Customer Terms) applies to these Service Level Packs.

Email Ready Packs

- 8.73 If you have an All-4-Biz Mach IV Mobile Plan with a Monthly Fee of \$40 or more and connect to a handset properly configured and certified by us as compatible with Microsoft ActiveSync, you may take up a Telstra Mobile Connect Solution (**TMCS Email Ready Pack**).
- 8.74 If you have an All-4-Biz Mach IV Mobile Plan and you bring your own compatible BlackBerry® handset, you may select a BlackBerry Enterprise Server Solution

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SIM/Service only (**BlackBerry BES Email Ready Pack**) for an additional monthly fee.

- 8.75 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 Ready Pack.
- 8.76 If you have selected an Email Ready Pack, the additional monthly charge is set out in the table below.

All-4-Biz Mach IV Mobile Plan	Email Ready Pack	Monthly Email Ready Pack fee per month
\$10 Casual Plan	Not available	Not available
\$40 Plan	BlackBerry BES	\$40
	TMCS	\$10
\$70 Plan	BlackBerry BES	\$30
	TMCS	Not applicable
\$120 Plan	BlackBerry BES	\$10
	TMCS	Not applicable

- 8.77 You cannot select more than one Email Ready Pack per service (i.e you can only have either a TMCS Email Ready Pack or a BlackBerry BES Email Ready Pack, and not both)and you cannot add a BlackBerry BES Email Ready Pack if you already have a BES plan on your relevant service.
- 8.78 The terms that apply to your TMCS Email Ready Pack and BlackBerry BES Email Ready Pack are set out in [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). This Telstra Business All-4-Biz Mach IV Mobile Service \$120 Plan section of Our Customer Terms applies to your TMCS Email Ready Pack and BlackBerry BES Email Ready Pack to the extent of any other inconsistencies with other sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Term and Termination

- 8.79 You must pay an early termination charge (**ETC**) you take up an All-4-Biz Mach IV Mobile Service on a minimum 24 month term and during your minimum term:
- (a) you cancel (other than as a result of our material breach) or we cancel a service connected to a \$40 Plan, \$70 Plan or \$120 Plan with a minimum 24 month term;

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- (b) you move a service connected to the \$40 Plan, \$70 Plan or \$120 Plan with a minimum 24 month term to another mobile service plan.

8.80 The amount of any early termination charge payable is calculated in accordance with the following formula.

$$\frac{\text{Base ETC} \times \text{number of days remaining in your minimum term}}{\text{Total number of days in your minimum term}}$$

8.81 The Base ETC's are set out in the table below. All amounts are inclusive of GST.

Telstra Business All-4-Biz Mobile Service	Base ETC
\$40 Plan with a minimum 24 month term	\$864
\$70 Plan with a minimum 24 month term	\$1512
\$120 Plan with a minimum 24 month term	\$2592

9 Early termination and contract variation charges

Changing your Minimum Monthly Commitment or Minimum Term

9.1 You may vary your Minimum Monthly Commitment or minimum term during your minimum term if All-4-Biz Mach IV Plans are still available for sale to new customers at the time you wish to vary your Minimum Monthly Commitment or minimum term. If you wish to change your Minimum Monthly Commitment or minimum term, you do not need to restart your minimum term. Your call rates and discounts will be adjusted on a pro-rata basis to reflect your new Minimum Monthly Commitment or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis and you may need to pay us a contract variation charge as set out below.

9.2 If you vary your Telstra Business All-4-Biz Plan by changing your minimum term and or your Minimum Monthly Commitment before the end of your minimum term we will determine whether that change constitutes an upgrade or downgrade using the following formulas:

Current Value = your current Minimum Monthly Commitment multiplied by the number of months in your current minimum term

Proposed Value = your new Minimum Monthly Commitment multiplied by the number of months in your new minimum term

9.3 If the Proposed Value is:

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- (a) more than your Current Value, we will adjust your Loyalty Bonus in accordance with the Loyalty Bonus CVC Upgrade Formula below.
- (b) less than the Current Value, you may have to pay us a Contract Variation Charge calculated according to the CVC Downgrade Formula below.

CVC Upgrade Formula

$$\text{New Loyalty Bonus Fund Balance} = (A \times B \div C) + (D \times E \div F) - G$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus used

9.4 **CVC Downgrade Formula**

$$\text{CVC} = ((A \times B \div C) + (D \times E \div F) - G) - (H \div F \times J)$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus Used

H = Original Base ETC

J = Number of days remaining in the original minimum term

- 9.5 We will tell you the new Loyalty Bonus if you ask us.

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9.6 If the CVC Downgrade Formula produces an amount less than \$0 then you must pay us that amount as a CVC as if it were a positive amount. If the CVC Downgrade Formula produces an amount equal to or greater than \$0 you do not have to pay a CVC.

9.7 To avoid doubt, you may have to pay a CVC even if:

- (a) you increase your Minimum Monthly Commitment at the same time as you decrease your minimum term; or
- (b) you increase your minimum term at the same time as you decrease your Minimum Monthly Commitment.

9.8 If the minimum term of your Telstra Business All-4-Biz Mach IV Plan has expired and you have not recontracted for a further minimum term, you may change your Minimum Monthly Commitment at any time if All-4-Biz Mach IV Plans are available for sale to new customers at the time. Your Minimum Monthly Commitment and Monthly Included Value will be adjusted on a pro-rata basis.

Early termination charge

9.9 If your All-4-Biz Mach IV plan is terminated or cancelled before the end of your minimum term, you will need to pay an Early Termination Charge (ETC) calculated as:

Your Minimum Monthly Commitment x the number of months or part remaining in your minimum term x 0.2

9.10 You also need to repay us for any Loyalty Bonus spent which exceeds your Loyalty Bonus Entitlement, calculated as:

Loyalty Bonus Entitlement = Total Loyalty Bonus divided by the total number of days in your minimum term, multiplied by the number of days remaining in your minimum term.

9.11 If the Loyalty Bonus Entitlement figure is less than the Loyalty Bonus you have spent, you must pay us the difference. If the Loyalty Bonus Entitlement figure is more than the Loyalty Bonus you have spent, you only need to pay us the ETC.

9.12 You acknowledge that this is a genuine pre-estimate of our loss.

9.13 The Base ETC is set out in the table below. All amounts are inclusive of GST.

Telstra Business All-4-Biz Mach IV Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach IV Plan 500	\$180.00	\$270.00	\$360.00	\$450.00
Telstra Business All-4-Biz Mach IV Plan 1000	\$360.00	\$540.00	\$720.00	\$900.00

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Telstra Business All-4-Biz Mach IV Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach IV Plan 1500	\$540.00	\$810.00	\$1,080.00	\$1,350.00
Telstra Business All-4-Biz Mach IV Plan 2000	\$720.00	\$1,080.00	\$1,440.00	\$1,800.00
Telstra Business All-4-Biz Mach IV Plan 2500	\$900.00	\$1,350.00	\$1,800.00	\$2,250.00
Telstra Business All-4-Biz Mach IV Plan 3000	\$1,080.00	\$1,620.00	\$2,160.00	\$2,700.00
Telstra Business All-4-Biz Mach IV Plan 4000	\$1,440.00	\$2,160.00	\$2,880.00	\$3,600.00
Telstra Business All-4-Biz Mach IV Plan 5000	\$1,800.00	\$2,700.00	\$3,600.00	\$4,500.00
Telstra Business All-4-Biz Mach IV Plan 6000	\$2,160.00	\$3,240.00	\$4,320.00	\$5,400.00
Telstra Business All-4-Biz Mach IV Plan 8000	\$2,880.00	\$4,320.00	\$5,760.00	\$7,200.00
Telstra Business All-4-Biz Mach IV Plan 10000	\$3,600.00	\$5,400.00	\$7,200.00	\$9,000.00
Telstra Business All-4-Biz Mach IV Plan 15000	\$5,400.00	\$8,100.00	\$10,800.00	\$13,500.00
Telstra Business All-4-Biz Mach IV Plan 20000	\$7,200.00	\$10,800.00	\$14,400.00	\$18,000.00
Telstra Business All-4-Biz Mach IV Plan 25000	\$9,000.00	\$13,500.00	\$18,000.00	\$22,500.00
Telstra Business All-4-Biz Mach IV Plan 30000	\$10,800.00	\$16,200.00	\$21,600.00	\$27,000.00
Telstra Business All-4-Biz Mach IV Plan 35000	\$12,600.00	\$18,900.00	\$25,200.00	\$31,500.00
Telstra Business All-4-Biz Mach IV Plan 40000	\$14,400.00	\$21,600.00	\$28,800.00	\$36,000.00
Telstra Business All-4-Biz Mach IV Plan 45000	\$16,200.00	\$24,300.00	\$32,400.00	\$40,500.00
Telstra Business All-4-Biz Mach IV Plan 50000	\$18,000.00	\$27,000.00	\$36,000.00	\$45,000.00
Telstra Business All-4-Biz Mach IV Plan 55000	\$19,800.00	\$29,700.00	\$39,600.00	\$49,500.00
Telstra Business All-4-Biz Mach IV Plan 60000	\$21,600.00	\$32,400.00	\$43,200.00	\$54,000.00

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10 Loyalty Bonus

- 10.1 You will be entitled to a **Loyalty Bonus** with your Telstra Business All-4-Biz Mach IV Plan.
- 10.2 Within 30 days of the start date of your Telstra Business All-4-Biz Mach IV Plan, we will create a Loyalty Bonus account for you and credit this account with the amount shown on your order form for your All-4-Biz Mach IV Plan.
- 10.3 If you choose a 48 or 60 month minimum term for your Telstra Business All-4-Biz Mach IV Plan and you are still connected to your plan 36 months after the date your plan starts, you will be entitled to an additional Loyalty Bonus amount shown on your order form for your All-4-Biz Mach IV Plan. We will credit the additional Loyalty Bonus to your account within 30 days of the start of the fourth year of your minimum term.
- 10.4 You may only redeem the Loyalty Bonus for credit for:
- (a) approved Telstra products or approved fees/charges which you have purchased and paid for (a list of these can be accessed by clicking [here](#)) which are used in connection with a Nominated Service on your Account; and
 - (b) other purposes approved by us and notified to you from time to time.
- 10.5 It is important that you check the list of approved Telstra products regularly, as it may be changed and updated from time to time. However, to avoid doubt, the following are **not** approved products or purposes and can never be redeemed against the Loyalty Bonus amount:
- (a) your Minimum Monthly Commitment;
 - (b) charges for Nominated Services (for example, monthly accesses and usage charges);
 - (c) Mobile Repayment Option, Fixed Repayment Option or rental payment amounts;
 - (d) products not used in conjunction with the Nominated Services;
 - (e) managed infrastructure network costs, network extension charges or enterprise works costs;
 - (f) courier, delivery and freight costs;
 - (g) purchases made (or services provided) through a non-approved channel or outside of your Account;
 - (h) Telstra Business Systems lease or rental charges; and
 - (i) non-Telstra Business Systems PABX equipment.

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- 10.6 Your Loyalty Bonus amount is not transferable or redeemable as cash and cannot be taken as a cheque, paid to third parties or used to pay any existing service or equipment charges.
- 10.7 We will reduce the amount in your Loyalty Bonus account by the full GST inclusive retail list price of the approved items redeemed by you. Once the redemption is confirmed and processed, the relevant credit will appear in your next Telstra bill for your Telstra Business All-4-Biz Mach IV Plan.
- 10.8 We may suspend or close your Loyalty Bonus account at any time by notice to you if:
- (a) you do not pay any amounts due to us on time; or
 - (b) an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 10.9 Upon the expiry or termination of your Telstra Business All-4-Biz Mach IV Plan, your Loyalty Bonus account will be closed and any balance remaining will be extinguished.

11 Telstra Business All-4-Biz Mach IV Plan FairPlay Policy

What is the FairPlay Policy?

- 11.1 It is important to us that our customers can access our services. Because of this, you must follow our FairPlay Policy when you use our Telstra Business All-4-Biz Mach IV Plan.
- 11.2 Our FairPlay Policy is intended to ensure that our customers do not use any services or benefits provided under our Telstra Business All-4-Biz Mach IV Plan in an unreasonable or fraudulent manner or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our FairPlay Policy.
- 11.3 We can rely on our FairPlay Policy where we reasonably consider that you have used our Telstra Business All-4-Biz Mach IV Plan in a way that is unreasonable or in the situations set out below under “Commercial use”.
- 11.4 The Telstra Business All-4-Biz Mach IV Plan is a FairPlay offer. This Telstra Business All-4-Biz Mach IV Plan FairPlay Policy applies in addition to any other FairPlay, Reasonable Use or Acceptable Use policy that might apply to any individual services you add to your Account, except:

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- (a) the restrictions concerning excessive use described under clauses 9.12 to 9.14 of Part A - General of the Telstra Mobile Section of Our Customer Terms; or
- (b) the reasonable use policy under clauses 2.1 to 2.3 of Part D - Business Phone Services of the Basic Telephone Service Section of Our Customer Terms.

Commercial use

- 11.5 The Telstra Business All-4-Biz Mach IV Plan is intended for retail customers to use for their own business usage. We make available wholesale services under other sections of Our Customer Terms. Such wholesale services are made available pursuant to terms and conditions (including prices) which are intended to provide both us and our customers a fair commercial return. Customers who use our services in their capacity as carriers or carriage service providers (or as suppliers of carriers or carriage service providers) must acquire services for such purposes under wholesale terms and conditions. The following clauses are intended to ensure that this occurs.
- 11.6 You must not resell or commercially exploit our Telstra Business All-4-Biz Mach IV Plan or any services you add to your Account. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- 11.7 You may not use our services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- 11.8 You can only use a service that we provide you with handsets or other devices that have been approved by us for use on our networks.
- 11.9 We can rely on our FairPlay Policy if we reasonably think that you have breached any of the three previous clauses.

Unreasonable use

- 11.10 You must not use the Telstra Business All-4-Biz Mach IV Plan or any services you add to your Account in a way that is unreasonable. We consider it unreasonable where you use our Telstra Business All-4-Biz Mach IV Plan or any services you add to your Account fraudulently or in a manner that causes significant network congestion. Fraudulent use of our Telstra Business All-4-Biz Mach IV Plan covers resupplying the plan or any services you add to your Account without our consent, so that someone else can take advantage of the benefits of a Telstra Business All-4-Biz Mach IV Plan.
- 11.11 We also consider it unreasonable if you use any Telstra Mobile service connected under the Telstra Business All-4-Biz Mach IV Plan for the purposes of telemetry or any other machine-to-machine application.

What we can do

- 11.12 If we reasonably believe that:

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(a) you are in breach of this FairPlay Policy; and,

(i) ,

we can:

(b) cancel or limit your right to use your Telstra Business All-4-Biz Mach IV Plan or any services you add to your Account without telling you before we do so; and

(c) suspend or cancel your services which have been used in connection with the Telstra Business All-4-Biz Mach IV Plan offers by telling you in writing 30 days before we do so.

12 Telstra Business All-4-Biz Mach III Plans – for connections on and from 31 October 2012 until 13 October 2013

12.1 Telstra Business All-4-Biz Mach III Plans are not available to new customers on and from 14 October 2013.

12.2 Customers who connected to a Telstra Business All-4-Biz Mach III Plan between 31 October 2012 and 13 October 2013 may not change Minimum Monthly Amount or their minimum term for their Telstra Business All-4-Biz Mach III Plan, but may upgrade to a Telstra Business All-4-Biz Mach IV Plan in accordance with the Telstra Business All-4-Biz Mach IV Section of these terms.

What is the Telstra Business All-4-Biz Mach III Plan?

12.3 The Telstra Business All-4-Biz Mach III Plan helps you consolidate your eligible business communication services into one flexible, easy to manage account.

12.4 The Telstra Business All-4-Biz Mach III Plan is not available to Telstra Wholesale customers.

Eligibility

12.5 To be eligible for the Telstra Business All-4-Biz Mach III Plan you must:

(a) have an ABN, ACN or ARBN; and

(b) nominate at least one Basic Telephone Service, ISDN Service, or Telstra Business All-4-Biz Mach III Mobile service to be added to your Telstra Business All-4-Biz Mach III Plan Account.

12.6 We supply the Telstra Business All-4-Biz Mach III Plan for business purposes and you must use the Telstra Business All-4-Biz Mach III Plan predominantly for business purposes.

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12.7 In addition to our rights under the General Terms, you will not be eligible for the Telstra Business All-4-Biz Mach III Plan or we may cancel your Telstra Business All-4-Biz Mach III Plan if you:

- (g) charge any other person for any of the services or benefits provided to you under the Telstra Business All-4-Biz Mach III Plan;
- (h) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under the Telstra Business All-4-Biz Mach III Plan; or
- (i) act as agent for any person in entering into the Telstra Business All-4-Biz Mach II Plan or a service which you have nominated to be included under the Telstra Business All-4-Biz Mach III Plan.

Migrating existing services to a Telstra Business All-4-Biz Mach II Plan

12.8 If you took up a Telstra Business All-4-Biz Mach II Plan prior to 31 October 2012 and want to move to a Telstra Business All-4-Biz Mach III Plan on or after 31 October 2012 but prior to 14 October 2013:

- (a) you may need to pay us an early termination charge for your Telstra Business All-4-Biz Mach II Plan;
- (b) you do not need to restart your minimum term; and
- (c) your Loyalty Bonus account will be adjusted on a pro-rata basis.

Varying your All-4-Biz Mach III Plan

12.9 If you vary your Telstra Business All-4-Biz Plan by changing your Service Schedule Term and or your Minimum Monthly Amount before the end of the Service Schedule Term we will determine whether that change constitutes an upgrade or downgrade using the following formulas:

Current Value = your current Minimum Monthly Amount multiplied by the number of months in your current Service Schedule Term

Proposed Value = your new Minimum Monthly Amount multiplied by the number of months in your new Service Schedule Term

12.10 If the Proposed Amount is:

- (a) more than your Current Amount, we will adjust your Loyalty Bonus in accordance with the Loyalty Bonus CVC Upgrade Formula below.
- (b) less than the Current Amount, you may have to pay us a Contract Variation Charge calculated according to the CVC Downgrade Formula below.

12.11 CVC Upgrade Formula

New Loyalty Bonus Fund Balance = $(A \times B \div C) + (D \times E \div F) - G$

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Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new Service Schedule Term

C = Total number of days in the new Service Schedule Term

D = Number of days elapsed since start of the original Service Schedule Term

E = Original Loyalty Bonus

F = Total number of days in original Service Schedule Term

G = Total Loyalty Bonus Used

12.12 CVC Downgrade Formula

$$\text{CVC} = ((A \times B \div C) + (D \times E \div F) - G) - (H \div F \times J) + (I \div C \times B)$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new Service Schedule Term

C = Total number of days in the new Service Schedule Term

D = Number of days elapsed since start of the original Service Schedule Term

E = Original Loyalty Bonus

F = Total number of days in original Service Schedule Term

G = Total Loyalty Bonus Used

H = Original Base ETC

I = New Base ETC

J = Number of days remaining in the original Service Schedule Term

13 Telstra Business All-4-Biz Mach III Plan terms, pricing and discounts

The pricing and terms which apply to your All-4-Biz Mach III Plan are set out in your agreement with us for your All-4-Biz Mach III Plan, except as expressly modified by this Telstra Business All-4-Biz Plan section of Our Customer Terms.

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Effective average price for calls

13.1 If you only make a small number of calls of a type described in your Telstra Business All-4-Biz Mach III Plan in a particular period, then the effective average price which you pay for local calls, 019 calls, extended zone calls and/or preferential calls may exceed:

- (a) the stated per-call charge; and/or
- (b) in any event, 22 cents (including GST) per call.

Example: If your Minimum Monthly Amount is \$1000, and you make only 2000 local calls in any one month, then the effective average price of each of those calls will be 50 cents per call (\$1000 divided by the number of calls made).

