

Part B – Old Business and Corporate Plans

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

1 About this Part

- 1.1 This is part of the Business and Government - Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Telstra Mobile section](#) for more detail on how the various parts of the Telstra Mobile section should be read together.

See clause 2 of [Part B – Current and Recent Business Section](#) for more detail on the eligibility for various business plans.

- 1.1 From time to time, Telstra may include extra content or value add services within the minimum monthly charge of any plan in this Part. Such extra content or value add services may be available for a limited time.

2 Calculating your early termination charge (“ETC”)

- 2.1 If you need to pay an ETC under the terms of your plan, it will be calculated according to the following formula:

monthly fee x number of months (or part thereof) remaining in your minimum term x 50% unless a different formula is set out below.

- 2.2 The ETC decreases over the minimum term. The maximum ETC for your plan and the circumstances in which you may be required to pay an ETC are set out in the section of this part that relates to your plan.

3 Business Mobile Plans

Not available for new connections on and from 1 July 2020

Eligibility

To take up a Business Mobile Plan, you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply Business Mobile Plans for business purposes, so you must use the plan predominantly for business purposes.

- 3.1 Services connected to the following plans can't be on the same account as services on Business Mobile Plans:

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- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

Availability

- 3.2 All Business Mobile Plans are month-to-month plans that are available until withdrawn by us. At the end of each month your Business Mobile Plan will automatically roll over to the next month unless you or we change or cancel the plan (see clauses 3.13 to 3.15 below)
- 3.3 To connect your existing Telstra Business Mobile service to a Business Mobile Plan, you must request to be moved and connected to a Business Mobile Plan. This will lead to the cancellation of your existing Telstra business mobile plan. We will not charge any applicable service early termination charges for your service, however you'll have to pay us any fees and remaining device repayments arising from that cancellation, in full, if an associated device cannot be upgraded or transferred across to the new Business Mobile Plan.
- 3.4 Unless otherwise stated, all add-on packs and offers associated with the old Business Mobile Plans before 25 June 2019 are not compatible with Business Mobile Plans and cannot be added to your Business Mobile Plan or brought across if you're moving from an old Business Mobile Plan to a Business Mobile Plan, including:
- (a) all shareable and non-shareable data-packs, including Business Demand Data and Extra Data; and
 - (b) the International Direct Dial 45 country pack.

Device Options

- 3.5 Business Mobile Plans can only be used with compatible mobile handsets. Other devices including tablets or mobile broadband devices are not eligible for use with Business Mobile Plans and may be blocked.
- 3.6 If you take up a Business Mobile Plan, you may:
- (a) purchase an eligible device on a 24-month or 36-month Device Payment Contract (**DPC**); or
 - (b) bring your own (**BYO**) or purchase a compatible handset from us outright.

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

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- 3.7 We may choose to offer Device Payment Discounts (**DPD**) from time to time if you purchase an eligible handset on a 24-month or 36-month DPC. If you purchase an eligible handset:
- (a) you will receive the DPD amount as a credit towards your handset repayments each month for the minimum term of your Business Mobile Plan;
 - (b) we will tell you the DPD amount when you take up your eligible DPC; and
 - (c) the monthly device repayments (if any) on your bill are the monthly amount you owe after the DPD amount has been applied.
- 3.8 If you cancel your Business Mobile Plan or your DPC, you will no longer be entitled to the DPD and you must pay the balance of any remaining device repayments in full.

Accessory Repayment Option

- 3.9 You can choose to buy compatible mobile accessories with your Business Mobile Plan through an Accessory Repayment Option (**ARO**).
- 3.10 If you cancel your ARO, you'll have to pay the remaining cost of the accessories or hardware (as applicable). The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#)

Business Mobile Plan Options

- 3.11 You can choose from the Business Mobile Plans set out in the table below.

Mobile Plans	Extra Small	Small	Medium	Large	Extra Large
Monthly Charge	Refer to your Critical Information Summary				
Data (shareable) for use in Australia	2GB	30GB	60GB	100GB	150GB
Term	Month-to-month				
Calls in Australia to Standard Australian Numbers	Unlimited				
SMS/MMS in Australia to Standard Australian Numbers	Unlimited				
Data Speed Shaping after data allowance is exceeded	Up to a maximum of 1.5mbps (which is not suitable for HD video or high speed applications, and means that some webpages, video/social media content may take longer to load) and slowed further during busy periods.				

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	For personal use in a smartphone only. FairPlay policy applies. For use in Australia.	
Devices	Optional purchase of a device on a 24 or 36 month DPC - see Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	
Telstra New Phone Feeling® Redemption (only with DPC)	<p>\$149 fee (if redeemed) - see Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.</p> <p><u>New Phone Feeling</u> is not available to customers that take up a device payment contract on and from 14 January 2020</p>	
StayConnected Advanced™	Optional +\$15/month	
International Calls and SMS/MMS from Australia	Standard PAYG rates apply or add a \$10/month International Call and SMS Pack for Unlimited Calls/SMS to standard international numbers in 25 destinations - see Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms for calls, clause 5 for the International Call and SMS Pack, and Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms for SMS/MMS	
International Roaming outside of Australia	<p>International Day Pass for an additional charge per day, unlimited calls/SMS and 1GB/day of data to use that day while in Eligible Roaming Destinations</p> <p>Standard PAYG rates apply outside of Eligible Roaming Destinations or if you choose to opt out of your International Day Pass</p> <p>For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas or see Part I – International Roaming of the Telstra Mobile Section of Our Customer Terms</p>	
Non-standard Calls and Messages	PAYG Non-standard calls and messages rates (see clauses 33.17 to 3.19)	
5G Network Access (Customers must have a 5G compatible device and be in a 5G area)	Automatically included at no extra charge until 30 June 2020	
5G is available in selected areas		
5G Network Access from 1 July 2020	Not available 3G, 4G, 4GX access only	Included
Unlimited Telstra Air® Wi-Fi Data Allowance	Included	

5G: Telstra currently offers 5G in select areas and is progressively rolling it out to other areas. In non-5G coverage areas, you'll automatically switch to our 4GX/4G or 3G. Check coverage at telstra.com/coverage.

What you must pay each month

3.12 Each month you must pay us:

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- (a) the minimum monthly charge for your Business Mobile Plan;
- (b) for all usage other than included allowances;
- (c) if you have an DPC, for any handset repayments (taking into account any DPD amount, if eligible);
- (d) any accessory repayments under any ARO;
- (e) any other value added services; and
- (f) any amounts for usage outside Australia.

Changing or cancelling your plan

- 3.13 You can change to a different available Business Mobile Plan once a month. If you change your plan, then you'll immediately be moved to the new plan, and at the end of the month, you'll be billed a pro-rated amount based on how much time you spent on each plan.

Example: If you join Telstra on the Small Business Mobile Plan on 25 June 2019, and then increase your plan to the Medium Business Mobile Plan on 5 July 2019, you'll immediately be moved on to the Medium Business Mobile Plan on 5 July 2019 and enjoy benefits such as an increase from 15 to 60GB of data. At the end of that month (24 August 2019), you'll be billed at a pro rata rate for 10 days of the Small Business Mobile Plan and 20 days of the Medium Business Mobile Plan amount, and after that your next monthly bill will be for the Medium Business Mobile Plan amount if you don't change again.

- 3.14 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:
- (a) a pro-rated amount for your last billing period based on when you cancel your plan; and
 - (b) if you've taken up a DPC or ARO associated with that plan, the balance of all remaining repayments in full.

Our changes to your plan

- 3.15 From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:
- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

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- (b) If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel your plan, you'll need to pay out the remaining cost of your devices, accessories or services in full.

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Business Mobile Plans under this clause 3.

- 3.16** We can tell you about changes to your Business Mobile Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the Telstra 24x7® App or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

Unlimited standard calls and messages

- 3.17** With your Business Mobile Plan, all Standard Calls and Messages are included in your minimum monthly charge. However, in addition to your minimum monthly charge, you must pay for Non-standard Calls and Messages as set out in [Part D – Other Call Types](#) of the Telstra Mobile section of our Customer Terms.
- 3.18** Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (including 1234, 12455 and 12456 numbers but excluding Sensis® and 12 numbers listed as Non-standard calls and messages), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.
- 3.19** Non-standard calls and messages include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages or Sensis® services, successful and attempted connections to requested numbers through a directory assistance call, 1234 service or Call Connect call, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

Shareable Monthly Data Allowance

- 3.20** Each Business Mobile Plan has a shareable monthly data allowance for use within Australia. The total shared data allowance for your account is the combined

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monthly data allowance of all Eligible Services (see clause 3.24) on your account (**Shared Monthly Data Allowance**).

- 3.21 If you use more than your Shared Monthly Data Allowance in a month, you will not be charged extra for use of data within Australia and will continue to receive additional data with speeds capped at 1.5Mbps for the rest of the month across all Eligible Services until your next billing period (**No Excess Data Charging**). This speed is not suitable for HD video or high-speed applications, and means that some webpages, video/social media content and may take longer to load. You can still use your device(s) to tether or create a wireless hotspot for other devices, but your speeds may be slowed further. We will also slow speeds further during busy periods to manage network congestion and ensure overall network experience.
- 3.22 If you have exceeded your Shared Monthly Data Allowance, you can increase the plan of one or more of your Eligible Services to increase your Shared Monthly Data Allowance. See clause 3.13 on how to change your plans. You cannot add a data pack to any Eligible Service to increase your Shared Monthly Data Allowance.
- 3.23 Any unused Shared Monthly Data Allowance expires at the end of each billing month. You'll receive notifications of your data usage at approximately 50%, 85% and 100% of your Shared Monthly Data Allowance to help you make the most of your Shared Monthly Data Allowance. You can also check how much data you've used via the 24x7 app, MyAccount, and the Mobile Data Usage Meter.

Eligible Services for data sharing

- 3.24 Where you take up a Business Mobile Plan or move an existing service to a Business Mobile Plan:
- (a) Your Shared Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account that are connected to one of the following plans (the **Eligible Services**):
- Business Mobile Data Plans
 - Business Mobile Plans
 - Business Mobile Lease Plans
 - My Business Mobile Plans
 - Go Business Mobile Plan
 - Go Business Data Share SIMs
 - TMB Business Share
 - \$5 or \$0 Data Share SIMs
 - Business Performance Data Share Packages
 - Business Mobile Broadband Share Plan
 - Data Share SIM Plans
 - My Business Mobile Data Plans
 - Go Business Mobile Broadband Plans
 - Easy Share Business Plans
 - Team Plans
 - DOT Mobile
 - Business Performance Plans (Shared)

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- (b) Your Eligible Services will automatically:
- (i) be converted to No Excess Data Charging in Australia, and Extra Data will be removed; and
 - (ii) have Business Demand Data removed.

Your Eligible Services will otherwise continue with the same minimum monthly charges and any existing bonus data or credit. If Extra Data has already been charged for that billing period, there will be no refund for that charge.

Example: You currently have a \$99 shareable Business Mobile Plan with a 12GB monthly data allowance and Extra Data (an Eligible Service) and a non-shareable \$45 My Business Wireless Broadband Plan 20GB with Extra Data (not an Eligible Service). You then buy a Medium Business Mobile Plan for \$60 and a 60GB included monthly data allowance.

Your Business Mobile Plan is automatically converted to No Excess Data Charging, giving your account a Shared Monthly Data Allowance of 72GB across both your Business Mobile Plan and Business Mobile Plan. If you exceed the Shared Monthly Data in a month, then both services will have speeds shaped to a maximum of 1.5Mbps but no excess data charges will apply.

Your Business Mobile Plan continues unchanged with the same minimum monthly charge and any existing bonus data or credit, except that Extra Data will be removed. However, Extra Data will remain on your non-shareable \$45 My Business Wireless Broadband Plan, which continues unchanged.

MessageBank®

- 3.25 Business Mobile Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 3.26 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

No International Calls and SMS Allowance (from Australia)

- 3.27 Business Mobile Plans do not include any allowance for international calls, SMS or MMS while you are in Australia. If you make any international calls or send international SMS or MMS while you are in Australia, you can:
- (a) purchase an International Call and SMS Pack for unlimited standard international calls or SMS to eligible countries (you will be charged extra

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for all non-standard international calls or SMS and all international calls or SMS outside eligible countries); or

- (b) pay standard Pay-as-You-Go (**PAYG**) rates for all international calls or SMS or MMS.

3.28 See below for details on the International Calling and SMS Pack and eligible countries and [Part D - Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms for standard PAYG rates.

International Roaming

3.29 International roaming is automatically activated on Business Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms.](#)

International Roaming Day Pass

3.30 All Business Mobile Plans have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 1GB of data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 1GB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms.](#)

3.31 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:

- (a) use your mobile outside of Eligible Roaming Destinations; or
- (b) choose to opt out of your International Day Pass.

FairPlay Policy

3.32 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) applies to Business Mobile Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a Business Mobile Plan unlimited allowance to:

- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;

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- (b) use a service connected to a Business Mobile Plan 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); or
- (c) establish any point to point data connections with another modem.

4 JB Hi-Fi Business Mobile BYO Plan

Not available for new connections on and from 29 February 2020

Eligibility

- 4.1** To be eligible to take up a JB Hi-Fi Business Mobile BYO Plan (**JB Hi-Fi Business Plan**), you must:
- (a) be a new or recontracting Telstra customer; and
 - (b) purchase your JB Hi-Fi Business Plan from a JB Hi-Fi or The Good Guys store.
- 4.2** To take up a JB Hi-Fi Business Plan, you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply JB Hi-Fi Business Plans for business purposes, so you must use the plan predominantly for business purposes.

Availability

- 4.3** JB Hi-Fi Business Plans are available until withdrawn by us. To connect your existing Telstra mobile service to a JB Hi-Fi Business Plan, you must cancel your current plan and pay us any applicable early termination charge.
- 4.4** JB Hi-Fi Business Plans are available as 12 month or 24 month BYO plans. You must bring your own compatible handset or purchase a compatible handset from JB Hi-Fi or The Good Guys, as applicable.

Accessory Repayment Option

- 4.5** You can choose to buy compatible mobile accessories with your JB Hi-Fi Business Plan through an Accessory Repayment Option (**ARO**).
- 4.6** If you cancel your ARO, you'll have to pay the remaining cost of the accessories or hardware (as applicable). The ARO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

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Device Credit

4.7 If you are:

- (a) a new Telstra mobile customer and you take up a 12 or 24 month JB Hi-Fi Business Plan; or
- (b) an existing Telstra mobile customer and you recontract with your existing mobile number on a 24 month JB Hi-Fi Business Plan on or before 1 September 2019,

then JB Hi-Fi or The Good Guys will provide a credit to put against the value of the device you choose (**Device Credit**). The value of the Device Credit will depend upon the JB Hi-Fi Business Plan you choose, whether you are a new Telstra mobile customer or a recontracting Telstra mobile customer, and the date that you take up your JB Hi-Fi Business Plan, as shown in the table at clause 4.8 below. The Device Credit must be used at the JB Hi-Fi or The Good Guys store, as applicable, at the time you sign up to the JB Hi-Fi Business Plan and is not transferable or redeemable for cash (including any unused part). If you cancel your JB Hi-Fi Business Plan before the end of the 12 or 24 month minimum term, as applicable, you will have to pay back a pro-rated amount of the Device Credit provided to you – see clause 4.27 for further details.