Telstra Business All-4-Biz Mach III Mobile Service Plans

13.2 Telstra Mobile services must be on a Telstra Business All-4-Biz Mach III Mobile Service Plan to be eligible to be added to an Account.

13.3 The Telstra Business All-4-Biz Mobile Service Plan is available as a:

- (e) as a month-by-month plan with a \$10 monthly access fee (**\$10 Casual Plan**);
- (f) either for a minimum term of 24 months or as a month-by-month plan with a \$40 monthly access fee (**\$40 Plan**);
- (g) either for a minimum term of 24 months or as a month-by-month plan with a \$70 monthly access fee (**\$70 Plan**); or
- (h) either for a minimum term of 24 months or as a month-by-month plan with a \$120 monthly access fee (**\$120 Plan**).

13.4 If your existing Telstra Mobile service is within a minimum term and you wish to move to a Telstra Business All-4-Biz Mobile Service Plan:

- (d) you will need to restart a 24 month minimum term if you select the \$40 Plan, \$70 Plan or \$120 Plan on a minimum 24 month term;
- (e) we may charge you an early termination charge as set out in our agreement for your existing Telstra Mobile service; and
- (f) if you purchased a handset via the Mobile Repayment Option as part of your existing Telstra Mobile service, this will be migrated to your new Telstra Business All-4-Biz Mobile Service Plan. Mobile Repayment Option Member Credits and Smartphone Bonus Offer are not compatible with All-4-Biz Mobile Service Plans.

13.5 All-4-Biz Mobile Service Plans do not include a handset. You have to bring your own handset, or, for eligible customers taking up a \$40 Plan, \$70 Plan or \$120 Plan on a 24 month term, acquire a Mobile Repayment Option handset. You can't take up

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a Mobile Repayment Option with a month-by-month plan. The Mobile Repayment Option terms and conditions are set out in Our Customer Terms.

- 13.6 If your Telstra Business All-4-Biz Plan is cancelled or terminated, the Telstra Mobile services that were included under your Account will continue on a Telstra mobile plan available at the time and which is on terms most comparable to your All-4-Biz Mobile Service Plan.

Telstra Business All-4-Biz Mach III Mobile Service \$10 Casual Plan

- 13.7 For each Telstra Business All-4-Biz Mobile Service \$10 Casual Plan included under your Account, we charge you:

- (c) a \$10 monthly access fee; and
- (d) the call, message and data usage rates set out below.

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 5000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 12500		Telstra Business All-4-Biz Plan 15000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢

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Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 17500		Telstra Business All-4-Biz Plan 20000		Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 35000		Telstra Business All-4-Biz Plan 40000		Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000	
	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

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Telstra Business All-4-Biz Mobile Service \$10 Casual Plan call rates	Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST excl.	GST incl.	GST excl.	GST incl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

13.8 The \$10 Casual Plan does not have an included data allowance. Data usage is charged at 10 cents per MB charged per kilobyte, capped at a maximum of \$500 per month.

13.9 Charges for International SMS and MMS will first be charged as per table below. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Telstra Business All-4-Biz Mach III \$40 Mobile Plan

13.10 The \$40 Plan is available for a minimum term of 24 months or as a casual month-by-month plan.

13.11 The \$40 Plan monthly access fee includes:

- (c) \$40 of standard SMS, MMS, voice and video calls in Australia to Australian fixed and mobile numbers, each month; and
- (d) 200MB of included data each month (excess data charged at 10 cents per MB charged per kilobyte, capped at a maximum of \$500 per month).

13.12 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, internet usage, SMS

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and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS, wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.

- 13.13 Unused allowances expire monthly.
- 13.14 If you take up a \$40 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.
- 13.15 You can share the included allowances you receive as part of your \$40 Plan with other Telstra Business All-4-Biz Mobile Service Plans on your Account, including with other services connected to the \$40 Plan, except with services connected to a \$10 Casual Plan.
- 13.16 For each \$40 Plan included under your Account, we charge you:
- (d) a \$40 monthly access fee each month; and
 - (e) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
 - (f) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.
- 13.17 The call and message rates for the \$40 Plan are set out in the tables below.

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 5000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢

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Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 12500		Telstra Business All-4-Biz Plan 15000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 17500		Telstra Business All-4-Biz Plan 20000		Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 35000		Telstra Business All-4-Biz Plan 40000		Telstra Business All-4-Biz Plan 45000		Telstra Business All-4-Biz Plan 50000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢

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handset in Australia (price stated per 30 seconds - charged per second)								
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

Telstra Business All-4-Biz Mobile Service \$40 Plan call rates	Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Fee per SMS send (except to international numbers)	20.0 ¢	18.2 ¢	20.0 ¢	18.2 ¢

13.18 Charges for International SMS and MMS will be charged as per table below. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Telstra Business All-4-Biz Mach III \$70 Mobile Plan

13.19 The \$70 Plan is available for a minimum term of 24 months or as a casual month-by-month plan..

13.20 The \$70 Plan monthly access fee includes:

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- (d) \$70 of standard MMS, voice and video calls in Australia to Australian fixed and mobile numbers each month;
- (e) unlimited standard SMS in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy; and
- (f) 1GB of included data each month (excess data charged at 10 cents per MB charged per kilobyte, capped at a maximum of \$500 per month).

13.21 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, internet usage, SMS and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS, calls to 19xx and 12xx numbers. wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.

13.22 Unused allowances expire monthly.

13.23 If you take up a \$70 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.

13.24 You can share the included allowances you receive as part of your \$70 Plan (except unlimited SMS) with other Telstra Business All-4-Biz Mobile Service Plans on your Account, including with other services connected to the \$70 Plan, except with services connected to a \$10 Plan.

13.25 For each \$70 Plan included under your Account, we charge you:

- (d) a \$70 monthly access fee each month; and
- (e) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
- (f) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.

13.26 The call and message rates for the \$70 Plan are set out in the tables below.

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2000		Telstra Business All-4-Biz Plan 3000		Telstra Business All-4-Biz Plan 5000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in	28.0 ¢	25.5 ¢	25.0 ¢	22.7 ¢	25.0 ¢	22.7 ¢	20.0 ¢	18.2 ¢

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Australia (price stated per 30 seconds - charged per second)								
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000		Telstra Business All-4-Biz Plan 12500		Telstra Business All-4-Biz Plan 15000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	20.0 ¢	18.2 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢	16.0 ¢	14.5 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 17500		Telstra Business All-4-Biz Plan 20000		Telstra Business All-4-Biz Plan 25000		Telstra Business All-4-Biz Plan 30000	
	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	16.0 ¢	14.5 ¢	14.0 ¢	12.7 ¢	14.0 ¢	12.7 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 35000	Telstra Business All-4-Biz Plan 40000	Telstra Business All-4-Biz Plan 45000	Telstra Business All-4-Biz Plan 50000

Telstra Business All-4-Biz Plan for Enterprise Section

	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

Telstra Business All-4-Biz Mobile Service \$70 Plan call rates	Telstra Business All-4-Biz Plan 55000		Telstra Business All-4-Biz Plan 60000	
	GST Incl.	GST excl.	GST Incl.	GST excl.
National voice and video call charges to handset in Australia (price stated per 30 seconds - charged per second)	12.0 ¢	10.9 ¢	12.0 ¢	10.9 ¢
Intra account voice calls*	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

13.27 Charges for International SMS and MMS will first be charged as per the table below. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Telstra Business Mach III \$120 Mobile plan

13.28 The \$120 Plan is available for a minimum term of 24 months or as a casual month-by-month plan.

13.29 The \$120 Plan monthly access fee includes:

- (g) unlimited standard SMS, MMS, voice and video calls in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy;

Telstra Business All-4-Biz Plan for Enterprise Section

- (h) 3GB of included data each month (excess data charged at 10c per MB charged per kilobyte, capped at a maximum of \$500 per month); and
 - (i) free MessageBank® diversion and retrieval or free MessageBank PLUS if you have an iPhone.
- 13.30 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, internet usage, SMS and MMS) and for MessageBank, Video MessageBank and voice calls to a 13 number (including 1300 or 1345 number), 1800 number, Directory Assistance and video calls. You cannot use your included calls for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS calls to 19xx and 12xx numbers wake-up reminder calls, reverse call charges, Call Answer, Memo and PhonePage, calls to pivotel mobiles and SMS read receipts.
- 13.31 You can share the included data allowance you receive as part of your \$120 Plan with other Telstra Business All-4-Biz Mobile Service Plans on your Account, including with other services connected to the \$120 Plan, except services connected to a \$10 Plan. You can't share the included call/SMS allowance you receive with your \$120 Plan.
- 13.32 If you take up a \$120 Plan as a casual month-by-month plan you are not eligible for any port-in or other welcome credit offers.
- 13.33 For each \$120 Plan included under your Account, we charge you:
- (j) a \$120 monthly access fee each month;
 - (k) any charges for calls beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
 - (l) any charges for data usage beyond your included data and any data charges for data usage that is not eligible for the purposes of your included data.
- 13.34 Under your \$120 Plan, you will not be charged call connection fees for calls to an Australian fixed or mobile number, for SMS and MMS messages to recipients in Australia, or call diversion or retrieval charges for MessageBank services. You will still be charged for the services set out in the table below. All amounts are inclusive of GST.

Type	Charge
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Term and Termination

Telstra Business All-4-Biz Plan for Enterprise Section

- 13.35 You must pay an early termination charge (ETC) and administration fee as reasonably determined by us if, you take up an All-4-Biz Mobile Service on a minimum 24 month term and during your minimum term:
- (c) you cancel (other than as a result of our material breach) or we cancel a service connected to a \$40 Plan, \$70 Plan or \$120 Plan with a minimum 24 month term;
 - (d) you move a service connected to the \$40 Plan, \$70 Plan or \$120 Plan with a minimum 24 month term to another mobile service plan.
- 13.36 The amount of any early termination charge payable is calculated in accordance with the following formula.

$$\frac{\text{Base ETC} \times \text{number of days remaining in your minimum term}}{\text{Total number of days in your minimum term}}$$

- 13.37 The Base ETC's are set out in the table below. All amounts are inclusive of GST.

Telstra Business All-4-Biz Mobile Service	Base ETC
\$40 Plan with a minimum 24 month term	\$864
\$70 Plan with a minimum 24 month term	\$1512
\$120 Plan with a minimum 24 month term	\$2592

14 Telstra Business All-4-Biz Mach III Plan FairPlay Policy

What is the FairPlay Policy?

- 14.1 It is important to us that our customers can access our services. Because of this, you must follow our FairPlay Policy when you use our Telstra Business All-4-Biz Mach III Plan.
- 14.2 Our FairPlay Policy is intended to ensure that our customers do not use any services or benefits provided under our Telstra Business All-4-Biz Mach III Plan in an unreasonable or fraudulent manner or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our FairPlay Policy.
- 14.3 We can rely on our FairPlay Policy where we reasonably consider that you have used our Telstra Business All-4-Biz Mach III Plan in a way that is unreasonable or in the situations set out below under "Commercial use".
- 14.4 The Telstra Business All-4-Biz Mach III Plan is a FairPlay offer. This Telstra Business All-4-Biz Mach III Plan FairPlay Policy applies in addition to any other

Telstra Business All-4-Biz Plan for Enterprise Section

FairPlay, Reasonable Use or Acceptable Use policy that might apply to any individual services you add to your Account, except:

- (a) the restrictions concerning excessive use described under clauses 9.12 to 9.14 of Part A - General of the Telstra Mobile Section of Our Customer Terms; or
- (b) the reasonable use policy under clauses 2.1 to 2.3 of Part D - Business Phone Services of the Basic Telephone Service Section of Our Customer Terms.

Commercial use

- 14.5 The Telstra Business All-4-Biz Mach III Plan is intended for retail customers to use for their own business usage. We make available wholesale services under other sections of Our Customer Terms. Such wholesale services are made available pursuant to terms and conditions (including prices) which are intended to provide both us and our customers a fair commercial return. Customers who use our services in their capacity as carriers or carriage service providers (or as suppliers of carriers or carriage service providers) must acquire services for such purposes under wholesale terms and conditions. The following clauses are intended to ensure that this occurs.
- 14.6 You must not resell or commercially exploit our Telstra Business All-4-Biz Mach III Plan or any services you add to your Account. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- 14.7 You may not use our services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- 14.8 You can only use a service that we provide you with handsets or other devices that have been approved by us for use on our networks.
- 14.9 We can rely on our FairPlay Policy if we reasonably think that you have breached any of the three previous clauses.

Unreasonable use

- 14.10 You must not use the Telstra Business All-4-Biz Mach III Plan or any services you add to your Account in a way that is unreasonable. We consider it unreasonable where you use our Telstra Business All-4-Biz Mach III Plan or any services you add to your Account fraudulently or in a manner that causes significant network congestion. Fraudulent use of our Telstra Business All-4-Biz Mach III Plan covers resupplying the plan or any services you add to your Account without our consent, so that someone else can take advantage of the benefits of a Telstra Business All-4-Biz Mach III Plan.
- 14.11 We also consider it unreasonable if you use any Telstra Mobile service connected under the Telstra Business All-4-Biz Mach III Plan for the purposes of telemetry or any other machine-to-machine application.

Telstra Business All-4-Biz Plan for Enterprise Section

What we can do

- 14.12 If we reasonably believe that you are in breach of this FairPlay Policy, we can:
- (a) cancel or limit your right to use your Telstra Business All-4-Biz Mach III Plan or any services you add to your Account without telling you before we do so; and
 - (b) suspend or cancel your services which have been used in connection with the Telstra Business All-4-Biz Mach III Plan offers by telling you in writing 30 days before we do so.

15 Telstra Business All-4-Biz Mach II Plans - For connections between 1 October 2010 and 30 October 2012

Not available on and from 31 October 2012

- 15.1 The Telstra Business All-4-Biz Mach II Plans are not available to new customers on and from 31 October 2012.
- 15.2 Customers who connected to a Telstra Business All-4-Biz Mach II Plan between 1 October 2010 and 30 October 2012 may not, on and from 31 October 2012 until 16 April 2013:
- (a) change the Minimum Monthly Amount for their Telstra Business All-4-Biz Mach II Plan; or
 - (b) change the minimum term,
- however you may upgrade to a Telstra Business All-4-Biz Mach III Plan in accordance with clause 12.8 above.
- 15.3 Customers who connected to a Telstra Business All-4-Biz Mach II Plan between 1 October 2010 and 30 October 2012 may, on and from 17 April 2013 until withdrawn by us, change your Minimum Monthly Amount to a new Minimum Monthly Amount of \$600 or more, on the following terms:

Change	Terms
If you are within a minimum term and move to a Telstra Business All-4-Biz Mach II Plan with a higher Minimum Monthly Amount of at least \$600	You do not need to restart your minimum term. Your call rates and discounts will be adjusted on a pro-rata basis to reflect your new Minimum Monthly Amount or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis. You may need to pay us a contract variation charge.
If you are within a minimum term and move to a Telstra Business All-4-Biz Mach II Plan with a lower Minimum Monthly Amount of at least \$600	You do not need to restart your minimum term. Your call rates and discounts will be adjusted to reflect your new Minimum Monthly Amount or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis. You may need to pay us a contract variation charge.

Telstra Business All-4-Biz Plan for Enterprise Section

What is the Telstra Business All-4-Biz Mach II Plan?

- 15.4 The Telstra Business All-4-Biz Mach II Plan helps you consolidate your eligible business communication services into one flexible, easy to manage account.
- 15.5 With the Telstra Business All-4-Biz Mach II Plan, you can:
- (a) create a Telstra Business All-4-Biz Mach II Plan account (“**Account**”) and add eligible Telstra services to that Account;
 - (b) select a **Minimum Monthly Amount**, which gives you an equivalent amount of **Monthly Included Value**, which is used to pay the eligible charges that you incur for using the Telstra services on your Account; and
 - (c) access the following special features:
 - (i) special fixed voice and mobile call pricing;
 - (ii) free voice calls in Australia between nominated fixed and mobile services on your Account (subject to the Telstra Business All-4-Biz Mach II Plan FairPlay Policy);
 - (iii) discounts on other eligible Telstra services added to your Account; and
 - (iv) a Loyalty Bonus.

Availability

- 15.6 The Telstra Business All-4-Biz Mach II Plan is available for a 24, 36, 48 or 60 month minimum term.
- 15.7 The Telstra Business All-4-Biz Mach II Plan is not available to Telstra Wholesale customers.
- 15.8 Pricing and discounts provided under a Telstra Business All-4-Biz Mach II Plan are not compatible with any other Telstra offer.

Eligibility

- 15.9 To be eligible for the Telstra Business All-4-Biz Mach II Plan you must:
- (a) have an ABN, ACN or ARBN; and
 - (b) nominate at least one Basic Telephone Service, ISDN Service, or Telstra Business All-4-Biz Mach II Mobile service to be added to your Telstra Business All-4-Biz Mach II Plan Account - see “Nominated Services” below.

Telstra Business All-4-Biz Plan for Enterprise Section

15.10 We supply the Telstra Business All-4-Biz Mach II Plan for business purposes and you must use the Telstra Business All-4-Biz Mach II Plan predominantly for business purposes.

15.11 In addition to our rights under the General Terms, you will not be eligible for the Telstra Business All-4-Biz Mach II Plan or we may cancel your Telstra Business All-4-Biz Mach II Plan if you:

- (j) charge any other person for any of the services or benefits provided to you under the Telstra Business All-4-Biz Mach II Plan;
- (k) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under the Telstra Business All-4-Biz Mach II Plan; or
- (l) act as agent for any person in entering into the Telstra Business All-4-Biz Mach II Plan or a service which you have nominated to be included under the Telstra Business All-4-Biz Mach II Plan.

Eligible Charges

15.12 We deduct the following types of charges (“**Eligible Charges**”) for the Nominated Services on your Account from your Monthly Included Value:

- (a) connection charges (if any)
- (b) monthly access charges or service fees (if any);
- (c) usage charges (for example, for calls or excess data usage); and
- (d) Mobile or Fixed Repayment Option repayment amounts

15.13 The following types of charges are not Eligible Charges and will not be deducted from the Monthly Included Value:

- (a) upfront charges for hardware or equipment;
- (b) managed infrastructure network costs, network extension or enterprise works costs; and
- (c) other charges you might incur that are not of a kind listed in clause 10.12 above.

Nominated Services

15.14 You must nominate Telstra services to be added to your Account. Only eligible Telstra services approved by us can be added (“**Nominated Service**”).

15.15 Nominated Services are governed by their respective terms and conditions, including prices, as set out in Our Customer Terms or other arrangements we have with you.

Telstra Business All-4-Biz Plan for Enterprise Section

- 15.16 If you wish to transfer and add existing services you have (with us or another service provider) to your Account (to be counted as Nominated Services), early termination charges may apply to your existing services.
- 15.17 You must pre-select us to supply all your national long distance (STD) calls, international calls, fixed calls to mobile numbers and mobile services (“**Pre-Selectable Services**”) for all Nominated Services under your Account. You appoint us as your agent for the sole purpose of pre-selecting all Pre-Selectable Services and authorise us to do all things, and execute all documentation (including Transfer Authority Forms or Carrier Authority Forms) on your behalf to enable you to comply with this clause.
- 15.18 You may add Nominated Services to your Account at any time. Minimum contract terms may be applicable to your Nominated Services. If you cancel a Nominated Service during an applicable minimum contract term, early termination charges may apply in relation to that Nominated Service.
- 15.19 In addition to services notified by us from time to time, the following Telstra services and plans cannot be included on your account as Nominated Services. Any charges for them will not be deducted from the Monthly Included Value:
- (a) BigPond products and services;
 - (b) any fixed line service connected to a BusinessLine® Choice or BusinessLine Part plan or to any other plan that is not a BusinessLine plan;
 - (c) any Telstra mobile service not connected to a Telstra Business All-4-Biz Mach II Mobile Service Plan; and
 - (d) broadband services connected to a Telstra Business Broadband Ethernet Bundle

Free IntraAccount calls

- 15.20 As a Telstra Business All-4-Biz Mach II Plan customer, you can make voice calls in Australia from any service on your Account to other services in Australia on the same Account in Australia for free. Free IntraAccount calls do not apply to video calls, international calls or international roaming calls. If you have more than one Telstra Business All-4-Biz Mach II Account, free IntraAccount calls do not apply between Accounts.
- 15.21 You cannot have more than 3,500 services with a telephone number on your All-4-Biz Account.
- 15.22 Our Telstra Business All-4-Biz Mach II Plan FairPlay Policy applies to free IntraAccount calls.