JB Hi-Fi Business Plan options

4.8 You can choose from the JB Hi-Fi Business Plans set out in the table below:

JB Hi-Fi Business Plans

	JB Hi-Fi Business Mobile BYO Plans		
Minimum Monthly Charge	\$45	\$65	\$65
Total Minimum Cost	\$540	\$780	\$1,560
Term	12 months	12 months	24 months
Monthly Data Allowance (shareable) for use in Australia	30GB for customers connecting or moving to this plan on and from 17 October 2019; or 50GB for customers connecting or moving to this plan before 17 October 2019	60GB	80GB
Extra Data per 1GB or part for use in Australia	\$10 (See clauses 4.13 - 4.15 for information regarding removal of Extra Data)	\$10 (See clauses 4.13 - 4.15 for information regarding removal of Extra Data)	\$10 (See clauses 4.13 - 4.15 for information regarding removal of Extra Data)
Device Credit Amount	\$100 for new Telstra mobile customers only who connect to	\$400 for new Telstra mobile customers only who connect to	\$500

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	this plan on and from 17 October 2019; or \$200 for new Telstra mobile customers only who connected to this plan before 17 October 2019	this plan on and from 17 October 2019; or \$300 for new Telstra mobile customers only who connected to this plan before 17 October 2019	(Existing Telstra mobile customers recontracting on or before 1 September 2019, and New Telstra mobile customers)
Calls in Australia to Standard Australian Numbers	Unlimited	Unlimited	Unlimited
SMS/MMS/MessageBank in Australia to Standard Australian Numbers	Unlimited	Unlimited	Unlimited
International Calls and SMS/MMS from Australia	Standard PAYG rates apply or add a \$10/month International Call and SMS Pack for Unlimited Calls/SMS to standard international numbers in 25 destinations - see Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms for calls, clause 5 for the International Call and SMS Pack, and Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms for SMS/MMS		
International Roaming outside of Australia	International Day Pass for an additional charge per day, unlimited calls/SMS and 1GB/day of data to use that day while in Eligible Roaming Destinations Standard PAYG rates apply outside of Eligible Roaming Destinations or if you choose to opt out of your International Day Pass For charges and a list of Eligible Roaming Destinations visit telstra.com/overseas or see Part I – International Roaming of the Telstra Mobile Section of Our Customer Terms		
Unlimited Telstra Air® Wi-Fi Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Device Credit Cancellation Fee	\$100 for customers who connect to this plan on and from 17 October 2019 and receive the \$100 device Credit; or \$200 for customers who connected to this plan before 17 October 2019 and received the \$200 Device Credit	\$400 for customers who connect to this plan on and from 17 October 2019 and receive the \$400 Device Credit; or \$300 for customers who connected to this plan before 17 October 2019 and received the \$300 Device Credit	\$500
Non-standard Calls and Messages	PAYG Non-standard calls and messages rates (see clauses 4.10 - 4.12)		

What you must pay each month

- 4.9 Each month you must pay us: the minimum monthly charge for your JB Hi-Fi Business Plan;
- (a) for all usage other than included allowances;

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- (b) for any Extra Data;
- (c) any accessory repayments under any ARO;
- (d) any other value added services; and
- (e) any amounts for usage outside Australia.

Unlimited standard calls and messages

- 4.10 With your JB HI-Fi Business Plan, all Standard Calls and Messages are included in your minimum monthly charge. However, in addition to your minimum monthly charge, you must pay for Non-standard Calls and Messages as set out in [Part D – Other Call Types](#) of the Telstra Mobile section of our Customer Terms.
- 4.11 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (including 1234, 12455 and 12456 numbers but excluding Sensis® and 12 numbers listed as Non-standard calls and messages), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.
- 4.12 Non-standard calls and messages include third party content calls or messages, calls and messages to international numbers in non eligible destinations, international roaming calls and messages, or Sensis® services, successful and attempted connections to requested numbers through a directory assistance call, 1234 service or Call Connect call, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

Extra Data and conversion to No Excess Data Charging

- 4.13 When you go over your JB Hi-Fi Business Plan's Monthly Data Allowance, we'll automatically add data to your Monthly Data Allowance for that month in 1GB blocks at a cost of \$10 per block (**Extra Data**). Extra data will be capped at \$100 per service. If you reach this limit, you can continue to access data at no extra charge. Extra Data is for use in Australia and expires at the end of that billing month.

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- 4.14 If you already have, or connect to, a new (from 25 June 2019) Telstra Business Mobile Plan or Telstra Business Data Plan on the same account as your JB Hi-Fi Business Plan, we will automatically change any JB Hi-Fi Business Plan on your account to No Excess Data Charging in Australia and remove Extra Data. This means when you exceed your included Monthly Data Allowance, your speeds will be slowed and capped at 1.5Mbps until the end of your bill cycle (not suitable for HD video or high speed applications, and some web pages, video/social media content and some large files may take longer to load), and slowed further in busy periods. If Extra Data has already been charged for that billing period, there will be no refund for that charge.

Shareable Monthly Data Allowance

- 4.15 Each JB Hi-Fi Business Plan has a shareable monthly data allowance for use within Australia. This is shareable with all Eligible Services on your account, as is Extra Data or No Excess Data Charging in Australia as applicable. The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account. The **Eligible Services** are JB Hi-Fi Business Mobile BYO, JB Hi-Fi Business Mobile Broadband BYO, Business Mobile, Business Data, Business Lease Mobile, Business Mobile Broadband, My Business Mobile Data, My Business Mobile, My Business Mobile Lease, Go Business Mobile and Go Business Mobile Broadband Share Plans.

MessageBank®

- 4.16 JB Hi-Fi Business Mobile BYO Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 4.17 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

No International Calls and SMS Allowance (from Australia)

- 4.18 JB Hi-Fi Business Plans do not include any allowance for international calls, SMS or MMS while you are in Australia. If you make any international calls or send international SMS or MMS while you are in Australia, you can:
- (a) pay standard Pay-as-You-Go (**PAYG**) rates for all international calls or SMS or MMS; or
 - (b) purchase an International Call and SMS Pack for unlimited standard international calls or SMS to eligible countries (you will be charged extra for all non-standard international calls or SMS and all international calls or SMS outside eligible countries).

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- 4.19 See above in this Part B for details on the International Calling and SMS Pack and eligible countries, and [Part D - Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms for standard PAYG rates.

International Roaming

- 4.20 International roaming is automatically activated on JB Hi-Fi Business Mobile BYO Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms.](#)

International Roaming Day Pass

- 4.21 All JB Hi-Fi Business Plans have an International Day Pass activated, which for an additional charge per day lets you make and receive unlimited standard voice calls and SMS and includes 1GB of data for use each day (AEST) when travelling in Eligible Roaming Destinations. If you use more than your included data allowance on your International Day Pass, we'll automatically add extra data to your service in blocks of 1GB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms.](#)
- 4.22 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- (a) use your mobile outside of Eligible Roaming Destinations; or
 - (b) choose to opt out of your International Day Pass.

FairPlay Policy

- 4.23 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to JB Hi-Fi Business Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a JB Hi-Fi Business Plan unlimited allowance to:
- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
 - (b) use a service connected to a JB Hi-Fi Business Plan 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); or

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- (c) establish any point to point data connections with another modem.

Early termination charges and Device Credit cancellation fee

- 4.24 You must pay an early termination charge (**ETC**) as reasonably determined by us if, during your minimum term, your JB Hi-Fi Business Plan is cancelled (other than as a result of our material breach) or you take up a pre-paid, casual or other non-approved plan.
- 4.25 The amount of any early termination charge payable is calculated in accordance with the formula in section 2 of this Part.
- 4.26 The Base ETC for your plan is set out in the table below. The **Base ETC** is the maximum payable and decreases over the plan term. Please contact us or your dealer for the amount of ETC payable.

JB Hi-Fi Business Mobile BYO Plan monthly spend	Base ETC (incl. GST)
\$45/mth 12 months	\$270
\$65/mth 12 months	\$390
\$65/mth 24 months	\$780

- 4.27 If you cancel your JB Hi-Fi Business Plan before the end of the 12 or 24 month minimum term (as applicable) and you received a Device Credit, you will need to pay a pro-rated amount of the applicable Device Credit based on the number of months remaining on your 12 month or 24 month minimum term (as applicable). For example, if you were provided with a \$500 Device Credit to put towards a JB Hi-Fi device and you cancelled your 24 month term at month 18, you would have to pay JB Hi-Fi $6/24 \times \$500 = \125 . This pro-rated amount is in addition to any ETC's for your JB Hi-Fi Business Plan that you may also have to pay.

5 International Call and SMS Pack

Not available for new connections on and from 1 July 2020

What is the International Call and SMS Pack?

- 5.1 The International Call and SMS Pack gives you a monthly allowance which you can use to make standard voice and video calls and send SMS from your eligible Telstra Post-Paid mobile service while in Australia to standard international numbers in Eligible Destinations ("**Included Allowance**").

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5.2 You can't use your Included Allowance to send MMS, to call, MMS or SMS premium and satellite services, for content charges, or while you are overseas.

Availability

5.3 The International Call and SMS Pack is available to customers with an eligible Telstra postpaid mobile service.

5.4 The International Call and SMS Pack is not compatible with any other discount on international rates. You can't take up an International Call and SMS Pack if you already receive a discount or special pricing for international rates with your Telstra postpaid mobile service, except if you have an Enterprise Fleet Standard plan.

5.5 You can take up the International Call and SMS Pack on a mobile service connected to an Enterprise Fleet Plan Standard, but if you do, you will not be able to use your Enterprise Fleet Plan Standard's **Standard Monthly Call Allowance** for international direct dialing calls (including connection charges) while you have the International Call and SMS Pack.

International Call and SMS Pack Details

5.6 The International Call and SMS Pack has the following details:

International Call and SMS Pack	
Price	\$10/month
Term	Casual – add or remove at any time
International calls to standard numbers	Unlimited calls to eligible standard international fixed and mobile numbers in eligible destinations from Australia
International SMS to standard numbers	Unlimited SMS to eligible standard international numbers in eligible destinations from Australia
International calls to non-standard numbers	PAYG rates set out in in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms
International SMS to non-standard numbers and International MMS	PAYG rates in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms
Eligible Destinations	Canada, China, Germany, Guam, Hong Kong, India, Ireland, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, Spain, Sweden, U.S. Virgin Islands, U.S.A, UK.

5.7 You must pay us the PAYG rates set out in [Part D – Other Call Types](#) and [Part E – SMS Messages and Email](#) of the Telstra Mobile Section of Our Customer Terms for all international calls and SMS to non-standard numbers and international SMS.

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- 5.8 If you purchase an International Call and SMS Pack partway through a month, the monthly pack charge will be pro-rated according to the days the International Call and SMS Pack was active in that month.

Cancellation of pack

- 5.16 Your International Call and SMS Pack will continue on a month-to-month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 5.17 If you cancel your International Call and SMS Pack part way through a billing month your monthly pack charge for that month will be pro-rated according to the days your International Call and SMS Pack was active in that month.

6 Business International Packs

No longer available for new connections on and from 25 June 2019

What are Business International Packs?

- 6.1 A Business International Pack gives you a monthly allowance which you can use to make standard voice and video calls and send SMS from your eligible Telstra Post-Paid mobile service while in Australia to most international numbers (“**Included Allowance**”).
- 6.2 You can't use your Included Allowance to send MMS, to call, MMS or SMS premium and satellite services, for content charges, or while you are overseas.

Availability

- 6.3 Business International Packs are available to customers with an eligible Telstra Post-paid mobile service.
- 6.4 Business International Packs are not compatible with any other discount on international rates and you can't take up a Business International Pack if you already receive a discount or special pricing for international rates with your Telstra Post-Paid mobile, except if you have an Enterprise Fleet Standard plan.
- 6.5 You can take up a Business International Pack on a mobile service connected to an Enterprise Fleet Plan Standard, but if you do, you will not be able to use your Enterprise Fleet Plan Standard's **Standard Monthly Call Allowance** for international direct dialing calls (including connection charges) while you have a Business International Pack.
- 6.6 You can't have more than one Business International Pack associated with a Telstra Post-Paid Mobile service at any one time.

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6.7 Customers taking up the \$10 Unlimited IDD Pack to 45 Eligible Destinations will receive unlimited standard international direct dial voice calls and SMS from Australia to 45 Eligible Destinations.

6.8 Eligible Destinations for \$10 Unlimited IDD Pack to 45 Eligible Destinations are Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA, Vietnam, Ireland, Denmark, Germany, Chile, Malta, Afghanistan, Myanmar, Poland, Nepal, Iraq, Greece, Iran, Taiwan, Norway, Cambodia, Israel, Cyprus, Egypt, Zimbabwe, Thailand, Brazil, Turkey, Sweden, Bosnia, Japan, South Africa, Colombia, Sudan (excludes South Sudan), Hungary, and France

Pricing

6.9 You can choose from the following Business International IDD Packs:

Monthly pack charge	Included Allowance
\$10 Unlimited IDD 45 Eligible Destinations	Unlimited to 45 Eligible Destinations
\$10	\$40
\$30	\$150
\$60	\$360

International rates

6.10 Your Included Allowance will be consumed at the international call rates set out in [Part D – Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms and the charges for SMS below.

International SMS	50c per message per recipient
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6.11 You must pay us at those rates for any usage in excess of your Included Allowance each month. You must also pay us for any usage which isn't eligible to be taken out of your Included Allowance.

6.12 Any unused Included Allowance expires each month.

6.13 If you purchase a Business International Pack part way through a month, the monthly pack charge and Included Allowance will be pro-rated according to days the Business International Pack was active in that month. If you use your pro-rated Included Allowance in that month, you will also be charged for any usage above that amount.

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Cancellation of pack

- 6.14 Your Business International Pack will continue on a month to month basis until you cancel it. You may cancel it at any time without any early termination charges.
- 6.15 You can change between different Business International Packs once per month.
- 6.16 If you cancel your Business International Pack part way through a billing month your monthly pack charge and Included Allowance for that month will be pro-rated according to the days your Business International Pack was active in that month.