Minimum Monthly Amount

- 15.23 You may select one of the following Minimum Monthly Amounts for your Telstra Business All-4-Biz Mach II Plan:

Telstra Business All-4-Biz Plan for Enterprise Section

Plan	Minimum Monthly Amount		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Mach II Plan 200	\$181.82	\$200.00	\$181.82	\$200.00
Telstra Business All-4-Biz Mach II Plan 400	\$363.64	\$400.00	\$363.64	\$400.00
Telstra Business All-4-Biz Mach II Plan 600	\$545.45	\$600.00	\$545.45	\$600.00
Telstra Business All-4-Biz Mach II Plan 1000	\$909.09	\$1,000.00	\$909.09	\$1,000.00
Telstra Business All-4-Biz Mach II Plan 1750	\$1,590.91	\$1,750.00	\$1,590.91	\$1,750.00
Telstra Business All-4-Biz Mach II Plan 2500	\$2,272.73	\$2,500.00	\$2,272.73	\$2,500.00
Telstra Business All-4-Biz Mach II Plan 3750	\$3,409.09	\$3,750.00	\$3,409.09	\$3,750.00
Telstra Business All-4-Biz Mach II Plan 5000	\$4,545.45	\$5,000.00	\$4,545.45	\$5,000.00
Telstra Business All-4-Biz Mach II Plan 7500	\$6,818.18	\$7,500.00	\$6,818.18	\$7,500.00
Telstra Business All-4-Biz Mach II Plan 10000	\$9,090.91	\$10,000.00	\$9,090.91	\$10,000.00
Telstra Business All-4-Biz Mach II Plan 12500	\$11,363.64	\$12,500.00	\$11,363.64	\$12,500.00
Telstra Business All-4-Biz Mach II Plan 15000	\$13,636.36	\$15,000.00	\$13,636.36	\$15,000.00
Telstra Business All-4-Biz Mach II Plan 17500	\$15,909.09	\$17,500.00	\$15,909.09	\$17,500.00
Telstra Business All-4-Biz Mach II Plan 20000	\$18,181.82	\$20,000.00	\$18,181.82	\$20,000.00
Telstra Business All-4-Biz Mach II Plan 25000	\$22,727.27	\$25,000.00	\$22,727.27	\$25,000.00
Telstra Business All-4-Biz Mach II Plan 30000	\$27,272.73	\$30,000.00	\$27,272.73	\$30,000.00

15.24 The Minimum Monthly Amount for your chosen Telstra Business All-4-Biz Mach II Plan gives you an equivalent amount of Monthly Included Value. Unused Monthly Included Value expires at the end of each month.

Telstra Business All-4-Biz Plan for Enterprise Section

Monthly charges

- 15.25 In relation to your Telstra Business All-4-Biz Mach II Plan, each month you must pay us:
- (a) the Minimum Monthly Amount for your Telstra Business All-4-Biz Mach II Plan;
 - (b) any charges for your Nominated Services which are in excess of your Monthly Included Value; and
 - (c) any fees or charges for your Nominated Services that are not Eligible Charges.

Migrating existing services to a Telstra Business All-4-Biz Mach II Plan

- 15.26 If you took up a Telstra Business All-4-Biz Mach I Plan prior to 1 October 2010 and want to move to a Telstra Business All-4-Biz Mach II Plan on or after 1 October 2010:
- (a) you may need to pay us an early termination charge for your Telstra Business All-4-Biz Mach I Plan;
 - (b) you do not need to restart your minimum term; and
 - (c) your Loyalty Bonus account will be adjusted on a pro-rata basis.

Changing your Minimum Monthly Amount or Minimum Term

- 15.27 If you wish to change your Minimum Monthly Amount or minimum term, the following rules apply: This clause applies to customers wanting to change their plan on or before 30 October 2012.

Change	Terms
If you are within a minimum term and move to a Telstra Business All-4-Biz Mach II Plan with a higher Minimum Monthly Amount or a longer minimum term	You do not need to restart your minimum term. Your call rates and discounts will be adjusted on a pro-rata basis to reflect your new Minimum Monthly Amount or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis. You may need to pay us a contract variation charge.
If you are within a minimum term and move to a Telstra Business All-4-Biz Mach II Plan with a lower Minimum Monthly Amount or a shorter minimum term	You do not need to restart your minimum term. Your call rates and discounts will be adjusted to reflect your new Minimum Monthly Amount or new minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis. You may need to pay us a contract variation charge.

- 15.28 If the minimum term of your Telstra Business All-4-Biz Mach II Plan has expired and you have not recontracted for a further minimum term, you may change your Minimum Monthly Amount at any time. Your Minimum Monthly Amount and Monthly Included Value will be adjusted on a pro-rata basis.

Telstra Business All-4-Biz Plan for Enterprise Section

Telling you about your Telstra Business All-4-Biz Mach II Plan

- 15.29 When you set up your Telstra Business All-4-Biz Mach II Plan you must nominate an email address to which we may send electronic messages about your Telstra Business All-4-Biz Mach II Plan (“**Nominated Email Address**”).

16 Telstra Business All-4-Biz Mach II Plan pricing and discounts

- 16.1 Except as expressly modified by this Telstra Business All-4-Biz Mach II Plan Section, the pricing for your Nominated Services is set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services.
- 16.2 Once your Telstra Business All-4-Biz Mach II Plan is terminated, the prices and discounts specified in this Telstra Business All-4-Biz Mach II Plan Section will cease to apply and the pricing for your Nominated Services will revert to standard pricing for those services, as set out in the relevant section of Our Customer Terms or your agreement with us for the Nominated Services.

Effective average price for calls

- 16.3 If you only make a small number of calls of a type described in your Telstra Business All-4-Biz Mach II Plan in a particular period, then the effective average price which you pay for local calls, 019 calls, extended zone calls and/or preferential calls may exceed:
- (a) the stated per-call charge; and/or
 - (b) in any event, 22 cents (including GST) per call.

Example: If your Minimum Monthly Amount is \$200, and you make only 250 local calls in any one month, then the effective average price of each of those calls will be 80 cents per call (\$200 divided by the number of calls made).

Basic Telephone Service and ISDN

- 16.4 You may nominate existing Basic Telephone Services and ISDN Services with us to be added to your Account. If you do so, we will treat such Basic Telephone Services and ISDN Services as if they are connected to the BusinessLine plan to which they were connected prior to inclusion under your Account, except as modified below. If you connect a new Basic Telephone Service or ISDN Service and nominate to add it to your Account (or if your nominated Basic Telephone Services and ISDN Services were not connected to a BusinessLine plan prior to inclusion under your Account), we will treat such services as if they were connected to a BusinessLine Complete plan.

See [Part D – Business Phone Services of the Basic Telephone Service section](#) for terms, including prices, for BusinessLine Complete. See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

Telstra Business All-4-Biz Plan for Enterprise Section

See [Part B - ISDN Services of the ISDN Section](#) for terms, including prices, for ISDN. See clause 1 of [Part A – General of the ISDN Section](#) for more detail on how the various parts of the ISDN Section should be read together

- 16.5 If your Telstra Business All-4-Biz Mach II Plan/Account is cancelled or terminated, the Basic Telephone Services and/or ISDN Services that were included under your Telstra Business All-4-Biz Mach II Plan will continue on the BusinessLine plan to which they were connected prior to inclusion under your Telstra Business All-4-Biz Mach II Plan, on the terms, including prices, set out in [Part D – Business Phone Services of the Basic Telephone Service section](#), or [Part B - ISDN Services of the ISDN Section](#) of Our Customer Terms, as applicable.
- 16.6 In relation to Basic Telephone Services added to an Account, we charge you the following:

(i) Monthly charge

Monthly charge		Monthly charge where you are a charity		Monthly charge where you are a non-profit organisation	
GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
\$31.77	\$34.95	\$17.73	\$19.50	\$22.27	\$24.50

For ACT customers: If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

(ii) Call charges

	Telstra Business All-4-Biz Mach II Plan 200		Telstra Business All-4-Biz Mach II Plan 400		Telstra Business All-4-Biz Mach II Plan 600		Telstra Business All-4-Biz Mach II Plan 1000		Telstra Business All-4-Biz Mach II Plan 1750		Telstra Business All-4-Biz Mach II Plan 2500		Telstra Business All-4-Biz Mach II Plan 3750		Telstra Business All-4-Biz Mach II Plan 5000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Intra-account voice calls	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	17.27 ¢	19.00 ¢	16.36 ¢	18.00 ¢	15.45 ¢	17.00 ¢	13.64 ¢	15.00 ¢	13.18 ¢	14.50 ¢	12.73 ¢	14.00 ¢	12.27 ¢	13.50 ¢	11.82 ¢	13.00 ¢
Other long distance (STD) calls (price stated per minute - charged per second)	16.36 ¢	18.00 ¢	15.45 ¢	17.00 ¢	14.55 ¢	16.00 ¢	11.82 ¢	13.00 ¢	11.36 ¢	12.50 ¢	10.91 ¢	12.00 ¢	10.45 ¢	11.50 ¢	10.00 ¢	11.00 ¢
Calls to mobile (price stated per minute - charged per second)	26.36 ¢	29.00 ¢	25.45 ¢	28.00 ¢	24.55 ¢	27.00 ¢	22.73 ¢	25.00 ¢	22.27 ¢	24.50 ¢	21.82 ¢	24.00 ¢	21.36 ¢	23.50 ¢	20.91 ¢	23.00 ¢

	Telstra Business All-4-Biz Mach II Plan 7500	Telstra Business All-4-Biz Mach II Plan 10000	Telstra Business All-4-Biz Mach II Plan 12500	Telstra Business All-4-Biz Mach II Plan 15000	Telstra Business All-4-Biz Mach II Plan 17500	Telstra Business All-4-Biz Mach II Plan 20000	Telstra Business All-4-Biz Mach II Plan 25000	Telstra Business All-4-Biz Mach II Plan 30000
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The Telstra Business All-4-Biz Plan Section was last changed on 4 June 2018.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Intra-account voice calls	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	10.91 ¢	12.00 ¢	10.00 ¢	11.00 ¢	9.55 ¢	10.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	9.50 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢
Other long distance (STD) calls (price stated per minute - charged per second)	9.55 ¢	10.50 ¢	9.09 ¢	10.00 ¢	9.09 ¢	9.50 ¢	8.18 ¢	9.00 ¢	7.73 ¢	8.50 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢
Calls to mobile (price stated per minute - charged per second)	20.45 ¢	22.50 ¢	20.00 ¢	22.00 ¢	19.55 ¢	21.50 ¢	19.09 ¢	21.00 ¢	18.64 ¢	20.50 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

(iii) International Calls

- 16.7 We charge you the following for international calls from the Basic Telephone Services and/or ISDN Services that are Nominated Services added to your Account.
- 16.8 For 0011 and 0015 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 30 seconds or part thereof).
- 16.9 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).
- 16.10 For charges for international calls made using our override code we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See [Part B – HomeLine Plans of the Basic Telephone Service section](#).

International Call Connection Fee (per call)

	Telstra Business All-4-Biz Mach II Plan 200		Telstra Business All-4-Biz Mach II Plan 400		Telstra Business All-4-Biz Mach II Plan 600		Telstra Business All-4-Biz Mach II Plan 1000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	35.45 ¢	39.00 ¢	35.45 ¢	39.00 ¢	35.45 ¢	39.00 ¢	35.45 ¢	39.00 ¢

	Telstra Business All-4-Biz Mach II Plan 1750		Telstra Business All-4-Biz Mach II Plan 2500		Telstra Business All-4-Biz Mach II Plan 3750		Telstra Business All-4-Biz Mach II Plan 5000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	30.00 ¢	33.00 ¢	20.00 ¢	22.00 ¢

	Telstra Business All-4-Biz Mach II Plan 7500		Telstra Business All-4-Biz Mach II Plan 10000		Telstra Business All-4-Biz Mach II Plan 12500		Telstra Business All-4-Biz Mach II Plan 15000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	15.00 ¢	16.50 ¢	15.00 ¢	16.50 ¢

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	Telstra Business All-4-Biz Mach II Plan 17500		Telstra Business All-4-Biz Mach II Plan 20000		Telstra Business All-4-Biz Mach II Plan 25000		Telstra Business All-4-Biz Mach II Plan 30000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection Fee (per call)	15.00 ¢	16.50 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢	10.00 ¢	11.00 ¢

International Calls Table (per minute rate)

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Afghanistan	\$1.950	\$1.773	\$1.950	\$1.773
Alaska	\$0.020	\$0.019	\$0.020	\$0.019
Albania	\$1.200	\$1.091	\$1.200	\$1.091
Algeria	\$1.950	\$1.773	\$1.950	\$1.773
American Samoa	\$0.900	\$0.819	\$0.900	\$0.819
Andorra	\$0.800	\$0.728	\$0.800	\$0.728
Angola	\$1.800	\$1.637	\$1.800	\$1.637
Anguilla	\$1.950	\$1.773	\$1.950	\$1.773
Antarctica	\$0.650	\$0.591	\$0.650	\$0.591
Antigua & Barbuda	\$1.350	\$1.228	\$1.350	\$1.228
Argentina	\$0.030	\$0.028	\$0.300	\$0.273
Armenia	\$1.550	\$1.410	\$1.550	\$1.410
Aruba	\$1.350	\$1.228	\$1.350	\$1.228
Ascension Island	\$1.600	\$1.455	\$1.600	\$1.455
Austria	\$0.050	\$0.046	\$0.400	\$0.364
Azerbaijan	\$1.550	\$1.410	\$1.550	\$1.410
Bahamas	\$0.850	\$0.773	\$0.850	\$0.773
Bahrain	\$1.500	\$1.364	\$1.500	\$1.364
Bangladesh	\$0.100	\$0.091	\$0.200	\$0.182
Barbados	\$1.400	\$1.273	\$1.400	\$1.273
Belarus	\$1.200	\$1.091	\$1.200	\$1.091
Belgium	\$0.050	\$0.046	\$0.400	\$0.364
Belize	\$1.400	\$1.273	\$1.400	\$1.273
Benin	\$1.900	\$1.728	\$1.900	\$1.728
Bermuda	\$1.200	\$1.091	\$1.200	\$1.091
Bhutan	\$1.700	\$1.546	\$1.700	\$1.546
Bolivia	\$1.400	\$1.273	\$1.400	\$1.273
Bosnia & Herzegovina	\$0.250	\$0.228	\$0.450	\$0.410
Botswana	\$1.600	\$1.455	\$1.600	\$1.455
Brazil	\$0.100	\$0.091	\$0.450	\$0.410
Brunei Darussalam	\$1.050	\$0.955	\$1.050	\$0.955

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Bulgaria	\$1.350	\$1.228	\$1.350	\$1.228
Burkina Faso	\$1.900	\$1.728	\$1.900	\$1.728
Burundi	\$1.900	\$1.728	\$1.900	\$1.728
Cambodia	\$0.350	\$0.319	\$0.350	\$0.319
Cameroon	\$1.950	\$1.773	\$1.950	\$1.773
Canada	\$0.020	\$0.019	\$0.020	\$0.019
Cape Verde	\$1.900	\$1.728	\$1.900	\$1.728
Cayman Is	\$1.350	\$1.228	\$1.350	\$1.228
Central African Rep	\$1.900	\$1.728	\$1.900	\$1.728
Chad	\$1.950	\$1.773	\$1.950	\$1.773
Chile	\$0.100	\$0.091	\$0.400	\$0.364
China	\$0.020	\$0.019	\$0.020	\$0.019
Colombia	\$1.400	\$1.273	\$1.400	\$1.273
Comoros	\$1.500	\$1.364	\$1.500	\$1.364
Congo Democratic Republic	\$1.950	\$1.773	\$1.950	\$1.773
Congo	\$1.900	\$1.728	\$1.900	\$1.728
Cook Islands	\$1.350	\$1.228	\$1.350	\$1.228
Costa Rica	\$1.600	\$1.455	\$1.600	\$1.455
Croatia	\$0.100	\$0.091	\$0.400	\$0.364
Cuba	\$1.150	\$1.046	\$1.150	\$1.046
Cyprus	\$0.050	\$0.046	\$0.050	\$0.046
Czech Republic	\$0.100	\$0.091	\$0.400	\$0.364
Denmark	\$0.050	\$0.046	\$0.400	\$0.364
Diego-Garcia	\$1.900	\$1.728	\$1.900	\$1.728
Djibouti	\$1.950	\$1.773	\$1.950	\$1.773
Dominica	\$1.150	\$1.046	\$1.150	\$1.046
Dominican Rep	\$0.850	\$0.773	\$0.850	\$0.773
East Timor	\$2.850	\$2.591	\$2.850	\$2.591
Ecuador	\$1.400	\$1.273	\$1.400	\$1.273
Egypt	\$0.250	\$0.228	\$0.250	\$0.228
El Salvador	\$1.350	\$1.228	\$1.350	\$1.228
Equatorial Guinea	\$1.950	\$1.773	\$1.950	\$1.773
Eritrea	\$1.950	\$1.773	\$1.950	\$1.773
Estonia	\$0.200	\$0.182	\$0.200	\$0.182
Ethiopia	\$1.950	\$1.773	\$1.950	\$1.773
Faroe Islands	\$1.250	\$1.137	\$1.250	\$1.137
Falkland Islands	\$1.400	\$1.273	\$1.400	\$1.273
Fiji	\$0.450	\$0.410	\$0.500	\$0.455
Finland	\$0.650	\$0.591	\$0.900	\$0.819
France	\$0.030	\$0.028	\$0.300	\$0.273
French Guiana	\$1.400	\$1.273	\$1.400	\$1.273
French Polynesia	\$1.000	\$0.910	\$1.000	\$0.910
Gabon	\$1.900	\$1.728	\$1.900	\$1.728

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Gambia	\$1.900	\$1.728	\$1.900	\$1.728
Georgia	\$1.550	\$1.410	\$1.550	\$1.410
Germany	\$0.050	\$0.046	\$0.400	\$0.364
Ghana	\$0.200	\$0.182	\$0.200	\$0.182
Gibraltar	\$1.200	\$1.091	\$1.200	\$1.091
Greece	\$0.030	\$0.028	\$0.300	\$0.273
Greenland	\$1.250	\$1.137	\$1.250	\$1.137
Grenada	\$1.400	\$1.273	\$1.400	\$1.273
Guadeloupe	\$1.250	\$1.137	\$1.250	\$1.137
Guam	\$0.750	\$0.682	\$0.750	\$0.682
Guantanamo	\$1.600	\$1.455	\$1.600	\$1.455
Guatemala	\$1.400	\$1.273	\$1.400	\$1.273
Guinea-Bissau	\$1.950	\$1.773	\$1.950	\$1.773
Guinea	\$1.900	\$1.728	\$1.900	\$1.728
Guyana	\$1.500	\$1.364	\$1.500	\$1.364
Haiti	\$2.600	\$2.364	\$2.600	\$2.364
Hawaii	\$0.020	\$0.019	\$0.020	\$0.019
Honduras	\$1.400	\$1.273	\$1.400	\$1.273
Hong Kong	\$0.030	\$0.028	\$0.030	\$0.028
Hungary	\$0.050	\$0.046	\$0.500	\$0.455
Iceland	\$1.000	\$0.910	\$1.000	\$0.910
India	\$0.050	\$0.046	\$0.050	\$0.046
Indonesia	\$0.200	\$0.182	\$0.250	\$0.228
Iran	\$0.300	\$0.273	\$0.200	\$0.182
Iraq	\$0.300	\$0.273	\$0.300	\$0.273
Ireland	\$0.030	\$0.028	\$0.300	\$0.273
Israel	\$0.030	\$0.028	\$0.250	\$0.228
Italy	\$0.030	\$0.028	\$0.400	\$0.364
Ivory Coast	\$1.900	\$1.728	\$1.900	\$1.728
Jamaica	\$1.350	\$1.228	\$1.350	\$1.228
Japan	\$0.030	\$0.028	\$0.300	\$0.273
Jordan	\$0.300	\$0.273	\$0.350	\$0.319
Kazakhstan	\$1.550	\$1.410	\$1.550	\$1.410
Kenya	\$0.300	\$0.273	\$0.450	\$0.410
Kiribati	\$0.900	\$0.819	\$0.900	\$0.819
Korea DPR (North)	\$1.600	\$1.455	\$1.600	\$1.455
Korea Republic (South)	\$0.030	\$0.028	\$0.050	\$0.046
Kuwait	\$1.400	\$1.273	\$1.400	\$1.273
Kyrgyzstan	\$1.550	\$1.410	\$1.550	\$1.410
Lao PDR	\$0.200	\$0.182	\$0.200	\$0.182
Latvia	\$1.150	\$1.046	\$1.150	\$1.046
Lebanon	\$0.100	\$0.091	\$0.400	\$0.364
Lesotho	\$1.350	\$1.228	\$1.350	\$1.228