7 Telstra Business Mobile PLUS plans

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Eligibility

- 7.1 To be eligible for a Telstra Business Mobile PLUS Plan you must have an ABN, ACN or ARBN. We supply Telstra Business Mobile PLUS Plans for business purposes and you must use Telstra Business Mobile PLUS Plans predominantly for business purposes.
- 7.2 You cannot have a Telstra Corporate Plan, Telstra 3G Mobile Plan, Telstra 3G and Next G Cap Plan, Business Choice Capped Plan, Telstra Mobile Ultimate Plans, Telstra Business Smartphone plan or Telstra Business Mobile Cap Plan on the same account as your Telstra Business Mobile PLUS Plan.

Availability

- 7.3 On and from 2 August 2011, Telstra Business Mobile PLUS plans are not available:
 - (a) to new customers; or
 - (b) to existing customers seeking to recontract to a Telstra Business Mobile PLUS plan, or add new services to an existing Telstra Business Mobile PLUS plan.
- 7.4 The Telstra Business Mobile PLUS Plan is available as a:
 - (a) fixed 24 month plan with a subsidised handset ("**Phone Plan**");
 - (b) fixed 12 or 24 month plan with a SIM only ("**Member Plan**"); or
 - (c) month-by-month Casual Plan ("**Casual Plan**").

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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- 7.5 If you want to connect your existing Telstra mobile service to a Telstra Business Mobile PLUS Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.
- 7.6 Telstra Business Mobile PLUS Plans are available until they are withdrawn by us.
- 7.7 Telstra Business Mobile PLUS Plans are not available with any other Telstra mobile offer unless specified by us.

Tiered Pricing

- 7.8 The charges for your Telstra Business Mobile PLUS Plan services depend on the number of eligible mobile services you have connected to your Telstra Business Mobile PLUS account at any one time.
- 7.9 Telstra Business Mobile PLUS Plans have six different pricing tiers as set out below:
- (a) Base Tier for customers who have 1 to 4 eligible Telstra mobile plan services;
 - (b) Tier 1 for customers who have 5 to 10 eligible Telstra mobile plan services;
 - (c) Tier 2 for customers who have 11 to 19 eligible Telstra mobile plan services;
 - (d) Tier 3 for customers who have 20 to 39 eligible Telstra mobile plan services;
 - (e) Tier 4 for customers who have 40 to 79 eligible Telstra mobile plan services; and
 - (f) Tier 5 for customers who have 80 or more eligible Telstra mobile plan services (at least 40 of which must be connected to a Telstra Business Mobile PLUS fixed 24 month plan).
- 7.10 You may use mobile services from your other eligible Telstra plans which are on your Telstra Business Mobile PLUS Plan account to count towards the number of services connected to your Telstra Business Mobile PLUS Plan. The other eligible Telstra plans are Telstra Business Mobile Plans, Telstra Mobile Business Plans, Telstra Business FleetSelect Plans, Consumer Mobile Plans, Telstra Mobile Broadband, BlackBerry Individual Solution Plans, BlackBerry Enterprise Server Solution Plans and Microsoft Mobile Enterprise Solution Plans.
- 7.11 The services on your other eligible plans (other than Telstra Business Mobile PLUS Plan) will not receive the Telstra Business Mobile PLUS Plan charges or Bonus Options, Service Level Packs, Loyalty Bonus Credit or Free IntraAccount calls and will continue to receive the pricing and benefits of the existing plan

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attached to those services. The services on the other plans will be able to share Telstra Business Mobile PLUS Plan unused included calls (subject to the section below in relation to unlimited calls on plans with a \$100, \$130 or \$150 Monthly Fee) unless you have incompatible plans on your Telstra Business Mobile PLUS Plan account. We set out below in the Share Unused Included Calls section plans that are incompatible plans.

- 7.12** If you add or remove Telstra mobile services from your account, and, as a result, qualify for a different Telstra Business Mobile PLUS Plan pricing tier, the prices you are charged for all Telstra Business Mobile PLUS Plan services on your Telstra Business Mobile PLUS Plan account will also change.

Eligibility for Tier 5 pricing

- 7.13** You will only be eligible to receive Tier 5 pricing if:
- (a) you have a minimum of 80 eligible mobile services connected to your Telstra Business Mobile PLUS account; and
 - (b) at least 40 of the eligible mobile services are connected to a Telstra Business Mobile PLUS Member or Phone Plan.

Included Calls

- 7.14** For all Telstra Business Mobile PLUS Plans, except Telstra Business Mobile PLUS Plans with a \$10, \$25, \$100, \$130 or \$150 Monthly Fee, your plan's Monthly Fee includes an amount of included standard calls and messages equal to the value of your Monthly Fee. Unused included standard calls and messages expire at the end of each month. If you have a Telstra Business Mobile PLUS Plan with a \$10 Monthly Fee, your plan's Monthly Fee does not include any included standard calls and messages. If you have a Telstra Business Mobile PLUS Plan with a \$25 Monthly Fee, your plan's Monthly Fee includes \$15 of included standard calls and messages.

- 7.15** If you have a Telstra Business Mobile PLUS Plan with a \$100 Monthly Fee, your plan's Monthly Fee includes:
- a) unlimited **standard calls** in Australia to Australian fixed and mobile numbers, subject to our FairPlay policy as amended by this Section; and
 - b) unlimited diversion of calls from mobile numbers in Australia to most other fixed and mobile numbers in Australia;

Messages (SMS and MMS) are not included in the Telstra Business Mobile PLUS Plan with a \$100 Monthly Fee and you need to pay for these separately.

- 7.16** If you have a Telstra Business Mobile PLUS Plan with a \$130 Monthly Fee, your plan's Monthly Fee includes:

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- a) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay policy as amended by this Section:
 - b) free MessageBank® diversion and retrieval in Australia:
 - c) unlimited diversion of calls from mobile numbers in Australia to most other fixed and mobile numbers in Australia; and
 - c) an allowance of \$50 each month for voice and video calls, SMS and MMS to international numbers.
- 7.17 If you have a Telstra Business Mobile PLUS Plan with a \$150 Monthly Fee, your plan's Monthly Fee includes:
- a) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay policy as amended by this Section:
 - 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.
- 7.18 The included allowances on your Telstra Business Mobile PLUS Plan with a \$100, \$130 or \$150 Monthly Fee, including unlimited standard calls and messages, free MessageBank® diversion and retrieval, unlimited Voice2Text messages and any included allowance for international voice and video calls, SMS, MMS and international roaming cannot be shared between any other services connected on your Telstra Business Mobile PLUS Plan 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.
- 7.19 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, MMS and for MessageBank, Video MessageBank and voice calls to 13 numbers (including 1300 or 1345 number), calls to most satellite mobiles, Directory Assistance and video calls ("**standard calls and messages**"). However, if you have a Telstra Business Mobile PLUS Plan with a \$100 Monthly Fee, messages (SMS and MMS) are not included and you need to pay for these separately. You cannot use your included standard calls and messages for other call types including calls to the Sensis 1234 service, calls to 12234 and 12455,

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third party content calls, international calls, international roaming calls, international or premium SMS and MMS and calls to 19xx and 12xx numbers. Calls to Pivotel mobiles are not available. We will not charge you for any calls to numbers commencing with 1800.

- 7.20 Unlimited call diversion on the Telstra Business Mobile PLUS Plans with a \$100, \$130 or \$150 Monthly Fee 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.