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Liberia	\$1.950	\$1.773	\$1.950	\$1.773
Libya	\$1.600	\$1.455	\$1.600	\$1.455
Liechtenstein	\$0.600	\$0.546	\$0.600	\$0.546
Lithuania	\$0.200	\$0.182	\$0.200	\$0.182
Luxembourg	\$0.750	\$0.682	\$0.750	\$0.682
Macau	\$1.350	\$1.228	\$1.350	\$1.228
Macedonia FYR	\$0.250	\$0.228	\$0.450	\$0.410
Madagascar	\$1.900	\$1.728	\$1.900	\$1.728
Malawi	\$1.600	\$1.455	\$1.600	\$1.455
Malaysia	\$0.030	\$0.028	\$0.090	\$0.082
Maldives	\$1.900	\$1.728	\$1.900	\$1.728
Mali	\$1.900	\$1.728	\$1.900	\$1.728
Malta	\$0.200	\$0.182	\$0.050	\$0.046
Northern Mariana Islands	\$1.400	\$1.273	\$1.400	\$1.273
Marshall Islands	\$1.700	\$1.546	\$1.700	\$1.546
Martinique	\$1.350	\$1.228	\$1.350	\$1.228
Mauritania	\$1.900	\$1.728	\$1.900	\$1.728
Mauritius	\$0.300	\$0.273	\$0.300	\$0.273
Mayotte	\$1.400	\$1.273	\$1.400	\$1.273
Mexico	\$1.100	\$1.000	\$1.100	\$1.000
Micronesia Federated States	\$1.700	\$1.546	\$1.700	\$1.546
Moldova Republic	\$1.900	\$1.728	\$1.900	\$1.728
Monaco	\$1.150	\$1.046	\$1.150	\$1.046
Mongolia	\$1.950	\$1.773	\$1.950	\$1.773
Montenegro	\$0.250	\$0.228	\$0.450	\$0.410
Montserrat	\$1.600	\$1.455	\$1.600	\$1.455
Morocco	\$1.950	\$1.773	\$1.950	\$1.773
Mozambique	\$1.950	\$1.773	\$1.950	\$1.773
Myanmar	\$1.700	\$1.546	\$1.700	\$1.546
Namibia	\$1.600	\$1.455	\$1.600	\$1.455
Nauru	\$0.900	\$0.819	\$0.900	\$0.819
Nepal	\$1.600	\$1.455	\$1.600	\$1.455
Netherlands	\$0.030	\$0.028	\$0.450	\$0.410
Netherlands Antilles	\$1.600	\$1.455	\$1.600	\$1.455
New Caledonia	\$1.000	\$0.910	\$1.000	\$0.910
New Zealand	\$0.030	\$0.028	\$0.450	\$0.410
Nicaragua	\$0.250	\$0.228	\$0.250	\$0.228
Niger	\$1.900	\$1.728	\$1.900	\$1.728
Nigeria	\$0.250	\$0.228	\$0.250	\$0.228
Niue	\$1.150	\$1.046	\$1.150	\$1.046
Norfolk Island	\$0.970	\$0.882	\$0.970	\$0.882
Norway	\$0.600	\$0.546	\$1.000	\$0.910
Oman	\$1.300	\$1.182	\$1.300	\$1.182

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Pakistan	\$0.150	\$0.137	\$0.300	\$0.273
Palau	\$1.300	\$1.182	\$1.300	\$1.182
Palestine, (State of)	\$0.030	\$0.028	\$0.250	\$0.228
Panama	\$1.350	\$1.228	\$1.350	\$1.228
Papua New Guinea	\$1.980	\$1.800	\$1.980	\$1.800
Paraguay	\$0.250	\$0.228	\$0.250	\$0.228
Peru	\$0.300	\$0.273	\$0.300	\$0.273
Philippines	\$0.020	\$0.019	\$0.300	\$0.273
Poland	\$0.100	\$0.091	\$0.450	\$0.410
Portugal	\$0.050	\$0.046	\$1.450	\$1.319
Puerto Rico	\$0.750	\$0.682	\$0.750	\$0.682
Qatar	\$1.900	\$1.728	\$1.900	\$1.728
Reunion	\$1.600	\$1.455	\$1.600	\$1.455
Romania	\$0.200	\$0.182	\$0.400	\$0.364
Russian Federation	\$0.070	\$0.064	\$0.100	\$0.091
Rwanda	\$1.600	\$1.455	\$1.600	\$1.455
Samoa	\$0.550	\$0.500	\$0.550	\$0.500
San Marino	\$1.590	\$1.446	\$1.590	\$1.446
Sao Tome & Principe	\$1.600	\$1.455	\$1.600	\$1.455
Saudi Arabia	\$1.580	\$1.437	\$1.830	\$1.664
Senegal	\$1.950	\$1.773	\$1.950	\$1.773
Serbia	\$0.250	\$0.228	\$0.450	\$0.410
Seychelles	\$1.900	\$1.728	\$1.900	\$1.728
Sierra Leone	\$1.900	\$1.728	\$1.900	\$1.728
Singapore	\$0.020	\$0.019	\$0.020	\$0.019
Slovakia	\$0.200	\$0.182	\$0.200	\$0.182
Slovenia	\$0.100	\$0.091	\$0.100	\$0.091
Solomon Islands	\$1.340	\$1.219	\$1.590	\$1.446
Somalia	\$1.950	\$1.773	\$1.950	\$1.773
South Africa	\$0.150	\$0.137	\$0.300	\$0.273
Spain	\$0.070	\$0.064	\$0.400	\$0.364
Sri Lanka	\$0.150	\$0.137	\$0.200	\$0.182
Saint Helena	\$1.400	\$1.273	\$1.400	\$1.273
Saint Kitts & Nevis	\$1.400	\$1.273	\$1.400	\$1.273
Saint Lucia	\$1.400	\$1.273	\$1.400	\$1.273
Saint Pierre & Miquelon	\$1.350	\$1.228	\$1.350	\$1.228
Saint Vincent & The Grenadines	\$1.400	\$1.273	\$1.400	\$1.273
Sudan	\$1.600	\$1.455	\$1.600	\$1.455
Suriname	\$1.350	\$1.228	\$1.350	\$1.228
Swaziland	\$1.900	\$1.728	\$1.900	\$1.728
Sweden	\$0.050	\$0.046	\$0.300	\$0.273
Switzerland	\$0.050	\$0.046	\$0.400	\$0.364
Syria	\$0.400	\$0.364	\$0.400	\$0.364

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	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST Ex	GST Inc	GST Ex
Taiwan	\$0.030	\$0.028	\$0.150	\$0.137
Tajikistan	\$1.350	\$1.228	\$1.350	\$1.228
Tanzania United Republic	\$1.600	\$1.455	\$1.600	\$1.455
Thailand	\$0.070	\$0.064	\$0.070	\$0.064
Togo	\$1.900	\$1.728	\$1.900	\$1.728
Tokelau	\$1.400	\$1.273	\$1.400	\$1.273
Tonga	\$0.900	\$0.819	\$0.900	\$0.819
Trinidad & Tobago	\$1.150	\$1.046	\$1.150	\$1.046
Tunisia	\$1.200	\$1.091	\$1.200	\$1.091
Turkey	\$0.200	\$0.182	\$0.400	\$0.364
Turkmenistan	\$1.350	\$1.228	\$1.350	\$1.228
Turks & Caicos Islands	\$1.600	\$1.455	\$1.600	\$1.455
Tuvalu	\$1.150	\$1.046	\$1.150	\$1.046
Uganda	\$1.600	\$1.455	\$1.600	\$1.455
Ukraine	\$0.200	\$0.182	\$0.200	\$0.182
United Arab Emirates	\$0.350	\$0.319	\$0.350	\$0.319
United Kingdom	\$0.020	\$0.019	\$0.300	\$0.273
Uruguay	\$0.200	\$0.182	\$0.600	\$0.546
United States	\$0.020	\$0.019	\$0.020	\$0.019
Uzbekistan	\$1.350	\$1.228	\$1.350	\$1.228
Vanuatu	\$0.900	\$0.819	\$0.900	\$0.819
Vatican City	\$0.400	\$0.364	\$0.400	\$0.364
Venezuela	\$1.000	\$0.910	\$1.000	\$0.910
Viet Nam	\$0.250	\$0.228	\$0.250	\$0.228
Virgin Islands (British)	\$1.600	\$1.455	\$1.600	\$1.455
Virgin Islands (US)	\$0.750	\$0.682	\$0.750	\$0.682
Wallis & Futuna	\$1.400	\$1.273	\$1.400	\$1.273
Yemen	\$1.600	\$1.455	\$1.600	\$1.455
Zambia	\$1.600	\$1.455	\$1.600	\$1.455
Zimbabwe	\$0.300	\$0.273	\$0.700	\$0.637

16.11 In relation to ISDN Services added to an Account, we charge you the following per month:

Monthly Charge	GST excl.	GST incl.
ISDN 2	\$57.73	\$63.50
ISDN 2 Enhanced	\$62.27	\$68.50
ISDN 10	\$277.27	\$305.00
ISDN 20	\$554.55	\$610.00

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ISDN 30	\$804.55	\$885.00
ISDN additional 10 channels	\$250.00	\$275.00

For ACT customers: If your ISDN Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Inbound Services

- 16.12 You may nominate your existing Inbound Services with us to be added to your Account. If you do so, the terms set out in the [Inbound Services Section of Our Customer Terms](#) apply, except as modified below.
- 16.13 In relation to Inbound Services added to an Account, we charge you the following:

Monthly charge

Inbound Service	Monthly charge (GST excl.)	Monthly charge (GST incl.)
For each FreeCall 1800 service	\$25.00	\$27.50
For each FreeCall One8 service	\$1,000.00	\$1,100.00
For each Priority 1300 service	\$25.00	\$27.50
For each Priority One3 service	\$1,375.00	\$1,512.50
Inbound Services Government Number Charge		
For each FreeCall One8 number	\$66.67	\$73.34
For each Priority One3 number	\$666.67	\$733.34

For ACT customers: If your Inbound Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

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Telstra Business All-4-Biz Plan Section

Inbound Services call rates

Inbound Service	Telstra Business All-4-Biz Mach II Plan 200		Telstra Business All-4-Biz Mach II Plan 400		Telstra Business All-4-Biz Mach II Plan 600		Telstra Business All-4-Biz Mach II Plan 1000		Telstra Business All-4-Biz Mach II Plan 1750		Telstra Business All-4-Biz Mach II Plan 2500		Telstra Business All-4-Biz Mach II Plan 3750		Telstra Business All-4-Biz Mach II Plan 5000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300 and FreeCall 1800																
Local calls (per min)	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢	6.50 ¢	7.15 ¢
National Long Distance Calls (STD) (per min)	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	11.00 ¢	12.10 ¢	11.00 ¢	12.10 ¢	11.00 ¢	12.10 ¢	9.00 ¢	9.90 ¢
Mobile originating calls (per min)	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	13.50 ¢	14.85 ¢	11.00 ¢	12.10 ¢	11.00 ¢	12.10 ¢	11.00 ¢	12.10 ¢	9.00 ¢	9.90 ¢
Mobile terminating calls (per min)	45.00 ¢	49.50 ¢	45.00 ¢	49.50 ¢	45.00 ¢	49.50 ¢	45.00 ¢	49.50 ¢	40.00 ¢	44.00 ¢	40.00 ¢	44.00 ¢	40.00 ¢	44.00 ¢	39.00 ¢	42.90 ¢

The Telstra Business All-4-Biz Plan Section was last changed on 4 June 2018.

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Telstra Business All-4-Biz Plan Section

Inbound Service	Telstra Business All-4-Biz Mach II Plan 7500		Telstra Business All-4-Biz Mach II Plan 10000		Telstra Business All-4-Biz Mach II Plan 12500		Telstra Business All-4-Biz Mach II Plan 15000		Telstra Business All-4-Biz Mach II Plan 17500		Telstra Business All-4-Biz Mach II Plan 20000		Telstra Business All-4-Biz Mach II Plan 25000		Telstra Business All-4-Biz Mach II Plan 30000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Priority 13/1300																
Local calls – first 15 minutes	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Priority 13/1300 and FreeCall 1800																
Local calls (per min)	6.50 ¢	7.15 ¢	6.50 ¢	7.15 ¢	6.00 ¢	6.60 ¢	6.00 ¢	6.60 ¢	6.00 ¢	6.60 ¢	5.50 ¢	6.05 ¢	5.50 ¢	6.05 ¢	5.50 ¢	6.05 ¢
National Long Distance Calls (STD) (per min)	9.00 ¢	9.90 ¢	9.00 ¢	9.90 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢
Mobile originating calls (per min)	9.00 ¢	9.90 ¢	9.00 ¢	9.90 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	8.00 ¢	8.80 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢	7.00 ¢	7.70 ¢
Mobile terminating calls (per min)	45.00 ¢	49.50 ¢	45.00 ¢	49.50 ¢	36.00 ¢	39.60 ¢	36.00 ¢	39.60 ¢	36.00 ¢	39.60 ¢	35.00 ¢	38.50 ¢	35.00 ¢	38.50 ¢	35.00 ¢	38.50 ¢

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Mobile Service Plans

- 16.14 Telstra Mobile services must be on a Telstra Business All-4-Biz Mach II Mobile Service Plan to be eligible to be added to an Account.
- 16.15 The Telstra Business All-4-Biz Mach II Mobile Service Plan is available:
- (a) as a month-by-month plan with no monthly access fee (“**Casual Plan**”); or
 - (b) for a minimum term of 24 months with a \$150 monthly access fee (“**Unlimited Plan**”).
- 16.16 If your existing Telstra Mobile service is within a minimum term and you wish to move to a Telstra Business All-4-Biz Mach II Mobile Service Plan:
- (a) you will need to restart a 24 month minimum term if you select the Unlimited Plan;
 - (b) we may charge you an early termination charge as set out in your agreement for your existing Telstra Mobile service; and
 - (c) if you purchased a handset via the Mobile Repayment Option as part of your existing Telstra Mobile service, this will be migrated to your new Telstra Business All-4-Biz Mach II Mobile Service Plan.
- 16.17 If your Telstra Business All-4-Biz Mach II Plan is cancelled or terminated, the Telstra Business All-4-Biz Mach II Mobile services that were included under your Account will be migrated to a Telstra Mobile plan that you choose. You may have to pay an early termination charge. If you do not choose a Telstra Mobile plan the Telstra Mobile services that were included under your Account will continue on a Telstra mobile plan available at the time and which is on terms most comparable to your All-4-Biz Mobile Service Plan.:
- 16.18 There is a limit on the number of mobile services that can be connected to a Casual Plan and added to your Account (and counted as Nominated Services for the purposes of drawing-down your Monthly Included Value), as follows:

Telstra Business All-4-Biz Mach II Plan	Maximum number of mobile services connected to a Casual Plan on your Account
Telstra Business All-4-Biz Mach II Plan 200	20
Telstra Business All-4-Biz Mach II Plan 400	40
Telstra Business All-4-Biz Mach II Plan 600	60
Telstra Business All-4-Biz Mach II Plan 1000	100
Telstra Business All-4-Biz Mach II Plan 1750	175

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Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan	Maximum number of mobile services connected to a Casual Plan on your Account
Telstra Business All-4-Biz Mach II Plan 2500	250
Telstra Business All-4-Biz Mach II Plan 3750	375
Telstra Business All-4-Biz Mach II Plan 5000	500
Telstra Business All-4-Biz Mach II Plan 7500	750
Telstra Business All-4-Biz Mach II Plan 10000	1000
Telstra Business All-4-Biz Mach II Plan 12500	1250
Telstra Business All-4-Biz Mach II Plan 15000	1500
Telstra Business All-4-Biz Mach II Plan 17500	1750
Telstra Business All-4-Biz Mach II Plan 20000	2000
Telstra Business All-4-Biz Mach II Plan 25000	2500
Telstra Business All-4-Biz Mach II Plan 30000	3000

Telstra Business All-4-Biz Mach II Mobile Service Casual Plan

16.19 In relation to Casual Plans included under your Account, we will charge you:

- (a) no monthly access fee; and
- (b) the call and message rates set out in the table below.

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Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Mobile Service Casual Plan call rates	Telstra Business All-4-Biz Mach II Plan 200		Telstra Business All-4-Biz Mach II Plan 400		Telstra Business All-4-Biz Mach II Plan 600		Telstra Business All-4-Biz Mach II Plan 1000		Telstra Business All-4-Biz Mach II Plan 1750		Telstra Business All-4-Biz Mach II Plan 2500		Telstra Business All-4-Biz Mach II Plan 3750		Telstra Business All-4-Biz Mach II Plan 5000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National Voice Call charges (price stated per minute - charged per second)	30.91 ¢	34.00 ¢	29.10 ¢	32.00 ¢	27.27 ¢	30.00 ¢	25.45 ¢	28.00 ¢	24.55 ¢	27.00 ¢	23.64 ¢	26.00 ¢	22.73 ¢	25.00 ¢	21.82 ¢	24.00 ¢
Charge for video calls to handset in Australia (price stated per minute - charged per second)	30.91 ¢	34.00 ¢	29.10 ¢	32.00 ¢	27.27 ¢	30.00 ¢	25.45 ¢	28.00 ¢	24.55 ¢	27.00 ¢	23.64 ¢	26.00 ¢	22.73 ¢	25.00 ¢	21.82 ¢	24.00 ¢
Fee per SMS send (except to international numbers)	22.72 ¢	25.00 ¢	22.72 ¢	25.00 ¢	22.72 ¢	25.00 ¢	22.72 ¢	25.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢	18.18 ¢	20.00 ¢
Fee per SMS send to international numbers	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢
Fee per MMS send (except to international numbers)	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢

The Telstra Business All-4-Biz Plan Section was last changed on 4 June 2018.