Share Unused Included Calls

- 7.21 You can share unused included call credits on your Telstra Business Mobile PLUS Plan services between your Telstra Business Mobile PLUS Plan services and with other Telstra services on the same Telstra account, (subject to section 9.19 above in relation to unlimited standard calls and messages and other allowances on plans with a \$100, \$130 and \$150 Monthly Fee), except where you have incompatible plans on your Telstra Business Mobile PLUS Plan account. Telstra Business Talk Plans, Telstra Business Talk Saver Plans, Telstra Business Untimed Plans and Telstra BusinessMobile Select Plans are incompatible plans. If you have Telstra Business Talk Plans, Telstra Business Talk Saver Plans, Telstra Business Untimed Plans or Telstra BusinessMobile Select Plans on your Telstra Business Mobile PLUS Plan account, unused included calls will not be able to be shared between any services (including between your Telstra Business Mobile PLUS Plan services).

Free IntraAccount calls

- 7.22 As a Telstra Business Mobile PLUS Plan customer, you can make voice calls in Australia from your Telstra Business Mobile PLUS Plan service to other services on the same Telstra account for free. Free IntraAccount calls do not apply to video calls, international calls or international roaming calls.
- 7.23 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free IntraAccount calls.

Next G Video Service

- 7.24 You can access Telstra's Next G Video Service from your Telstra Business Mobile PLUS Plan. Prices are set out below. Full terms and conditions about Telstra's Next G Video Service, including details about charging are set out in [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#).

FairPlay Policy - \$100, \$130 and \$150 Telstra Business Mobile PLUS plan

- 7.25 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 components of the Business Mobile PLUS Plans with a

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\$100, \$130 and \$150 Monthly Fee except that the provisions pertaining to Excessive Use do not apply.

- 7.26 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a Business Mobile PLUS Plan with a \$100, \$130 or \$150 Monthly Fee:
- (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.

8 Telstra Business Mobile PLUS Member and Phone Plans

- 8.1 Telstra Business Mobile PLUS Member and Phone Plans consist of:
- (a) a voice component; plus
 - (b) either an Email Ready Pack or a Net Ready Pack if your Monthly Fee is \$25 or more.

Contract term

- 8.2 Your Telstra Business Mobile PLUS Member Plan has a fixed 12 or 24 month term. Your Telstra Business Mobile PLUS Phone Plan has a fixed 24 month term.
- 8.3 Unless you make alternative arrangements, at the end of the minimum term your service will remain on a Telstra Business Mobile PLUS Member or Phone Plan on a month-to-month basis. You will continue to be eligible for Telstra Business Mobile PLUS Member or Phone Plan call rates and benefits, including the Bonus Option (if you are on an eligible plan). However, if you have a Telstra Business Mobile PLUS Member Plan your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to a Telstra Business Mobile PLUS Member Plan. You may recontract for a new Telstra Business Mobile PLUS Member or Phone Plan while those plans are available for recontracting.
- 8.4 If Telstra Business Mobile PLUS Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

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Handset Options

- 8.5 Telstra Business Mobile PLUS Plans are only available with an approved compatible handset and a compatible SIM.
- 8.6 Telstra Business Mobile PLUS Phone Plans are available for a Monthly Fee of \$25 or more, on a 24 month term with a subsidised handset.
- 8.7 Telstra Business Mobile PLUS Member Plans are available for a Monthly Fee of \$10 or more, on a 12 or 24 month term with a bring your own handset or, for eligible customers, with a Mobile Repayment Option (“**MRO**”) handset. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). The MRO terms available with a Telstra Business Mobile PLUS Member Plan are 12 or 24 months.

Email Ready Packs and Net Ready Packs

- 8.8 If you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$25 or more, you must select either an Email Ready Pack or a Net Ready Pack. You cannot select both an Email Ready Pack and a Net Ready Pack. If you have a Telstra Business Mobile PLUS Member Plan with a \$10 Monthly Fee you are not eligible for either an Email Ready Pack or a Net Ready Pack.
- 8.9 If your Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more 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**).
- 8.10 If you connected on or after 22 February 2011 and your Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more 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**).
- 8.11 If your Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more 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.
- 8.12 Email Ready Packs include an amount of included email and an amount of included data.
- 8.13 If you choose a BlackBerry BIS Email Ready Pack and your Monthly Fee is less than \$65, we will charge you an Email Ready Pack fee each month. If you

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choose a BlackBerry BES Email Ready Pack and your Monthly Fee is less than \$150, we will charge you an Email Ready Pack fee each month. If you chose a TMCS Email Ready Pack and your Monthly Fee is less than \$85, we will charge you an Email Ready Pack fee each month.

- 8.14 Net Ready Packs include an amount of included data. No additional access fees are payable for a Net Ready Pack.
- 8.15 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 section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#), whichever is relevant to your Email Ready Pack. However, the fees and included data for your Email Ready Pack or Net Ready Pack and the rules relating to the end of your contract term, changes or cancellation to your Email Ready Pack or Net Ready Pack are set out below. This Telstra Business Mobile PLUS section of Our Customer Term 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](#).
- 8.16 You may choose to acquire an additional Data Service with your Telstra Business Mobile PLUS 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 Telstra Business Mobile PLUS Plan included data. 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](#).

Member and Phone Plan Charges

- 8.17 For all Telstra Business Mobile PLUS Member and Phone Plans, we charge you:
- (a) your chosen Monthly Fee each month;
 - (b) any charges for calls or messages beyond your included standard calls and messages and any call charges for calls or messages that are not standard calls or messages;
 - (c) if you connected on or after 22 February 2011 and you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$25 or more, a monthly Email Ready Pack fee each month if you have selected:
 - (i) a TMCS Email Ready Pack and your Monthly Fee is less than \$85;
 - (ii) a BlackBerry BIS Email Ready Pack and your Monthly Fee is less than \$65; or

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- (iii) a BlackBerry BES Email Ready Pack and your Monthly Fee is less than \$150; plus
 - (d) 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. For data you use in excess of your monthly included data, you must pay us the excess charges up to the excess usage monthly cap of \$100 (“**Excess Cap**”). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.
- 8.18 We also charge you for other services you use which are not included in your Telstra Business Mobile PLUS Plan.
- 8.19 You must select a Monthly Fee for your Telstra Business Mobile PLUS Plan.
- 8.20 If you connected on or after 22 February 2011 and you have selected an Email Ready Pack, depending on your Monthly Fee, we may charge you an Email Ready Pack fee each month as set out in the table below.

Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee	Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee
\$10	Not available on this plan	N/A	\$85	BlackBerry BES	\$20
				BlackBerry BIS	No Monthly Email Ready Pack fee payable
				TMCS	
\$25	BlackBerry BES	\$50	\$100	BlackBerry BES	\$20
	BlackBerry BIS	\$30		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	TMCS	\$10		TMCS	
\$35	BlackBerry BES	\$50	\$120	BlackBerry BES	\$20
	BlackBerry BIS	\$20		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	TMCS	\$10		TMCS	
\$45	BlackBerry BES	\$40	\$130	BlackBerry BES	\$10
	BlackBerry BIS	\$10		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	TMCS	\$10		TMCS	
\$65	BlackBerry BES	\$40	\$150	BlackBerry BES	

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee	Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee
	BlackBerry BIS	No Monthly Email Ready Pack fee payable		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	TMCS	\$10		TMCS	

8.21 The charges for data usage that is not eligible data usage for the purposes of your Included Data and for eligible data usage in excess of your Included Data 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;
- (b) if you have no Additional Data Service and you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$25 or more, 25c per MB usage charged per kilobyte; or
- (c) if you have no Additional Data Service and you have a Telstra Business Mobile PLUS Member Plan with a Monthly Fee of \$10, \$2 per MB usage charged per kilobyte.

8.22 The charges for voice and video calls within Australia that are not standard calls for the purposes of your Included Calls and for calls made in excess of your Included Calls depend on your pricing Tier and your Monthly Fee and are set out in the table below. All amounts are inclusive of GST.

Tier	Rates for standard calls to an Australian fixed or mobile number (per 30sec and charged per second)										Per call charge for calls to an Australian fixed or mobile number	
	Monthly Fee	\$10	\$25	\$35	\$45	\$65	\$85	\$100	\$120	\$130		\$150
												All Member Plans (except \$100, \$130 and \$150 plan)
Base Tier		50c	49c	30c	27c	24c	19c	0c	15c	0c	0c	24c
Tier 1		27c	26c	24c	23c	21c	17c	0c	14c	0c	0c	23c
Tier 2		26c	25c	22c	21c	20c	16c	0c	13c	0c	0c	21c
Tier 3		24c	23c	20c	19c	18c	14c	0c	11c	0c	0c	20c

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Tier	Rates for standard calls to an Australian fixed or mobile number (per 30sec and charged per second)										Per call charge for calls to an Australian fixed or mobile number	
	Monthly Fee	\$10	\$25	\$35	\$45	\$65	\$85	\$100	\$120	\$130		\$150
Tier 4		22c	22c	19c	18c	16c	12c	0c	10c	0c	0c	16c
Tier 5		21c	21c	18c	17c	15c	11c	0c	9c	0c	0c	12c

8.23 The charges will apply to a call unless your selected Business Bonus Option gives you discounted rates for that call.

8.24 The charges for SMS and MMS messages to recipients in Australia, call diversion and MessageBank services that are not eligible for the purposes of your Included Calls and for standard calls made in excess of your Included Calls are set out in the table below. All amounts are inclusive of GST.

Type	Charge
SMS to recipients in Australia	25c per message per recipient if your pricing Tier is Base Tier, Tier 1, Tier 2 or Tier 3 20c per message per recipient if your pricing Tier is Tier 4 or Tier 5
MMS to recipients in Australia	50c per message per recipient
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
MessageBank Retrieval	14c per 30 seconds
MessageBank Call Forward	6c per 30 seconds

8.25 If you have a Telstra Business Mobile PLUS Plan with a \$100, \$130 or \$150 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan as. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance. 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.

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

Included Data

- 8.26 For Telstra Business Mobile PLUS Member and Phone Plans with a Monthly Fee of \$25 or more, the Net Ready Pack or Email Ready Pack includes an amount of included data.
- 8.27 The terms that apply to your included data 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 Mobile PLUS 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](#).
- 8.28 Eligible data usage for the purposes of the included data is described in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). Unused Included Data expires at the end of each month.
- 8.29 If you select an Email Ready Pack your amount of included data is 100MB. 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.
- 8.30 If you select a Net Ready Pack your amount of included data depends on your Monthly Fee and is set out in the following table.

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Monthly Fee	Included data
\$10	Not available on this plan
\$25	50MB
\$35	100MB
\$45	600MB
\$65	1GB

Monthly Fee	Included data
\$85	2GB
\$100	2GB
\$120	2GB
\$130	3GB
\$150	5GB

8.31 You cannot share Included Data on your Telstra Business Mobile PLUS Member or Phone Plan services with any other services (including with other Telstra Business Mobile PLUS Plan services).

Business Bonus Options

8.32 Customers with a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$25 or more may choose one of the Business Bonus Options described below. If you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$10, \$100, \$130 or \$150, you are not eligible for any Business Bonus Options. The call charges applicable to your chosen Business Bonus Option will apply instead of the call charges set out in your Telstra Business Mobile PLUS Member or Phone Plan.

Business Bonus Option	Description
Business Hours	You can make eligible voice calls in Australia to most Australian fixed line or mobile numbers from 7am to 7pm, 7 days per week at discounted rates.
Any Mobile	You can make eligible voice calls in Australia to any mobile (excluding Pivotel mobiles) on an Australian network at any time at discounted rates.
Untimed to Landlines	You will only be charged the call connection fee applicable to your chosen Member Plan for eligible voice calls in Australia to most Australian fixed line at any time.
Free Messagebank Diversion and Retrieval and No Call Connection Fee	You will not be charged MessageBank diversion and retrieval charges for eligible MessageBank services. You will not be charged a call connection fee for standard calls in Australia to Australian fixed and mobile numbers. Any MessageBank service subscription charges and any other applicable call charges will apply.

8.33 If you have selected the Business Hours Business Bonus Option, the discounted rates in the table below will apply to eligible voice calls to any Australian fixed line or mobile number from 7am to 7pm, instead of the standard voice call rates set out in the Member or Phone Plan Charges part of this section of Our Customer

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Terms. Discounted rates are shown in rates per 30 second block, but are charged per second.

Tier	Discounted rate
Base Tier	18c
Tier 1	17c
Tier 2	16c

Tier	Discounted rate
Tier 3	13c
Tier 4	10c
Tier 5	9c

- 8.34 If you have selected the Any Mobile Business Bonus Option, the following discounted rates will apply to eligible voice calls to any mobile on an Australian network (excluding Pivotal mobiles) instead of the standard voice call rates set out in the Member or Phone Plan Charges part of this section of Our Customer Terms. Discounted rates are shown in rates per 30 second block, but are charged per second.

Tier	Discounted rate
Base Tier	14c
Tier 1	14c
Tier 2	13c

Tier	Discounted rate
Tier 3	11c
Tier 4	10c
Tier 5	9c

- 8.35 If you have selected the Free MessageBank Diversion and Retrieval and No Call Connection Fee Business Bonus Option the eligible MessageBank services are Telstra MessageBank, Video MessageBank, Voice2Text, Call Forward and Call Director services.

- 8.36 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Business Bonus Options.

- 8.37 You can change your Bonus Option once in each 30 day period without incurring any fees. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

- 8.38 Business Bonus Options do not apply to premium content and information services, calls to numbers beginning with 19, 12, 13, 1300, emergency calls, calls to Telstra Mobile Satellite services, calls to Optus or Pivotal satellite phones, diversion calls, value added services (such as reminder and wakeup calls), Dial It Services (weather and time), Operator Assisted calls, calls involving third party content charging, international or international roaming calls, MessageBank deposits and retrievals (except for the Free MessageBank Diversion and Retrieval and No Call Connection Fee Business Bonus Option), Memo, PocketNews, calls to the Sensis 1234 service, Directory Assistance, data calls (such as SMS, MMS, BigPond Mobile Services, GRPS, 3G, Push To Talk and

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Telstra Active) or video calls. We will not charge you for any calls to numbers commencing with 1800.

- 8.39 Normal call connection fees apply to calls made using a Business Bonus Option and are not discounted under any of the Business Bonus Options.
- 8.40 Free IntraAccount calls will apply for voice calls from Telstra Business Mobile PLUS Plan services to other services on the same account in priority to any applicable Business Bonus Option unless the call cost would be zero under the Bonus Option.