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Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Mobile Service Casual Plan call rates	Telstra Business All-4-Biz Mach II Plan 200		Telstra Business All-4-Biz Mach II Plan 400		Telstra Business All-4-Biz Mach II Plan 600		Telstra Business All-4-Biz Mach II Plan 1000		Telstra Business All-4-Biz Mach II Plan 1750		Telstra Business All-4-Biz Mach II Plan 2500		Telstra Business All-4-Biz Mach II Plan 3750		Telstra Business All-4-Biz Mach II Plan 5000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Fee per MMS send to international numbers	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢
Call diversion (price stated per minute - charged per 30 second block)	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	5.45 ¢	6.00 ¢	3.64 ¢	4.00 ¢	3.64 ¢	4.00 ¢	3.64 ¢	4.00 ¢	3.64 ¢	4.00 ¢
Charge for message retrieval (price stated per minute - charged per 30 second block)	12.73 ¢	14.00 ¢	12.73 ¢	14.00 ¢	12.73 ¢	14.00 ¢	12.73 ¢	14.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢

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Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Mobile Service Casual Plan call rates	Telstra Business All-4-Biz Mach II Plan 7500		Telstra Business All-4-Biz Mach II Plan 10000		Telstra Business All-4-Biz Mach II Plan 12500		Telstra Business All-4-Biz Mach II Plan 15000		Telstra Business All-4-Biz Mach II Plan 17500		Telstra Business All-4-Biz Mach II Plan 20000		Telstra Business All-4-Biz Mach II Plan 25000		Telstra Business All-4-Biz Mach II Plan 30000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National Voice Call charges (price stated per minute - charged per second)	20.91	23.00 ¢	20.00 ¢	22.00 ¢	19.09 ¢	21.00 ¢	18.64 ¢	20.50 ¢	18.18 ¢	20.00 ¢	17.73 ¢	19.50 ¢	17.73 ¢	19.50 ¢	17.73 ¢	19.50 ¢
Charge for video calls to handset in Australia (price stated per minute - charged per second)	20.91	23.00 ¢	20.00 ¢	22.00 ¢	19.09 ¢	21.00 ¢	18.64 ¢	20.50 ¢	18.18 ¢	20.00 ¢	17.73 ¢	19.50 ¢	17.73 ¢	19.50 ¢	17.73 ¢	19.50 ¢
Fee per SMS send (except to international numbers)	13.64 ¢	15.00 ¢	13.64 ¢	15.00 ¢	13.64 ¢	15.00 ¢	13.64 ¢	15.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢
Fee per SMS send to international numbers	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢
Fee per MMS send (except to international numbers)	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢
Fee per MMS send to international numbers	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢

The Telstra Business All-4-Biz Plan Section was last changed on 4 June 2018.

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Telstra Business All-4-Biz Mach II Mobile Service Casual Plan call rates	Telstra Business All-4-Biz Mach II Plan 7500		Telstra Business All-4-Biz Mach II Plan 10000		Telstra Business All-4-Biz Mach II Plan 12500		Telstra Business All-4-Biz Mach II Plan 15000		Telstra Business All-4-Biz Mach II Plan 17500		Telstra Business All-4-Biz Mach II Plan 20000		Telstra Business All-4-Biz Mach II Plan 25000		Telstra Business All-4-Biz Mach II Plan 30000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call diversion (price stated per minute - charged per 30 second block)	1.82¢	2.00 ¢	1.82¢	2.00 ¢	1.82¢	2.00 ¢	1.82	2.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Charge for message retrieval (price stated per minute - charged per 30 second block)	4.55¢	5.00 ¢	4.55¢	5.00 ¢	4.55¢	5.00 ¢	4.55	5.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢

- 16.20 Each Casual Plan included under your Account will receive a data allowance of 100MB each month. Your data allowance cannot be shared with other services on your Account. You can use your data allowance for most types of data usage. The Telstra Mobile Broadband section in [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#) sets out data usage that isn't included in your data allowance. Unused data expires at the end of each month. Excess data or usage that is not included in your data allowance will be charged at 10 cents per MB charged per kilobyte.

Telstra Business All-4-Biz Mach II Mobile Service Unlimited Plans

Availability

- 16.21 The Unlimited Plan is available for a minimum term of 24 months with a \$150 monthly access fee.
- 16.22 If you have Telstra mobile services connected to the Telstra Business All-4-Biz Mach II Mobile Service Plan with a \$180 monthly access fee as at 29 October 2010, we will automatically apply the \$150 monthly access fee to your service as well as the benefits listed in the "Included calls and allowance" section below. We will automatically apply the free MessageBank® diversion and retrieval messaging option to your services unless you tell us otherwise.
- 16.23 If you want to connect your existing Telstra mobile service to an Unlimited Plan, you will need to cancel your current plan and may need to pay us any applicable early termination and administration charges for that cancellation.
- 16.24 If you want to cancel your existing Telstra Business Mobile PLUS Member Plan service with a Monthly Access Fee of \$180 or \$250 and connect to an Unlimited Plan, we will not charge you any early termination or administration charges, but you will have to restart your minimum term.

Included calls and allowance

- 16.25 The Unlimited Plan \$150 monthly access fee includes:
- (a) unlimited **standard calls** in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy;
 - (b) a choice of free MessageBank® diversion and retrieval in Australia, or free MessageBank® diversion and retrieval and unlimited Voice2Text messages in Australia;
 - (c) unlimited diversion of calls from mobile numbers in Australia to most other fixed and mobile numbers in Australia;
 - (d) an allowance of \$100 each month for voice and video calls, SMS and MMS to international numbers; and
 - (e) an allowance of \$50 each month for international roaming.

Unlimited standard calls, free MessageBank® diversion and retrieval, unlimited Voice2Text messages and the included allowance for international voice and video calls, SMS, MMS and international roaming cannot be shared between any other services connected on your Account. Any unused allowance expires monthly. 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.

- 16.26 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls and internet usage), SMS and MMS and for MessageBank, Video MessageBank and voice calls to 1800 and 13 numbers (including 1300 or 1345 numbers), Directory Assistance and video calls (“**standard calls**”). You cannot use your included standard calls for other call types, including calls to the Sensis 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, international SMS and MMS, calls to Pivotal mobiles and calls to 19xx and 12xx numbers.
- 16.27 Unlimited call diversion includes 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 excludes diversion to any other number.

FairPlay Policy - Unlimited Plans

- 16.28 The Telstra FairPlay Policy – Business Use set out in [Part A – General of the Telstra Mobile section of Our Customer Terms \(Business FairPlay Policy\)](#) applies to the Unlimited Plan except that the provisions pertaining to Excessive Use do not apply.
- 16.29 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to an Unlimited Plan:
- (a) in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
 - (b) to establish any point to point data connections with another modem: or
 - (c) 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.

Components

- 16.30 Unlimited Plans consist of:
- (a) a voice component; and
 - (b) either an Email Ready Pack or a Net Ready Pack.

Handset Options

- 16.31 The Unlimited Plan does not include a handset. You have to bring your own handset or, for eligible customers, acquire a Mobile Repayment Option handset.

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- 16.32 Eligible Unlimited Plan customers can apply for a Mobile Repayment Option. The Mobile Repayment Option terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). The Mobile Repayment Option terms available with an Unlimited Plan are 12 or 24 months.

Email Ready Packs and Net Ready Packs

- 16.33 You must select either an Email Ready Pack or a Net Ready Pack with your Unlimited Plan. You cannot select both an Email Ready Pack and a Net Ready Pack. If you do not tell us which pack you want, we will apply the Net Ready Pack to your plan.
- 16.34 If your Unlimited Plan is connected to a BlackBerry handset, you may take up a Net Ready Pack or select one of the following Email Ready Packs:
- (a) BlackBerry Individual Solution (**BlackBerry BIS Email Ready Pack**); or
 - (b) BlackBerry Enterprise Server Solution SIM/Service only (**BlackBerry BES Email Ready Pack**).
- 16.35 If your Unlimited Plan is connected to a handset properly configured and certified by us as compatible with Microsoft ActiveSync, you may take up a Net Ready Pack or the Telstra Mobile Connect Solution Plan Email Ready Pack (**TMCS Email Ready Pack**).
- 16.36 If your Unlimited Plan is not connected to a BlackBerry handset or a handset properly configured and certified by us as compatible with Microsoft ActiveSync, you may only take up a Net Ready Pack.
- 16.37 The terms that apply to your Net Ready Pack are set out in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). The terms that apply to your Email Ready Pack are set out in the BlackBerry BIS, BlackBerry BES or Telstra Mobile Connect Solution section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#), whichever is relevant to your Email Ready Pack. This Telstra Business All-4-Biz Mach II Mobile Service Unlimited Plan section of Our Customer Terms applies to your Email Ready Pack or Net Ready Pack to the extent of any other inconsistencies with other sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Included data

- 16.38 Email Ready Packs include a data allowance of 100MB per month. This applies to the exclusion of any data allowance you would receive if you took up the email service you receive as part of your Email Ready Pack in isolation.
- 16.39 Net Ready Packs include a data allowance of 5GB per month.
- 16.40 The terms that apply to your data allowance are set out in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). This Telstra Business All-4-Biz Mach II Mobile Service

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Unlimited Plan section of Our Customer Term applies to your Email Ready Pack or Net Ready Pack to the extent of any other inconsistencies with the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

- 16.41 Eligible data usage for the purposes of the data allowance is described in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). Unused data expires at the end of each month.
- 16.42 You cannot share data allowance on your Unlimited Plan service with any other services (including with other Telstra mobile services).
- 16.43 You may choose to acquire an additional data service with your Unlimited Plan (“**Additional Data Service**”). If you acquire an Additional Data Service, the data usage prices for that Additional Data Service will apply to any data usage in excess of your Unlimited Plan data allowance. The terms (including price) that apply to any Additional Data Service are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Telstra Business All-4-Biz Mach II Mobile Service Unlimited Plan Charges

- 16.44 For each service connected to the Unlimited Plan, we charge you:
- (a) a \$150 monthly access fee each month, for 24 months;
 - (b) any charges for calls beyond your included standard calls and any call charges for calls that are not standard calls; and
 - (c) any charges for data usage beyond your data allowance and any charges for data usage that is not eligible for the purposes of your data allowance.
- 16.45 The charges for usage that is not eligible data usage for the purposes of your data allowance, and for eligible data usage in excess of your data allowance, are:
- (a) the charges set out in the sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#) relevant to your Additional Data Service, if you have an Additional Data Service; or
 - (b) if you have no Additional Data Service, 25c per MB usage, charged per kilobyte.
- 16.46 For data you use that is not eligible data usage for the purposes of your data allowance, and for eligible data usage in excess of your data allowance, you must pay us the excess charges up to the excess usage monthly cap of \$500 (“**Excess Cap**”). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.
- 16.47 Under your Unlimited Plan, you will not be charged call connection fees for standard calls to fixed or mobile numbers in Australia, for SMS and MMS messages to recipients in Australia, call diversion or retrieval charges for MessageBank services, or for Voice2Text messages if you choose the unlimited Voice2Text

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messaging option. You will also not be charged for international voice and video calls, SMS, MMS and roaming within the allowance included as part of your Unlimited Plan. You will be charged for the services set out in the table below and for any other services you use that are not included in your plan. All amounts are inclusive of GST.

Type	Charge
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Bonus Member Credit

- 16.48 When you connect to an Unlimited Plan, you are eligible for a \$30 monthly credit (“**Bonus Member Credit**”).
- 16.49 The Bonus Member Credit will be credited to your Account for the duration of the 24 month term.
- 16.50 The Bonus Member Credit ceases at the end of your 24 month term, unless you recontract to an Unlimited Plan for a further 24 month term.
- 16.51 The Bonus Member Credit is not redeemable for cash.

Early Termination Charges

- 16.52 You must pay an early termination charge (“**ETC**”) and administration fee as reasonably determined by us if, during your minimum term:
- (a) you cancel (other than as a result of our material breach), or we cancel, a service connected to the Unlimited Plan;
 - (b) you cancel (other than as a result of our material breach), or we cancel, the voice component or the Net Ready Pack/Email Ready Pack component of a service connected to the Unlimited Plan; or
 - (c) you move a service connected to the Unlimited Plan to another mobile service plan.
- 16.53 The amount of any early termination charge payable is calculated in accordance with the following formula.

$$\frac{\text{Base ETC} \times \text{number of days remaining in your minimum term}}{\text{Total number of days in your minimum term}}$$

- 16.54 The Base ETC for the Unlimited Plan is set out in the table below. All amounts are inclusive of GST.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Mobile Service Unlimited Plan with a Net Ready Pack or Email Ready Pack	Base ETC
Net Ready Pack	\$3,600.00
BlackBerry BIS Email Ready Pack	\$3,600.00
BlackBerry BES Email Ready Pack	\$3,600.00
TMCS Email Ready Pack	\$3,600.00

16.55 We may also charge you a \$50 administration fee in addition to the ETC.

Telstra Business Broadband

16.56 If you nominate a Telstra Business Broadband ADSL service to be added to your Account, we will provide you with a discount off your Telstra Business Broadband monthly access fee, as follows:

Telstra Business All-4-Biz Mach II Plan	Discount off Telstra Business Broadband ADSL monthly access fee
Telstra Business All-4-Biz Mach II Plan 200	5%
Telstra Business All-4-Biz Mach II Plan 400	5%
Telstra Business All-4-Biz Mach II Plan 600	5%
Telstra Business All-4-Biz Mach II Plan 1000	10%
Telstra Business All-4-Biz Mach II Plan 1750	10%
Telstra Business All-4-Biz Mach II Plan 2500	10%
Telstra Business All-4-Biz Mach II Plan 3750	10%
Telstra Business All-4-Biz Mach II Plan 5000	15%
Telstra Business All-4-Biz Mach II Plan 7500	15%
Telstra Business All-4-Biz Mach II Plan 10000	15%
Telstra Business All-4-Biz Mach II Plan 12500	15%
Telstra Business All-4-Biz Mach II Plan 15000	15%
Telstra Business All-4-Biz Mach II Plan 17500	15%
Telstra Business All-4-Biz Mach II Plan 20000	20%

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan	Discount off Telstra Business Broadband ADSL monthly access fee
Telstra Business All-4-Biz Mach II Plan 25000	20%
Telstra Business All-4-Biz Mach II Plan 30000	20%

16.57 The discount set out in clause 11.56:

- (a) does not apply to any other fees or charges that relate to your Telstra Business Broadband ADSL service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to your Telstra Business Broadband ADSL service.

Telstra Business Broadband Ethernet

16.58 If you nominate a Telstra Business Broadband Ethernet service to be added to your Account, we will provide you with a discount off your Telstra Business Broadband Ethernet monthly access fee, as follows:

Telstra Business All-4-Biz Mach II Plan	Discount off Telstra Business Broadband Ethernet monthly access fee
Telstra Business All-4-Biz Mach II Plan 200	5%
Telstra Business All-4-Biz Mach II Plan 400	5%
Telstra Business All-4-Biz Mach II Plan 600	10%
Telstra Business All-4-Biz Mach II Plan 1000	15%
Telstra Business All-4-Biz Mach II Plan 1750	15%
Telstra Business All-4-Biz Mach II Plan 2500	20%
Telstra Business All-4-Biz Mach II Plan 3750	20%
Telstra Business All-4-Biz Mach II Plan 5000	25%
Telstra Business All-4-Biz Mach II Plan 7500	25%
Telstra Business All-4-Biz Mach II Plan 10000	30%
Telstra Business All-4-Biz Mach II Plan 12500	30%
Telstra Business All-4-Biz Mach II Plan 15000	30%
Telstra Business All-4-Biz Mach II Plan 17500	30%
Telstra Business All-4-Biz Mach II Plan 20000	35%
Telstra Business All-4-Biz Mach II Plan 25000	35%

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan	Discount off Telstra Business Broadband Ethernet monthly access fee
Telstra Business All-4-Biz Mach II Plan 30000	35%

16.59 The discount set out in clause 11.58:

- (a) does not apply to any other fees or charges that relate to your Telstra Business Broadband Ethernet service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to your Telstra Business Broadband Ethernet service.

Telstra Mobile Broadband

16.60 If you nominate a Telstra Mobile Broadband service to be added to your Account, we will provide you with a discount off your monthly service fee, as follows

Telstra Business All-4-Biz Mach II Plan	Monthly discount off the monthly service fee
Telstra Business All-4-Biz Mach II Plan 200	5%
Telstra Business All-4-Biz Mach II Plan 400	5%
Telstra Business All-4-Biz Mach II Plan 600	5%
Telstra Business All-4-Biz Mach II Plan 1000	10%
Telstra Business All-4-Biz Mach II Plan 1750	10%
Telstra Business All-4-Biz Mach II Plan 2500	10%
Telstra Business All-4-Biz Mach II Plan 3750	10%
Telstra Business All-4-Biz Mach II Plan 5000	15%
Telstra Business All-4-Biz Mach II Plan 7500	15%
Telstra Business All-4-Biz Mach II Plan 10000	15%
Telstra Business All-4-Biz Mach II Plan 12500	15%
Telstra Business All-4-Biz Mach II Plan 15000	15%
Telstra Business All-4-Biz Mach II Plan 17500	15%
Telstra Business All-4-Biz Mach II Plan 20000	20%
Telstra Business All-4-Biz Mach II Plan 25000	20%
Telstra Business All-4-Biz Mach II Plan 30000	20%

Our Customer Terms

Telstra Business All-4-Biz Plan Section

16.61 The discount set out in clause 11.60:

- (a) does not apply to any other fees or charges that relate to your Telstra Mobile Broadband service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to your Telstra Mobile Broadband service.

BlackBerry® services and Telstra Mobile Connect Solution

16.62 If you nominate a BlackBerry Individual Solution (**BIS**), BlackBerry Enterprise Service Solution (**BES**) or a Telstra Mobile Connect Solution (**TMCS**) service to be added to your Account, we will provide you with a discount off your monthly service fee, as follows:

Telstra Business All-4-Biz Mach II Plan	Discount off BIS, BES or TMCS monthly service fee
Telstra Business All-4-Biz Mach II Plan 200	10%
Telstra Business All-4-Biz Mach II Plan 400	10%
Telstra Business All-4-Biz Mach II Plan 600	15%
Telstra Business All-4-Biz Mach II Plan 1000	20%
Telstra Business All-4-Biz Mach II Plan 1750	20%
Telstra Business All-4-Biz Mach II Plan 2500	25%
Telstra Business All-4-Biz Mach II Plan 3750	25%
Telstra Business All-4-Biz Mach II Plan 5000	30%
Telstra Business All-4-Biz Mach II Plan 7500	30%
Telstra Business All-4-Biz Mach II Plan 10000	35%
Telstra Business All-4-Biz Mach II Plan 12500	35%
Telstra Business All-4-Biz Mach II Plan 15000	35%
Telstra Business All-4-Biz Mach II Plan 17500	35%
Telstra Business All-4-Biz Mach II Plan 20000	40%
Telstra Business All-4-Biz Mach II Plan 25000	40%
Telstra Business All-4-Biz Mach II Plan 30000	40%

16.63 The discount set out in clause 11.62:

- (a) does not apply to any other fees or charges that relate to your BIS, BES or TMCS service; and

Our Customer Terms

Telstra Business All-4-Biz Plan Section

- (b) will apply to the exclusion of any other special offer or discount applicable to your BIS, BES or TMCS service.

T-Suite®

- 16.64 If you nominate a T-Suite service to be added to your Account, we will provide you with a discount off your T-Suite monthly service fee, as follows:

Telstra Business All-4-Biz Mach II Plan	Discount off T-Suite monthly service fee
Telstra Business All-4-Biz Mach II Plan 200	5%
Telstra Business All-4-Biz Mach II Plan 400	5%
Telstra Business All-4-Biz Mach II Plan 600	5%
Telstra Business All-4-Biz Mach II Plan 1000	10%
Telstra Business All-4-Biz Mach II Plan 1750	10%
Telstra Business All-4-Biz Mach II Plan 2500	10%
Telstra Business All-4-Biz Mach II Plan 3750	10%
Telstra Business All-4-Biz Mach II Plan 5000	15%
Telstra Business All-4-Biz Mach II Plan 7500	15%
Telstra Business All-4-Biz Mach II Plan 10000	15%
Telstra Business All-4-Biz Mach II Plan 12500	15%
Telstra Business All-4-Biz Mach II Plan 15000	15%
Telstra Business All-4-Biz Mach II Plan 17500	15%
Telstra Business All-4-Biz Mach II Plan 20000	20%
Telstra Business All-4-Biz Mach II Plan 25000	20%
Telstra Business All-4-Biz Mach II Plan 30000	20%

- 16.65 The discount set out in clause 11.64:

- (a) does not apply to any other fees or charges that relate to your T-Suite service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to your T-Suite service.

17 Early termination and contract variation charges

- 17.1 You can make changes to your Telstra Business All-4-Biz Mach II Plan at any time. However, if you make changes during your minimum term you may have to pay an early termination charge, or a contract variation charge, as set out below.

Early termination

- 17.2 If your Telstra Business All-4-Biz Mach II Plan is terminated or cancelled before the end of the minimum term and you do not take up a different Telstra Business All-4-Biz Mach II Plan, you will need to pay an Early Termination Charge (“ETC”), calculated according to the following formula (“ETC Formula”):

$$\text{ETC} = (A - ((B \div C) \times D)) - ((\text{Base ETC} \div C) \times D)$$

Where:

A = Loyalty Bonus unused

B = Total Loyalty Bonus

C = Total number of days in minimum term

D = Number of days remaining in the minimum term.

- 17.3 The Base ETC is set out in the table below. All amounts are inclusive of GST.

Telstra Business All-4-Biz Mach II Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach II Plan 200	\$180	\$270	\$360	\$450
Telstra Business All-4-Biz Mach II Plan 400	\$250	\$375	\$500	\$625
Telstra Business All-4-Biz Mach II Plan 600	\$350	\$525	\$700	\$875
Telstra Business All-4-Biz Mach II Plan 1000	\$550	\$825	\$1,100	\$1,375
Telstra Business All-4-Biz Mach II Plan 1750	\$925	\$1,388	\$1,850	\$2,313
Telstra Business All-4-Biz Mach II Plan 2500	\$1,300	\$1,950	\$2,600	\$3,250
Telstra Business All-4-Biz Mach II Plan 3750	\$1,650	\$2,475	\$3,300	\$4,125

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan	24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
Telstra Business All-4-Biz Mach II Plan 5000	\$2,000	\$3,000	\$4,000	\$5,000
Telstra Business All-4-Biz Mach II Plan 7500	\$2,500	\$3,750	\$5,000	\$6,250
Telstra Business All-4-Biz Mach II Plan 10000	\$3,000	\$4,500	\$6,000	\$7,500
Telstra Business All-4-Biz Mach II Plan 12500	\$3750	\$5,625	\$7,500	\$9,375
Telstra Business All-4-Biz Mach II Plan 15000	\$4500	\$6,750	\$9,000	\$11,250
Telstra Business All-4-Biz Mach II Plan 17500	\$5250	\$7,875	\$10,500	\$13,125
Telstra Business All-4-Biz Mach II Plan 20000	\$6,000	\$9,000	\$12,000	\$15,000
Telstra Business All-4-Biz Mach II Plan 25000	\$7,500	\$11,250	\$15,000	\$18,750
Telstra Business All-4-Biz Mach II Plan 30000	\$9,000	\$13,500	\$18,000	\$22,500

- 17.4 You acknowledge that this is a genuine pre-estimate of our loss.
- 17.5 If the ETC Formula produces an amount less than \$0 then you must pay us that amount as an ETC as if it were a positive amount. If the ETC Formula produces an amount equal to or greater than \$0 you do not have to pay an ETC.
- 17.6 Once your Telstra Business All-4-Biz Mach II Plan is terminated, the prices and discounts specified in this Telstra Business All-4-Biz Mach II Plan Section will cease to apply to your Nominated Services and pricing for those services revert to the standard pricing for those services, as set out in Our Customer Terms or your agreement with us for the Nominated Services.

Contract variation

- 17.7 If you vary your Telstra Business All-4-Biz Mach II Plan by increasing:
- (a) the length of the minimum term (and maintaining or increasing the Minimum Monthly Amount); and/or
 - (b) the Minimum Monthly Amount before the end of the minimum term (and maintaining or lengthening the minimum term),

we will adjust your Loyalty Bonus according to the following formula (“**CVC Upgrade Formula**”):

Our Customer Terms

Telstra Business All-4-Biz Plan Section

$$\text{New Loyalty Bonus Fund Balance} = (A \times B \div C) + (D \times E \div F) - G$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus Used

17.8 If you vary your Telstra Business All-4-Biz Mach II Plan by decreasing:

- (a) the length of the minimum term; and/or
- (b) the Minimum Monthly Amount before the end of the minimum term,

you may have to pay us a Contract Variation Charge (“CVC”), calculated according to the following formula (“CVC Downgrade Formula”):

$$\text{CVC} = ((A \times B \div C) + (D \times E \div F) - G) - (H \div F \times J) + (I \div C \times B)$$

Where:

A = New Total Loyalty Bonus

B = Number of days remaining in the new minimum term

C = Total number of days in the new minimum term

D = Number of days elapsed since start of the original minimum term

E = Original Loyalty Bonus

F = Total number of days in original minimum term

G = Total Loyalty Bonus used

H = Original Base ETC

I = New Base ETC

J = Number of days remaining in the original minimum term

17.9 You acknowledge that this is a genuine pre-estimate of our loss.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

17.10 If the CVC Downgrade Formula produces an amount less than \$0 then you must pay us that amount as a CVC as if it were a positive amount. If the CVC Downgrade Formula produces an amount equal to or greater than \$0 you do not have to pay a CVC.

17.11 To avoid doubt, you have to pay a CVC even if:

- (a) you increase your Minimum Monthly Amount at the same time as you decrease your minimum term; or
- (b) you increase your minimum term at the same time as you decrease your Minimum Monthly Amount.

18 Loyalty Bonus

18.1 You will be entitled to a **Loyalty Bonus** with your Telstra Business All-4-Biz Mach II Plan.

18.2 Within 30 days of the start date of your Telstra Business All-4-Biz Mach II Plan, we will create a Loyalty Bonus account for you and credit this account with one of the following amounts:

Telstra Business All-4-Biz Mach II Plan term	24 months (GST incl)	36 months (GST incl)	48 months (GST incl)	60 months (GST incl)
Telstra Business All-4-Biz Mach II Plan 200	\$900	\$1,400	\$1,400	\$1,400
Telstra Business All-4-Biz Mach II Plan 400	\$1,800	\$2,800	\$2,800	\$2,800
Telstra Business All-4-Biz Mach II Plan 600	\$2,400	\$3,900	\$3,900	\$3,900
Telstra Business All-4-Biz Mach II Plan 1000	\$4,000	\$6,500	\$6,500	\$6,500
Telstra Business All-4-Biz Mach II Plan 1750	\$6,125	\$10,500	\$10,500	\$10,500
Telstra Business All-4-Biz Mach II Plan 2500	\$8,750	\$15,000	\$15,000	\$15,000
Telstra Business All-4-Biz Mach II Plan 3750	\$13,125	\$22,500	\$22,500	\$22,500
Telstra Business All-4-Biz Mach II Plan 5000	\$17,500	\$30,000	\$30,000	\$30,000
Telstra Business All-4-Biz Mach II Plan 7500	\$22,500	\$41,250	\$41,250	\$41,250

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan term	24 months (GST incl)	36 months (GST incl)	48 months (GST incl)	60 months (GST incl)
Telstra Business All-4-Biz Mach II Plan 10000	\$30,000	\$55,000	\$55,000	\$55,000
Telstra Business All-4-Biz Mach II Plan 12500	\$37,500	\$68,750	\$68,750	\$68,750
Telstra Business All-4-Biz Mach II Plan 15000	\$45,000	\$82,500	\$82,500	\$82,500
Telstra Business All-4-Biz Mach II Plan 17500	\$47,250	\$87,500	\$87,500	\$87,500
Telstra Business All-4-Biz Mach II Plan 20000	\$50,000	\$100,000	\$100,000	\$100,000
Telstra Business All-4-Biz Mach II Plan 25000	\$62,500	\$125,000	\$125,000	\$125,000
Telstra Business All-4-Biz Mach II Plan 30000	\$75,000	\$150,000	\$150,000	\$150,000

- 18.3 If you choose a 48 or 60 month minimum term for your Telstra Business All-4-Biz Mach II Plan and you are still connected to your plan 36 months after the date your plan starts, you will be entitled to the following additional Loyalty Bonus:

Telstra Business All-4-Biz Mach II Plan term	48 months (GST incl)	60 months (GST incl)
Telstra Business All-4-Biz Mach II Plan 200	\$450	\$900
Telstra Business All-4-Biz Mach II Plan 400	\$900	\$1,800
Telstra Business All-4-Biz Mach II Plan 600	\$1,200	\$2,400
Telstra Business All-4-Biz Mach II Plan 1000	\$2,000	\$4,000
Telstra Business All-4-Biz Mach II Plan 1750	\$3,063	\$6,125
Telstra Business All-4-Biz Mach II Plan 2500	\$4,375	\$8,750
Telstra Business All-4-Biz Mach II Plan 3750	\$6,563	\$13,125
Telstra Business All-4-Biz Mach II Plan 5000	\$8,750	\$17,500

Our Customer Terms

Telstra Business All-4-Biz Plan Section

Telstra Business All-4-Biz Mach II Plan term	48 months (GST incl)	60 months (GST incl)
Telstra Business All-4-Biz Mach II Plan 7500	\$11,250	\$22,500
Telstra Business All-4-Biz Mach II Plan 10000	\$15,000	\$30,000
Telstra Business All-4-Biz Mach II Plan 12500	\$18,750	\$37,500
Telstra Business All-4-Biz Mach II Plan 15000	\$22,500	\$45,000
Telstra Business All-4-Biz Mach II Plan 17500	\$23,625	\$47,250
Telstra Business All-4-Biz Mach II Plan 20000	\$25,000	\$50,000
Telstra Business All-4-Biz Mach II Plan 25000	\$31,250	\$62,500
Telstra Business All-4-Biz Mach II Plan 30000	\$37,500	\$75,000

18.4 You may only redeem the Loyalty Bonus for credit for:

- (a) approved Telstra products or approved fees/charges which you have purchased and paid for (a list of these can be accessed by clicking [here](#)); and
- (b) other purposes approved by us and notified to you from time to time.

18.5 It is important that you check the list of approved Telstra products regularly, as it may be changed and updated from time to time. However, to avoid doubt, the following are **not** approved products or purposes and can never be redeemed against the Loyalty Bonus amount:

- (a) your Minimum Monthly Amount;
- (b) charges for Nominated Services (for example, monthly accesses and usage charges);
- (c) Mobile Repayment Option, Fixed Repayment Option or rental payment amounts;
- (d) products not used in conjunction with the Nominated Services;
- (e) BigPond-branded services and equipment, as well as other equipment purchased for use with BigPond-branded services;
- (f) managed infrastructure network costs, network extension charges or enterprise works costs;

- (g) courier, delivery and freight costs;
 - (h) purchases made (or services provided) through a non-approved channel or outside of your Account;
 - (i) Telstra Business Systems lease or rental charges; and
 - (j) non-Telstra Business Systems PABX equipment.
- 18.6 Your Loyalty Bonus amount is not transferable or redeemable as cash and cannot be taken as a cheque, paid to third parties or used to pay any existing service or equipment charges.
- 18.7 We will reduce the amount in your Loyalty Bonus account by the full GST inclusive retail list price of the approved items redeemed by you. Once the redemption is confirmed and processed, the relevant credit will appear in your next Telstra bill for your Telstra Business All-4-Biz Mach II Plan.
- 18.8 We may suspend or close your Loyalty Bonus account at any time by notice to you if:
- (a) you do not pay any amounts due to us on time; or
 - (b) an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 18.9 Upon the expiry or termination of your Telstra Business All-4-Biz Mach II Plan, your Loyalty Bonus account will be closed and any balance remaining will be extinguished.

19 Telstra Business All-4-Biz Mach II Plan FairPlay Policy

What is the FairPlay Policy?

- 19.1 It is important to us that our customers can access our services. Because of this, you must follow our FairPlay Policy when you use our Telstra Business All-4-Biz Mach II Plan.
- 19.2 Our FairPlay Policy is intended to ensure that our customers do not use any services or benefits provided under our Telstra Business All-4-Biz Mach II Plan in an unreasonable or fraudulent manner or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our FairPlay Policy.

Our Customer Terms

Telstra Business All-4-Biz Plan Section

- 19.3 We can rely on our FairPlay Policy where we reasonably consider that you have used our Telstra Business All-4-Biz Mach II Plan in a way that is unreasonable or in the situations set out below under “Commercial use”.
- 19.4 The Telstra Business All-4-Biz Mach II Plan is a FairPlay offer. This Telstra Business All-4-Biz Mach II Plan FairPlay Policy applies in addition to any other FairPlay, Reasonable Use or Acceptable Use policy that might apply to any individual services you add to your Account, except:
- (a) the restrictions concerning excessive use described under clauses 9.12 to 9.14 of Part A - General of the Telstra Mobile Section of Our Customer Terms; or
 - (b) the reasonable use policy under clauses 2.1 to 2.3 of Part D - Business Phone Services of the Basic Telephone Service Section of Our Customer Terms.

Commercial use

- 19.5 The Telstra Business All-4-Biz Mach II Plan is intended for retail customers to use for their own business usage. We make available wholesale services under other sections of Our Customer Terms. Such wholesale services are made available pursuant to terms and conditions (including prices) which are intended to provide both us and our customers a fair commercial return. Customers who use our services in their capacity as carriers or carriage service providers (or as suppliers of carriers or carriage service providers) must acquire services for such purposes under wholesale terms and conditions. The following clauses are intended to ensure that this occurs.
- 19.6 You must not resell or commercially exploit our Telstra Business All-4-Biz Mach II Plan or any services you add to your Account. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- 19.7 You may not use our services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- 19.8 You can only use a service that we provide you with handsets or other devices that have been approved by us for use on our networks.
- 19.9 We can rely on our FairPlay Policy if we reasonably think that you have breached any of the three previous clauses.

Unreasonable use

- 19.10 You must not use the Telstra Business All-4-Biz Mach II Plan or any services you add to your Account in a way that is unreasonable. We consider it unreasonable where you use our Telstra Business All-4-Biz Mach II Plan or any services you add to your Account fraudulently or in a manner that causes significant network congestion. Fraudulent use of our Telstra Business All-4-Biz Mach II Plan covers resupplying the plan or any services you add to your Account without our consent,

so that someone else can take advantage of the benefits of a Telstra Business All-4-Biz Mach II Plan.

- 19.11 We also consider it unreasonable if you use any Telstra Mobile service connected under the Telstra Business All-4-Biz Mach II Plan for the purposes of telemetry or any other machine-to-machine application.

What we can do

- 19.12 If we reasonably believe that you are in breach of this FairPlay Policy, we can:
- (a) cancel or limit your right to use your Telstra Business All-4-Biz Mach II Plan or any services you add to your Account without telling you before we do so; and
 - (b) suspend or cancel your services which have been used in connection with the Telstra Business All-4-Biz Mach II Plan offers by telling you in writing 30 days before we do so.

20 Telstra Business All-4-Biz Mach I Plans - For connections prior to 1 October 2010

Not available on and from 1 October 2010

- 20.1 The Telstra Business All-4-Biz Mach I Plans are not available to new customers on and from 1 October 2010.
- 20.2 Customers who connected to a Telstra Business All-4-Biz Mach I Plan prior to 1 October 2010 may not, on and from 1 October 2010:
- (a) change the Minimum Monthly Amount for their Telstra Business All-4-Biz Mach I Plan; or
 - (b) change the minimum term,

however you may upgrade to a Telstra Business All-4-Biz Mach II Plan in accordance with the Telstra Business All-4-Biz Mach II Plan section above.

What is the Telstra Business All-4-Biz Plan?

- 20.3 The Telstra Business All-4-Biz Plan helps you consolidate all your business communication services into one flexible, easy to manage account.
- 20.4 With the Telstra Business All-4-Biz Plan, you can:
- (a) create a Telstra Business All-4-Biz Plan account (“**Account**”) and add eligible Telstra services to that Account;
 - (b) select a minimum monthly amount, and an equivalent amount of monthly included value (“**Minimum Monthly Amount**”) will be provided to you,

which will apply at the Account-level, from which we will first deduct the eligible charges that you incur for using the Telstra services nominated to be added to your Account; and

- (c) access the following special features:
 - (i) special fixed voice and mobile call pricing;
 - (ii) free voice calls in Australia between nominated fixed and mobile services on your Account (subject to the Telstra Business All-4-Biz Plan FairPlay Policy set out below);
 - (iii) discounts on Telstra Business Broadband and Telstra Mobile Broadband services added to your Account; and
 - (iv) a Loyalty Bonus.

Availability

20.5 The Telstra Business All-4-Biz Plan is available as a:

- (a) 24 month minimum term plan;
- (b) 36 month minimum term plan; or
- (c) month by month casual plan.

20.6 The Telstra Business All-4-Biz Plan is not available to Telstra Wholesale customers.

Eligibility

20.7 To be eligible for the Telstra Business All-4-Biz Plan you must:

- (a) have an ABN, ACN or ARBN; and
- (b) nominate at least one Basic Telephone Service, ISDN Service, or Telstra Mobile service to be added to your Telstra Business All-4-Biz Plan Account - see "Nominated Services" below.

20.8 We supply the Telstra Business All-4-Biz Plan for business purposes and you must use the Telstra Business All-4-Biz Plan predominantly for business purposes.

20.9 In addition to our rights under the General Terms, you will not be eligible for the Telstra Business All-4-Biz Plan or we may cancel your Telstra Business All-4-Biz Plan if you:

- (a) charge any other person for any of the services or benefits provided to you under the Telstra Business All-4-Biz Plan;

Our Customer Terms

Telstra Business All-4-Biz Plan Section

- (b) enter into any agreement or understanding under which someone agrees to pay you (in cash or kind) for services or benefits provided to you under the Telstra Business All-4-Biz Plan; or
- (c) act as agent for any person in entering into the Telstra Business All-4-Biz Plan or a service which you have nominated to be included under the Telstra Business All-4-Biz Plan.

Eligible Charges

20.10 The types of charges that we will first deduct from your Minimum Monthly Amount (“**Eligible Charges**”) are, in relation to eligible services on your Account:

- (a) eligible monthly access charges or service fees (if any);
- (b) usage charges for eligible call types; and
- (c) excess usage charges incurred.

20.11 The following types of charges are not Eligible Charges and will not be deducted from the Minimum Monthly Amount:

- (a) charges for services which have not been added to your Account;
- (b) monthly access charges for inbound services;
- (c) set-up, installation or connection charges;
- (d) usage charges for calls to Call Connect, Call Return, ISDN Data Calls, Calls to Time and Weather, Fee-Mobile enquiry, Ballarat Community Calls;
- (e) Mobile or Fixed Repayment Option repayment amounts;
- (f) directory listing charges; and
- (g) fee-for-service type charges you agree to pay from time to time.

Nominated Services

20.12 You must nominate Telstra services to be added to your Account. Only eligible Telstra business services approved by us can be added (“**Nominated Service**”).

20.13 Eligible Charges from Nominated Services will be first deducted from your Minimum Monthly Amount.

20.14 Nominated Services are governed by their respective terms and conditions, including prices, as set out in Our Customer Terms (or other arrangements we have with you). You will need to complete application forms for the Nominated Services.

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- 20.15 If you wish to transfer and add existing services you have (with us or another service provider) to your Account (to be counted as Nominated Services), early termination charges may apply to your existing services.
- 20.16 You must pre-select us to supply all your national long distance (STD) calls, international calls, fixed calls to mobile numbers and mobile services (“**Pre-Selectable Services**”) for all Nominated Services under your Account. You appoint us as your agent for the sole purpose of pre-selecting all Pre-Selectable Services and authorise us to do all things, and execute all documentation (including Transfer Authority Forms or Carrier Authority Forms) on your behalf to enable you to comply with this clause.
- 20.17 You may nominate Telstra services to be included in your Account at any time. Minimum contract terms may be applicable to your Nominated Services. If you cancel a Nominated Service during an applicable minimum contract term, early termination charges may apply in relation to that Nominated Service.
- 20.18 In addition to services notified by us from time to time, the following Telstra services and plans are not eligible services and any charges for them will not be deducted from the Minimum Monthly Amount:
- (a) BigPond services;
 - (b) FOXTEL from Telstra services;
 - (c) Telstra Business Broadband Business DSL;
 - (d) any Telstra consumer plans (including any HomeLine® plans);
 - (e) mobile broadband services connected to a Telstra Mobile Broadband Shared Data Plan; and
 - (f) services connected to the Telstra BusinessLine Part pricing plan.
- (the “**Ineligible Services**”).

Minimum Monthly Amount

- 20.19 You may select one of the following Minimum Monthly Amounts for your Telstra Business All-4-Biz Plan:

Plan	Minimum Monthly Amount		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Plan 200	\$181.82	\$200.00	\$181.82	\$200.00
Telstra Business All-4-Biz Plan 400	\$363.64	\$400.00	\$363.64	\$400.00
Telstra Business All-4-Biz Plan 600	\$545.45	\$600.00	\$545.45	\$600.00
Telstra Business All-4-Biz Plan 1000	\$909.09	\$1,000.00	\$909.09	\$1,000.00

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Plan	Minimum Monthly Amount		Monthly Included value	
	GST excl.	GST Incl.	GST excl.	GST Incl.
Telstra Business All-4-Biz Plan 2500	\$2,272.73	\$2,500.00	\$2,272.73	\$2,500.00
Telstra Business All-4-Biz Plan 5000	\$4,545.45	\$5,000.00	\$4,545.45	\$5,000.00
Telstra Business All-4-Biz Plan 7500	\$6,818.18	\$7,500.00	\$6,818.18	\$7,500.00
Telstra Business All-4-Biz Plan 10000	\$9,090.91	\$10,000.00	\$9,090.91	\$10,000.00

20.20 The Minimum Monthly Amount Value for your chosen Telstra Business All-4-Biz Plan will be applied to your Account each month. Eligible Charges for Nominated Services under your Account will be first deducted from the Minimum Monthly Amount.

20.21 Unused monthly included values will expire at the end of each month.

Monthly charges

20.22 In relation to your Telstra Business All-4-Biz Plan, each month you must pay us:

- (a) the Minimum Monthly Amount for your Telstra Business All-4-Biz Plan;
- (b) the monthly charges and usage charges for your Nominated Services which exceed the relevant Minimum Monthly Amount; and
- (c) any other fees or charges that are payable by you under your arrangement with us.

20.23 You will also need to pay any charges which are outside of your Telstra Business All-4-Biz Plan arrangement, in accordance with the relevant terms and conditions of those services (including, for example, monthly charges and usage charges for Ineligible Services you acquire from us).

Changing your Minimum Monthly Amount

20.24 If you wish to change your Minimum Monthly Amount, the following rules apply:

Change	Terms
If you are within a minimum contract term and move to a Telstra Business All-4-Biz Plan with a higher Minimum Monthly Amount	You do not need to restart your minimum term. Your call rates and discounts will be adjusted on a pro-rata basis to reflect your new Minimum Monthly Amount. Your Loyalty Bonus account will be adjusted on a pro-rata basis.
If you are within a minimum contract term and move to a Telstra Business All-4-Biz Plan with a lower Minimum Monthly Amount	You will need to restart your minimum term. Your call rates and discounts will be adjusted to reflect your new Minimum Monthly Amount. You will need to pay us an early termination charge.

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- 20.25 If you have a month to month casual Telstra Business All-4-Biz Plan, or if the minimum term of your Telstra Business All-4-Biz Plan has expired and you have not recontracted for a further minimum term, you may change your Minimum Monthly Amount at any time. Your Minimum Monthly Amount and monthly included value will be adjusted on a pro-rata basis.

Changing your Minimum Term

- 20.26 If you wish to change your minimum term, the following rules apply:

Change	Terms
If you are within a 24 month minimum term plan and move to a Telstra Business All-4-Biz Plan with a 36 month minimum term	You do not need to restart your minimum term. Your Loyalty Bonus account will be adjusted on a pro-rata basis.
If you are within a 36 month minimum term plan and move to a Telstra Business All-4-Biz Plan with a 24 month minimum term	You will need to restart your minimum term. You will need to pay us an early termination charge.
If you are within either a 24 or 36 month minimum term plan and move to a casual month-to-month Telstra Business All-4-Biz Plan	You will need to pay us an early termination charge.

Telling you about your Telstra Business All-4-Biz plan

- 20.27 When you set up your Telstra Business All-4-Biz plan you must nominate an email address to which we may send electronic messages about your Telstra Business All-4-Biz Plan (“Nominated Email Address”).

21 Telstra Business All-4-Biz Plan pricing and discounts

- 21.1 Except as expressly modified by this Telstra Business All-4-Biz Plan Section, the pricing for your Nominated Services is set out in the relevant section of Our Customer Terms.
- 21.2 Once your Telstra Business All-4-Biz Plan is terminated, the prices and discounts specified in this Telstra Business All-4-Biz Plan Section will cease to apply and the pricing for your Nominated Services will revert to standard pricing for those services, as set out in the relevant section of Our Customer Terms.

Effective average price for calls

- 21.3 If you only make a small number of calls of a type described in your Telstra Business All-4-Biz Plan in a particular period, then the effective average price which you pay for local calls, 019 calls, extended zone calls and/or preferential calls may exceed:

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- (a) the stated per-call charge; and/or
- (b) in any event, 22 cents (including GST) per call.

Example: If your Minimum Monthly Amount is \$200, and you make only 250 local calls in any one month, then the effective average price of each of those calls will be 80 cents per call (\$200 divided by the number of calls made).

Basic Telephone Service and ISDN

21.4 You may nominate existing Basic Telephone Services and ISDN Services with us to be added to your Account. If you do so, we will treat such Basic Telephone Services and ISDN Services as if they are connected to the BusinessLine plan to which they were connected prior to inclusion under your Account, except as modified below. If you connect a new Basic Telephone Service or ISDN Service and nominate to add them to your Account (or if your nominated Basic Telephone Services and ISDN Services were not connected to a BusinessLine plan prior to inclusion under your Account), we will treat such services as if they were connected to a BusinessLine Complete plan.

See [Part D – Business Phone Services of the Basic Telephone Service section](#) for terms, including prices, for BusinessLine Complete. See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

See [Part B - ISDN Services of the ISDN Section](#) for term, including prices, for ISDN. See clause 1 of [Part A – General of the ISDN Section](#) for more detail on how the various parts of the ISDN Section should be read together

21.5 If your Telstra Business All-4-Biz Plan/Account is cancelled or terminated, the Basic Telephone Services and/or ISDN Services that were included under your Telstra Business All-4-Biz Plan will continue on the BusinessLine plan to which they were connected prior to inclusion under your Telstra Business All-4-Biz Plan, on the terms, including prices, set out in [Part D – Business Phone Services of the Basic Telephone Service section](#), or [Part B - ISDN Services of the ISDN Section](#) of Our Customer Terms, as applicable.

21.6 In relation to Basic Telephone Services added to an Account, we charge you the following:

(i) Monthly charge

Monthly charge		Monthly charge where you are a charity		Monthly charge where you are a non-profit organisation	
GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
\$31.77	\$34.95	\$17.73	\$19.50	\$22.27	\$24.50

***For ACT customers:** If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

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(ii) Call charges*

	Telstra Business All-4-Biz Plan 200		Telstra Business All-4-Biz Plan 400		Telstra Business All-4-Biz Plan 600		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2500		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Intra-account voice calls	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢	0.00 ¢
Local calls, STD Extended Zone Calls and STD Preferential Calls (per call)	17.27 ¢	19.00 ¢	16.36 ¢	18.00 ¢	15.45 ¢	17.00 ¢	14.55 ¢	16.00 ¢	13.64 ¢	15.00 ¢	12.73 ¢	14.00 ¢	11.82 ¢	13.00 ¢	10.91 ¢	12.00 ¢
Other national long distance (STD) calls (price stated per minute - charged per second)	17.27 ¢	19.00 ¢	16.36 ¢	18.00 ¢	15.45 ¢	17.00 ¢	14.55 ¢	16.00 ¢	13.64 ¢	15.00 ¢	12.73 ¢	14.00 ¢	11.82 ¢	13.00 ¢	10.91 ¢	12.00 ¢
Calls to mobile (price stated per minute - charged per second)	26.36 ¢	29.00 ¢	25.45 ¢	28.00 ¢	24.55 ¢	27.00 ¢	23.64 ¢	26.00 ¢	22.73 ¢	25.00 ¢	21.82 ¢	24.00 ¢	20.91 ¢	23.00 ¢	20.00 ¢	22.00 ¢

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(iii) International Calls

- 21.7 We charge you the following for international calls from the Basic Telephone Services and/or ISDN Services that are Nominated Services added to your the Account.
- 21.8 For 0011 and 0015 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 30 seconds or part thereof).
- 21.9 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).
- 21.10 For charges for international calls made using our override code we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See [Part B – HomeLine Plans of the Basic Telephone Service section](#).

	0011 or 0015 calls to an International Fixed Service		0011 or 0015 calls to an International Mobile Service	
	GST Inc	GST ex	GST Inc	GST Ex
Connection Fee (per call)	39c	35.46c	39c	35.46c
Afghanistan	\$1.950	\$1.773	\$1.950	\$1.773
Alaska	\$0.020	\$0.019	\$0.020	\$0.019
Albania	\$1.200	\$1.091	\$1.200	\$1.091
Algeria	\$1.950	\$1.773	\$1.950	\$1.773
American Samoa	\$0.900	\$0.819	\$0.900	\$0.819
Andorra	\$0.800	\$0.728	\$0.800	\$0.728
Angola	\$1.800	\$1.637	\$1.800	\$1.637
Anguilla	\$1.950	\$1.773	\$1.950	\$1.773
Antarctica	\$0.650	\$0.591	\$0.650	\$0.591
Antigua & Barbuda	\$1.350	\$1.228	\$1.350	\$1.228
Argentina	\$0.030	\$0.028	\$1.300	\$1.182
Armenia	\$1.550	\$1.410	\$1.550	\$1.410
Aruba	\$1.350	\$1.228	\$1.350	\$1.228
Ascension Island	\$1.600	\$1.455	\$1.600	\$1.455
Austria	\$0.550	\$0.500	\$0.950	\$0.864
Azerbaijan	\$1.550	\$1.410	\$1.550	\$1.410
Bahamas	\$0.850	\$0.773	\$0.850	\$0.773
Bahrain	\$1.500	\$1.364	\$1.500	\$1.364
Bangladesh	\$0.150	\$0.137	\$1.550	\$1.410
Barbados	\$1.400	\$1.273	\$1.400	\$1.273
Belarus	\$1.200	\$1.091	\$1.200	\$1.091
Belgium	\$0.550	\$0.500	\$0.950	\$0.864
Belize	\$1.400	\$1.273	\$1.400	\$1.273
Benin	\$1.900	\$1.728	\$1.900	\$1.728
Bermuda	\$1.200	\$1.091	\$1.200	\$1.091
Bhutan	\$1.700	\$1.546	\$1.700	\$1.546
Bolivia	\$1.400	\$1.273	\$1.400	\$1.273

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Bosnia & Herzegovina	\$0.250	\$0.228	\$1.200	\$1.091
Botswana	\$1.600	\$1.455	\$1.600	\$1.455
Brazil	\$0.200	\$0.182	\$1.300	\$1.182
Brunei Darussalam	\$1.050	\$0.955	\$1.050	\$0.955
Bulgaria	\$1.350	\$1.228	\$1.350	\$1.228
Burkina Faso	\$1.900	\$1.728	\$1.900	\$1.728
Burundi	\$1.900	\$1.728	\$1.900	\$1.728
Cambodia	\$0.350	\$0.319	\$1.850	\$1.682
Cameroon	\$1.950	\$1.773	\$1.950	\$1.773
Canada	\$0.020	\$0.019	\$0.020	\$0.019
Cape Verde	\$1.900	\$1.728	\$1.900	\$1.728
Cayman Is	\$1.350	\$1.228	\$1.350	\$1.228
Central African Rep	\$1.900	\$1.728	\$1.900	\$1.728
Chad	\$1.950	\$1.773	\$1.950	\$1.773
Chile	\$0.150	\$0.137	\$1.250	\$1.137
China	\$0.030	\$0.028	\$1.000	\$0.910
Colombia	\$1.400	\$1.273	\$1.400	\$1.273
Comoros	\$1.500	\$1.364	\$1.500	\$1.364
Congo Democratic Republic	\$1.950	\$1.773	\$1.950	\$1.773
Congo	\$1.900	\$1.728	\$1.900	\$1.728
Cook Islands	\$1.350	\$1.228	\$1.350	\$1.228
Costa Rica	\$1.600	\$1.455	\$1.600	\$1.455
Croatia	\$0.100	\$0.091	\$1.100	\$1.000
Cuba	\$1.150	\$1.046	\$1.150	\$1.046
Cyprus	\$0.090	\$0.082	\$1.000	\$0.910
Czech Republic	\$0.100	\$0.091	\$1.100	\$1.000
Denmark	\$0.550	\$0.500	\$0.950	\$0.864
Diego-Garcia	\$1.900	\$1.728	\$1.900	\$1.728
Djibouti	\$1.950	\$1.773	\$1.950	\$1.773
Dominica	\$1.150	\$1.046	\$1.150	\$1.046
Dominican Rep	\$0.850	\$0.773	\$0.850	\$0.773
East Timor	\$2.850	\$2.591	\$2.850	\$2.591
Ecuador	\$1.400	\$1.273	\$1.400	\$1.273
Egypt	\$0.300	\$0.273	\$1.470	\$1.337
El Salvador	\$1.350	\$1.228	\$1.350	\$1.228
Equatorial Guinea	\$1.950	\$1.773	\$1.950	\$1.773
Eritrea	\$1.950	\$1.773	\$1.950	\$1.773
Estonia	\$0.200	\$0.182	\$0.200	\$0.182
Ethiopia	\$1.950	\$1.773	\$1.950	\$1.773
Faroe Islands	\$1.250	\$1.137	\$1.250	\$1.137
Falkland Islands	\$1.400	\$1.273	\$1.400	\$1.273
Fiji	\$0.550	\$0.500	\$1.150	\$1.046
Finland	\$0.650	\$0.591	\$0.900	\$0.819
France	\$0.030	\$0.028	\$0.800	\$0.728
French Guiana	\$1.400	\$1.273	\$1.400	\$1.273
French Polynesia	\$1.000	\$0.910	\$1.000	\$0.910
Gabon	\$1.900	\$1.728	\$1.900	\$1.728
Gambia	\$1.900	\$1.728	\$1.900	\$1.728
Georgia	\$1.550	\$1.410	\$1.550	\$1.410
Germany	\$0.050	\$0.046	\$0.800	\$0.728
Ghana	\$1.600	\$1.455	\$1.600	\$1.455
Gibraltar	\$1.200	\$1.091	\$1.200	\$1.091

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Greece	\$0.030	\$0.028	\$0.700	\$0.637
Greenland	\$1.250	\$1.137	\$1.250	\$1.137
Grenada	\$1.400	\$1.273	\$1.400	\$1.273
Guadeloupe	\$1.250	\$1.137	\$1.250	\$1.137
Guam	\$0.750	\$0.682	\$0.750	\$0.682
Guantanamo	\$1.600	\$1.455	\$1.600	\$1.455
Guatemala	\$1.400	\$1.273	\$1.400	\$1.273
Guinea-Bissau	\$1.950	\$1.773	\$1.950	\$1.773
Guinea	\$1.900	\$1.728	\$1.900	\$1.728
Guyana	\$1.500	\$1.364	\$1.500	\$1.364
Haiti	\$2.600	\$2.364	\$2.600	\$2.364
Hawaii	\$0.020	\$0.019	\$0.020	\$0.019
Honduras	\$1.400	\$1.273	\$1.400	\$1.273
Hong Kong	\$0.030	\$0.028	\$0.600	\$0.546
Hungary	\$0.600	\$0.546	\$0.850	\$0.773
Iceland	\$1.000	\$0.910	\$1.000	\$0.910
India	\$0.250	\$0.228	\$1.350	\$1.228
Indonesia	\$0.200	\$0.182	\$1.150	\$1.046
Iran	\$1.350	\$1.228	\$1.600	\$1.455
Iraq	\$2.100	\$1.910	\$2.100	\$1.910
Ireland	\$0.050	\$0.046	\$0.610	\$0.555
Israel	\$0.030	\$0.028	\$0.700	\$0.637
Italy	\$0.030	\$0.028	\$0.800	\$0.728
Ivory Coast	\$1.900	\$1.728	\$1.900	\$1.728
Jamaica	\$1.350	\$1.228	\$1.350	\$1.228
Japan	\$0.030	\$0.028	\$0.800	\$0.728
Jordan	\$1.250	\$1.137	\$1.500	\$1.364
Kazakhstan	\$1.550	\$1.410	\$1.550	\$1.410
Kenya	\$1.500	\$1.364	\$1.750	\$1.591
Kiribati	\$0.900	\$0.819	\$0.900	\$0.819
Korea DPR (North)	\$1.600	\$1.455	\$1.600	\$1.455
Korea Republic (South)	\$0.030	\$0.028	\$1.050	\$0.955
Kuwait	\$1.400	\$1.273	\$1.400	\$1.273
Kyrgyzstan	\$1.550	\$1.410	\$1.550	\$1.410
Lao PDR	\$0.200	\$0.182	\$0.200	\$0.182
Latvia	\$1.150	\$1.046	\$1.150	\$1.046
Lebanon	\$0.100	\$0.091	\$1.340	\$1.219
Lesotho	\$1.350	\$1.228	\$1.350	\$1.228
Liberia	\$1.950	\$1.773	\$1.950	\$1.773
Libya	\$1.600	\$1.455	\$1.600	\$1.455
Liechtenstein	\$0.600	\$0.546	\$0.600	\$0.546
Lithuania	\$0.200	\$0.182	\$0.200	\$0.182
Luxembourg	\$0.750	\$0.682	\$0.750	\$0.682
Macau	\$1.350	\$1.228	\$1.350	\$1.228
Macedonia FYR	\$0.250	\$0.228	\$1.200	\$1.091
Madagascar	\$1.900	\$1.728	\$1.900	\$1.728
Malawi	\$1.600	\$1.455	\$1.600	\$1.455
Malaysia	\$0.030	\$0.028	\$0.850	\$0.773
Maldives	\$1.900	\$1.728	\$1.900	\$1.728
Mali	\$1.900	\$1.728	\$1.900	\$1.728
Malta	\$0.200	\$0.182	\$1.200	\$1.091
Northern Mariana Islands	\$1.400	\$1.273	\$1.400	\$1.273

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Marshall Islands	\$1.700	\$1.546	\$1.700	\$1.546
Martinique	\$1.350	\$1.228	\$1.350	\$1.228
Mauritania	\$1.900	\$1.728	\$1.900	\$1.728
Mauritius	\$1.350	\$1.228	\$1.350	\$1.228
Mayotte	\$1.400	\$1.273	\$1.400	\$1.273
Mexico	\$1.100	\$1.000	\$1.100	\$1.000
Micronesia Federated States	\$1.700	\$1.546	\$1.700	\$1.546
Moldova Republic	\$1.900	\$1.728	\$1.900	\$1.728
Monaco	\$1.150	\$1.046	\$1.150	\$1.046
Mongolia	\$1.950	\$1.773	\$1.950	\$1.773
Montenegro	\$0.250	\$0.228	\$1.300	\$1.182
Montserrat	\$1.600	\$1.455	\$1.600	\$1.455
Morocco	\$1.950	\$1.773	\$1.950	\$1.773
Mozambique	\$1.950	\$1.773	\$1.950	\$1.773
Myanmar	\$1.700	\$1.546	\$1.700	\$1.546
Namibia	\$1.600	\$1.455	\$1.600	\$1.455
Nauru	\$0.900	\$0.819	\$0.900	\$0.819
Nepal	\$1.600	\$1.455	\$1.600	\$1.455
Netherlands	\$0.030	\$0.028	\$0.850	\$0.773
Netherlands Antilles	\$1.600	\$1.455	\$1.600	\$1.455
New Caledonia	\$1.000	\$0.910	\$1.000	\$0.910
New Zealand	\$0.050	\$0.046	\$0.610	\$0.555
Nicaragua	\$0.250	\$0.228	\$0.250	\$0.228
Niger	\$1.900	\$1.728	\$1.900	\$1.728
Nigeria	\$1.350	\$1.228	\$1.350	\$1.228
Niue	\$1.150	\$1.046	\$1.150	\$1.046
Norfolk Island	\$0.970	\$0.882	\$0.970	\$0.882
Norway	\$0.600	\$0.546	\$1.000	\$0.910
Oman	\$1.300	\$1.182	\$1.300	\$1.182
Pakistan	\$0.250	\$0.228	\$1.900	\$1.728
Palau	\$1.300	\$1.182	\$1.300	\$1.182
Palestine, (State of)	\$0.030	\$0.028	\$0.700	\$0.637
Panama	\$1.350	\$1.228	\$1.350	\$1.228
Papua New Guinea	\$1.980	\$1.800	\$1.980	\$1.800
Paraguay	\$0.250	\$0.228	\$0.250	\$0.228
Peru	\$0.300	\$0.273	\$0.300	\$0.273
Philippines	\$0.350	\$0.319	\$0.950	\$0.864
Poland	\$0.200	\$0.182	\$1.250	\$1.137
Portugal	\$0.050	\$0.046	\$1.450	\$1.319
Puerto Rico	\$0.750	\$0.682	\$0.750	\$0.682
Qatar	\$1.900	\$1.728	\$1.900	\$1.728
Reunion	\$1.600	\$1.455	\$1.600	\$1.455
Romania	\$1.300	\$1.182	\$1.550	\$1.410
Russian Federation	\$0.050	\$0.046	\$1.750	\$1.591
Rwanda	\$1.600	\$1.455	\$1.600	\$1.455
Samoa	\$0.900	\$0.819	\$0.900	\$0.819
San Marino	\$1.590	\$1.446	\$1.590	\$1.446
Sao Tome & Principe	\$1.600	\$1.455	\$1.600	\$1.455
Saudi Arabia	\$1.580	\$1.437	\$1.830	\$1.664
Senegal	\$1.950	\$1.773	\$1.950	\$1.773
Serbia	\$0.250	\$0.228	\$1.300	\$1.182
Seychelles	\$1.900	\$1.728	\$1.900	\$1.728

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Sierra Leone	\$1.900	\$1.728	\$1.900	\$1.728
Singapore	\$0.020	\$0.019	\$0.700	\$0.637
Slovakia	\$0.200	\$0.182	\$0.200	\$0.182
Slovenia	\$0.100	\$0.091	\$0.100	\$0.091
Solomon Islands	\$1.340	\$1.219	\$1.590	\$1.446
Somalia	\$1.950	\$1.773	\$1.950	\$1.773
South Africa	\$0.150	\$0.137	\$0.900	\$0.819
Spain	\$0.070	\$0.064	\$1.000	\$0.910
Sri Lanka	\$0.200	\$0.182	\$1.150	\$1.046
Saint Helena	\$1.400	\$1.273	\$1.400	\$1.273
Saint Kitts & Nevis	\$1.400	\$1.273	\$1.400	\$1.273
Saint Lucia	\$1.400	\$1.273	\$1.400	\$1.273
Saint Pierre & Miquelon	\$1.350	\$1.228	\$1.350	\$1.228
Saint Vincent & The Grenadines	\$1.400	\$1.273	\$1.400	\$1.273
Sudan	\$1.600	\$1.455	\$1.600	\$1.455
Suriname	\$1.350	\$1.228	\$1.350	\$1.228
Swaziland	\$1.900	\$1.728	\$1.900	\$1.728
Sweden	\$0.050	\$0.046	\$0.900	\$0.819
Switzerland	\$0.050	\$0.046	\$0.900	\$0.819
Syria	\$0.700	\$0.637	\$0.700	\$0.637
Taiwan	\$0.030	\$0.028	\$1.050	\$0.955
Tajikistan	\$1.350	\$1.228	\$1.350	\$1.228
Tanzania United Republic	\$1.600	\$1.455	\$1.600	\$1.455
Thailand	\$0.150	\$0.137	\$0.150	\$0.137
Togo	\$1.900	\$1.728	\$1.900	\$1.728
Tokelau	\$1.400	\$1.273	\$1.400	\$1.273
Tonga	\$0.900	\$0.819	\$0.900	\$0.819
Trinidad & Tobago	\$1.150	\$1.046	\$1.150	\$1.046
Tunisia	\$1.200	\$1.091	\$1.200	\$1.091
Turkey	\$0.200	\$0.182	\$1.000	\$0.910
Turkmenistan	\$1.350	\$1.228	\$1.350	\$1.228
Turks & Caicos Islands	\$1.600	\$1.455	\$1.600	\$1.455
Tuvalu	\$1.150	\$1.046	\$1.150	\$1.046
Uganda	\$1.600	\$1.455	\$1.600	\$1.455
Ukraine	\$0.200	\$0.182	\$0.200	\$0.182
United Arab Emirates	\$0.350	\$0.319	\$1.390	\$1.264
United Kingdom	\$0.020	\$0.019	\$0.610	\$0.555
Uruguay	\$0.200	\$0.182	\$1.550	\$1.410
United States	\$0.020	\$0.019	\$0.020	\$0.019
Uzbekistan	\$1.350	\$1.228	\$1.350	\$1.228
Vanuatu	\$0.900	\$0.819	\$0.900	\$0.819
Vatican City	\$0.400	\$0.364	\$0.650	\$0.591
Venezuela	\$1.000	\$0.910	\$1.000	\$0.910
Viet Nam	\$0.350	\$0.319	\$1.630	\$1.482
Virgin Islands (British)	\$1.600	\$1.455	\$1.600	\$1.455
Virgin Islands (US)	\$0.750	\$0.682	\$0.750	\$0.682
Wallis & Futuna	\$1.400	\$1.273	\$1.400	\$1.273
Yemen	\$1.600	\$1.455	\$1.600	\$1.455
Zambia	\$1.600	\$1.455	\$1.600	\$1.455
Zimbabwe	\$0.900	\$0.819	\$1.150	\$1.046

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21.11 In relation to ISDN Services added to an Account, we charge you the following per month:

Monthly Charge	GST excl.	GST incl.
ISDN 2	\$57.73	\$63.50
ISDN 2 Enhanced	\$62.27	\$68.50
ISDN 10	\$277.27	\$305.00
ISDN 20	\$554.55	\$610.00
ISDN 30	\$804.55	\$885.00
ISDN additional 10 channels	\$250.00	\$275.00

***For ACT customers:** If your ISDN Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Mobile service

21.12 You may nominate Telstra Mobile services to be added to your Account. Telstra Mobile services must be on the Telstra Business All-4-Biz Mobile Service Plan to be eligible to be added to an Account.

21.13 If your Telstra Business All-4-Biz Plan/Account is cancelled or terminated, the Telstra Mobile services that were included under your Account will be migrated to a Telstra Mobile plan that you choose. You may have to pay an early termination charge. If you do not choose a Telstra Mobile plan, the Telstra Mobile services that were included under your Account will continue on a Telstra mobile plan available at the time and which is on terms most comparable to your All-4-Biz Mobile Service Plan.

21.14 There is a limit on the number of mobile services that can be added to your Account (and counted as Nominated Services for the purposes of drawing-down your Minimum Monthly Amount), as follows:

Telstra Business All-4-Biz Plan	Maximum number of mobile services on account
Telstra Business All-4-Biz Plan 200	20
Telstra Business All-4-Biz Plan 400	40
Telstra Business All-4-Biz Plan 600	60
Telstra Business All-4-Biz Plan 1000	100
Telstra Business All-4-Biz Plan 2500	250

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Telstra Business All-4-Biz Plan	Maximum number of mobile services on account
Telstra Business All-4-Biz Plan 5000	500
Telstra Business All-4-Biz Plan 7500	750
Telstra Business All-4-Biz Plan 10000	1000

21.15 In relation to Telstra Mobile services included under your Account, we will charge you:

- (a) no monthly access fee for your Telstra Mobile plan; and
- (b) the call and message rates set out in the table below.

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	Telstra Business All-4-Biz Plan 200		Telstra Business All-4-Biz Plan 400		Telstra Business All-4-Biz Plan 600		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2500		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
National voice call charges (price stated per minute - charged per second)	40.00 ¢	44.00 ¢	38.18 ¢	42.00 ¢	36.36 ¢	40.00 ¢	34.55 ¢	38.00 ¢	32.73 ¢	36.00 ¢	29.09 ¢	32.00 ¢	25.45 ¢	28.00 ¢	21.82 ¢	24.00 ¢
Charge for video calls to handset in Australia (price stated per minute - charged per second)	57.27 ¢	63.00 ¢	57.27 ¢	63.00 ¢	54.55 ¢	60.00 ¢	51.82 ¢	57.00 ¢	49.09 ¢	54.00 ¢	43.64 ¢	48.00 ¢	38.18 ¢	42.00 ¢	32.73 ¢	36.00 ¢
Fee per SMS send (except to international numbers)	22.73 ¢	25.00 ¢	22.73 ¢	25.00 ¢	22.73 ¢	25.00 ¢	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢	20.00 ¢	22.00 ¢
Fee per SMS send to international numbers	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢
Fee per MMS send (except to international numbers)	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢	45.45 ¢	50.00 ¢

The Telstra Business All-4-Biz Plan Section was last changed on 24 June 2019.

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	Telstra Business All-4-Biz Plan 200		Telstra Business All-4-Biz Plan 400		Telstra Business All-4-Biz Plan 600		Telstra Business All-4-Biz Plan 1000		Telstra Business All-4-Biz Plan 2500		Telstra Business All-4-Biz Plan 5000		Telstra Business All-4-Biz Plan 7500		Telstra Business All-4-Biz Plan 10000	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Fee per MMS send to international numbers	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢	68.18 ¢	75.00 ¢
Call diversion (price stated per minute - charged per 30 second block)	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	8.18 ¢	9.00 ¢	7.27 ¢	8.00 ¢	7.27 ¢	8.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢	4.55 ¢	5.00 ¢
Charge for message retrieval (price stated per minute - charged per 30 second block)	19.09 ¢	21.00 ¢	19.09 ¢	21.00 ¢	19.09 ¢	21.00 ¢	16.36 ¢	18.00 ¢	16.36 ¢	18.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢	9.09 ¢	10.00 ¢

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Telstra Business Broadband

21.16 If you nominate a 24 month ADSL Telstra Business Broadband plan to be added to your Account, we will provide you with a discount off your Telstra Business Broadband monthly access fee, as follows:

Telstra Business All-4-Biz Plan	Discount off Telstra Business Broadband monthly access fee
Telstra Business All-4-Biz Plan 200	5%
Telstra Business All-4-Biz Plan 400	5%
Telstra Business All-4-Biz Plan 600	5%
Telstra Business All-4-Biz Plan 1000	10%
Telstra Business All-4-Biz Plan 2500	10%
Telstra Business All-4-Biz Plan 5000	15%
Telstra Business All-4-Biz Plan 7500	15%
Telstra Business All-4-Biz Plan 10000	15%

21.17 The discount set out in clause 21.16:

- (a) does not apply to any other fees or charges that relate to the Telstra Business Broadband service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to the Telstra Business Broadband service.

Telstra Mobile Broadband

21.18 If you add a Telstra Mobile Broadband Data Pack to your Account, we will provide you with a discount off your Data Pack monthly service fee, as follows:

Telstra Business All-4-Biz Plan	Monthly discount off the Data Pack monthly service fee
Telstra Business All-4-Biz Plan 200	5%
Telstra Business All-4-Biz Plan 400	5%
Telstra Business All-4-Biz Plan 600	5%
Telstra Business All-4-Biz Plan 1000	10%
Telstra Business All-4-Biz Plan 2500	10%
Telstra Business All-4-Biz Plan 5000	15%

Telstra Business All-4-Biz Plan for Enterprise Section

Telstra Business All-4-Biz Plan	Monthly discount off the Data Pack monthly service fee
Telstra Business All-4-Biz Plan 7500	15%
Telstra Business All-4-Biz Plan 10000	15%

21.19 The discount set out in clause 21.18:

- (a) does not apply to any other fees or charges that relate to the Telstra Mobile Broadband service; and
- (b) will apply to the exclusion of any other special offer or discount applicable to the Telstra Mobile Broadband service.

21.20 If you do not wish to add a Telstra Mobile Broadband Data Pack to your Account but still wish to use the Telstra Mobile Broadband service, we will provide you with access to the Telstra Mobile Broadband service on a pay-as-you-go basis for \$1 per MB under the Telstra Business All-4-Biz Plan.

22 Early termination charge

22.1 If you choose a 24 month or 36 month Telstra Business All-4-Biz Plan and that plan is terminated or cancelled before the end of the minimum term, you will need to pay an Early Termination Charge (**ETC**), calculated according to the following formula (**ETC Formula**):

$$ETC = A - ((B \div C) \times D)$$

Where:

A = Loyalty Bonus Used

B = Total Loyalty Bonus

C = Total number of days in minimum term; and

D = number of days or part thereof elapsed since commencement of the minimum term.

You acknowledge that this is a genuine pre-estimate of our loss.

22.2 In the event the ETC formula produces a result equal to or less than \$0 you do not have to pay an ETC.

22.3 Once your Telstra Business All-4-Biz Plan is terminated, the prices and discounts specified in this Telstra Business All-4-Biz Plan Section will cease to apply to your Nominated Services and pricing for those services revert to the standard pricing for those services, as set out in Our Customer Terms and as explained in clause 21.

Telstra Business All-4-Biz Plan for Enterprise Section

23 Loyalty Bonus

23.1 You will be entitled to a **Loyalty Bonus** if you choose a 24 or 36 month fixed term Telstra Business All-4-Biz Plan.

23.2 Within 30 days of the start date of your Telstra Business All-4-Biz Plan, we will create a Loyalty Bonus account for you and credit this Loyalty Bonus account with one of the following amounts:

Telstra Business All-4-Biz Plan	24 months (GST incl)	36 months (GST incl)
Telstra Business All-4-Biz Plan 200	\$900	\$1,400
Telstra Business All-4-Biz Plan 400	\$1,800	\$2,800
Telstra Business All-4-Biz Plan 600	\$2,700	\$4,200
Telstra Business All-4-Biz Plan 1000	\$4,500	\$7,000
Telstra Business All-4-Biz Plan 2500	\$11,250	\$17,500
Telstra Business All-4-Biz Plan 5000	\$22,500	\$35,000
Telstra Business All-4-Biz Plan 7500	\$33,750	\$52,500
Telstra Business All-4-Biz Plan 10000	\$45,000	\$70,000

23.3 If you change your Minimum Monthly Amount during the term, we will adjust your Loyalty Bonus amount on a pro-rata basis based on the remaining months in your term.

23.4 You may only redeem the Loyalty Bonus for credit for:

- (a) approved Telstra products or approved fees/charges for which you have purchased and paid for (a list of these can be accessed by clicking [here](#)); and
- (b) other purposes approved by us and notified to you from time to time.

23.5 It is important that you check the list of approved Telstra products regularly, as it may be changed and updated from time to time. However, to avoid doubt, the following are **not** approved products or purposes and can never be redeemed against the Loyalty Bonus amount:

- (a) your Minimum Monthly Amount;
- (b) charges for Nominated Services (for example, monthly accesses and usage charges);
- (c) Mobile Repayment Option, Fixed Repayment Option or rental payment amounts;

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- (d) pre-paid mobile products;
 - (e) products not used in conjunction with the Nominated Services;
 - (f) BigPond-branded services and equipment, as well as other equipment purchased for use with BigPond-branded services;
 - (g) managed infrastructure network costs or enterprise works costs;
 - (h) courier, delivery and freight costs; or
 - (i) purchases made (or services provided) through a non-approved channel or outside of your Account.
- 23.6 Your Loyalty Bonus amount is not transferable or redeemable as cash and cannot be used to pay any existing service or equipment charges.
- 23.7 We will reduce the amount in your Loyalty Bonus account by the full GST inclusive retail list price of the approved items redeemed by you. Once the redemption is confirmed and processed, the relevant credit will appear in your next Telstra bill for your Telstra Business All-4-Biz plan.
- 23.8 We may suspend or close your Loyalty Bonus account at any time by notice to you if:
- (a) you do not pay any amounts due to us on time; and/or
 - (b) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 23.9 Upon the expiry or termination of your Telstra Business All-4-Biz Plan, your Loyalty Bonus account will be closed, and any balance remaining will be extinguished.

24 Telstra Business All-4-Biz Plan FairPlay Policy

What is the FairPlay Policy?

- 24.1 It is important to us that our customers can access our services. Because of this, you must follow our FairPlay Policy when you use our Telstra Business All-4-Biz Plan.

The special offers include Bonus Options, Business Options, Bonus Data Dollars and other business special offers and discounts.

- 24.2 Our FairPlay Policy is intended to ensure that our customers do not use any services or benefits provided under our All-4-Biz plan in an unreasonable or fraudulent manner or in connection with equipment that has not been approved by us. Such

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usage may impact the reliable operation of our network and/or the quality or reliability of our services. Generally, legitimate use of our services for their intended retail purposes for which they are supplied to you will not breach our FairPlay Policy.

- 24.3 We can rely on our FairPlay Policy where we reasonably consider that you have used our All-4-Biz plan in a way that is unreasonable or in the situations set out below under “Commercial use”.
- 24.4 The Telstra Business All-4-Biz Plan is a FairPlay offer. This Telstra Business All-4-Biz Plan FairPlay Policy applies in addition to any other FairPlay, Reasonable Use or Acceptable Use policy that might apply to any individual services you add to your All-4-Biz Account, except:
- (a) while you must not use any of the mobile services added to your All-4-Biz account in a way that is excessive, you are not subject to the restrictions concerning excessive use described under clauses 9.12 to 9.14 of Part A - General of the Telstra Mobile Section of Our Customer Terms; and
 - (b) you are not subject to the reasonable use policy under clauses 2.1 to 2.3 of Part D - Business Phone Services of the Basic Telephone Service Section of Our Customer Terms.

Commercial use

- 24.5 The All-4-Biz plan is intended for retail customers to use for their own business usage. We make available wholesale services under other sections of Our Customer Terms. Such wholesale services are made available pursuant to terms and conditions (including prices) which are intended to provide both us and our customers a fair commercial return. Customers who use our services in their capacity as carriers or carriage service providers (or as suppliers of carriers or carriage service providers) must acquire services for such purposes under wholesale terms and conditions. The following clauses are intended to ensure that this occurs.
- 24.6 You must not resell or commercially exploit our All-4-Biz plan or any services you add to your Account. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- 24.7 You may not use our services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- 24.8 You can only use a service that we provide you with handsets or other devices that have been approved by us for use on our networks.
- 24.9 We can rely on our FairPlay Policy if we reasonably think that you have breached any of the three previous clauses.

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Unreasonable use

- 24.10 You must not use the All-4-Biz plan or any services you add to your Account in a way that is unreasonable. We consider it unreasonable where you use our All-4-Biz plan or any services you add to your Account fraudulently or in a manner that causes significant network congestion. Fraudulent use of our All-4-Biz plan covers resupplying the plan or any services you add to your Account without our consent, so that someone else can take advantage of the benefits of an All-4-Biz plan.
- 24.11 We also consider it unreasonable if you use any Telstra Mobile service connected under the All-4-Biz plan for the purposes of telemetry or any other machine-to-machine application.

What we can do

- 24.12 If we reasonably believe that you are in breach of this FairPlay Policy, we can:
- (a) cancel or limit your right to use your All-4-Biz plan or any services you add to your Account without telling you before we do so; and
 - (b) suspend or cancel your services which have been used in connection with the All-4-Biz plan offers by telling you in writing 30 days before we do so.