Service Level Packs

- 8.41 Customers with a Telstra Business Mobile PLUS Member or Phone Plan, excluding those with a Monthly Fee of \$10, \$130 or \$150, may choose one or more of the Service Level Packs described below. If you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$10, \$130 or \$150, you are not eligible for any Service Level Packs. Customers with a Monthly Fee of \$25 or \$100 are not eligible to choose the Untimed Voice Service Level Pack.

Service Level Packs	Description
Untimed Voice	For an additional monthly charge you can make untimed voice calls to standard Australian fixed and mobile numbers. Only the applicable call connection fee will apply.
Free MessageBank Diversion and Retrieval	For an additional monthly charge of \$10, you will not be charged MessageBank diversion and retrieval charges for eligible MessageBank services. Any MessageBank service subscription charges will still apply.
SMS and MMS	For an additional monthly charge, you will receive an included number of standard SMS messages. You will also receive a reduced rate for standard MMS messages.

- 8.42 If you select the Untimed Voice Service Level Pack, the additional monthly charge based on your Monthly Fee is set out in the table below. Normal call connection fees apply to calls made using the Untimed Voice Service Level Pack. If you select the Untimed Voice Service Level Pack, you will not be eligible to choose any Business Bonus Options. You can remove the Untimed Voice Service Level Pack at any time.

Monthly Fee	Untimed Voice Pack Monthly Charge
\$10	Not available on this plan

Monthly Fee	Untimed Voice Pack Monthly Charge
\$85	\$30

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Monthly Fee	Untimed Voice Pack Monthly Charge
\$25	Not available on this plan
\$35	\$50
\$45	\$50
\$65	\$40

Monthly Fee	Untimed Voice Pack Monthly Charge
\$100	Not available on this plan
\$120	\$30
\$130	Not available on this plan
\$150	Not available on this plan

8.43 If you select the Free MessageBank Diversion and Retrieval Service Level Pack, you will not be eligible to choose the Free MessageBank Business Bonus Option or the Free MessageBank and No Call Connection Fee Business Bonus Option. You must choose one of the Business Hours, Any Mobile or Untimed to Landline Business Bonus Options. You can remove the Free MessageBank Diversion and Retrieval Service Level Pack at any time.

8.44 If you select the SMS and MMS Service Level Pack you may chose to pay an additional monthly charge to receive an included number of standard SMS messages per month and discounted rates for MMS as described below.

Monthly charge	Number of included SMS messages per month	SMS excess rate	MMS rate
\$5	50	20c	25c
\$10	200	20c	25c

8.45 If you choose the SMS and MMS Service Level Pack, the above SMS excess rate and MMS rate will apply instead of the SMS and MMS to recipients in Australia rates set out in the Member or Phone Plan Charges part of this Section of Our Customer Terms.

8.46 The SMS and MMS Service Level Pack applies to standard SMS and MMS messages. The terms applying to this Service Level Pack, and the charges for sending a text message (including a reply) are set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.

8.47 The SMS and MMS Service Level Pack does not apply to International 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.

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Loyalty Bonus Credit

8.48 If you connect to a 24 month term Telstra Business Mobile PLUS Member Plan with a Monthly Fee of \$25 or more, you are eligible for the Loyalty Bonus Credit as a monthly credit.

8.49 The amount of your monthly Loyalty Bonus Credit depends on your Monthly Fee and is set out in the table below.

Monthly Fee	Monthly Loyalty Bonus Credit	Monthly Fee	Monthly Loyalty Bonus Credit
\$10	Not available on this plan	\$85	\$17.50
\$25	\$5	\$100	\$17.50
\$35	\$10	\$120	\$25
\$45	\$12.50	\$130	\$20
\$65	\$15	\$150	\$30

8.50 The Loyalty Bonus Credit will appear on your Telstra Business Mobile PLUS Member Plan bill and will be credited against your monthly charges.

8.51 The Loyalty Bonus Credit ceases at the end of your 24 month term, unless you recontract to a Telstra Business Mobile PLUS Member Plan for a further 24 month term.

8.52 The Loyalty Bonus Credit is applied to each eligible individual 24 month term Telstra Business Mobile PLUS Member Plan service. It cannot be shared between your Telstra Business Mobile PLUS services or between any of your other Telstra mobile services and is not redeemable for cash.

8.53 The Loyalty Bonus Credit is not available if your Telstra Business Mobile PLUS Member Plan is for a 12 month term or if your Monthly Fee is \$10.

Port In Credit

8.54 If you port an existing mobile phone number from another mobile service provider and connect to a 24 month term Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Fee of \$35 or more you will be eligible for the Port In Credit. The amount of your Port In Credit is equal to three times your Telstra Business Mobile PLUS Member or Phone Plan Monthly Fee. The Port In Credit is not redeemable for cash.

8.55 The Port In Credit is not available with any other Telstra port in credit offer unless specified by us.

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- 8.56 If during your minimum term you cancel (other than as a result of our material breach) or we cancel your Telstra Business Mobile PLUS Member or Phone Plan, you must reimburse us for an amount of your Port In Credit calculated in accordance with the following formula.

$$\frac{\text{Port In Credit amount paid by us} \times \text{number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in your minimum term}}$$

Migrating existing services to a new Telstra Business Mobile PLUS Member Plan or Phone Plan

- 8.57 If you are an existing Telstra Business Mobile PLUS Plan customer with a \$160, \$180 or \$250 Monthly Fee connected prior to 29 October 2010 and want to move to a new Telstra Business Mobile PLUS Plan with a \$150 Monthly Fee on or after 29 October 2010, the following migration rules apply to you.

Change	Terms
If you move from your existing Telstra Business Mobile PLUS Member Plan to a new Telstra Business Mobile PLUS Member with a \$150 Monthly Fee	You will need to restart your 12 or 24 month term. We may charge you a \$50 administration fee.
If you move from your existing Telstra Business Mobile PLUS Member Plan to a new Telstra Business Mobile PLUS Phone Plan with a \$150 Monthly Fee	You will need to restart your 24 month term. We may charge you a \$50 administration fee
If you move from your existing Telstra Business Mobile PLUS Phone Plan to a new Telstra Business Mobile PLUS Member Plan with a \$150 Monthly Fee	We may charge you an early termination charge and a \$50 administration fee.
If you move from your existing Telstra Business Mobile PLUS Phone Plan to a new Telstra Business Mobile PLUS Phone Plan with a \$150 Monthly Fee	We may charge you a \$50 administration fee.

Changing your monthly spend/plan

- 8.58 If you are a Telstra Business Mobile PLUS Member or Phone Plan customer, we may allow you to change your original Monthly Fee, Email Ready Solution or Net Ready Solution or move to another plan during your minimum term.
- 8.59 If you have a Telstra Business Mobile PLUS Member Plan with a Net Ready Pack, the terms applying to these changes are set out in the table below.

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Change	Terms
Cancel one or more components of your Telstra Business Mobile PLUS Member Plan (without recontracting to a Telstra Business Mobile PLUS Member Plan)	We may charge you an early termination charge and a \$50 administration fee.
Cancel your plan and recontract to a Telstra Business Mobile PLUS Member Plan with a higher Monthly Fee and either a Net Ready Pack or an Email Ready Pack	No early termination charges are payable. Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates, data rates and loyalty bonus amount will be adjusted on a pro-rata basis to reflect your new Monthly Fee.
Move to a Telstra Business Mobile PLUS Member Plan with a lower Monthly Fee, a Telstra Business Mobile PLUS Phone Plan, a Telstra Business Mobile PLUS Casual Plan or any other plan type.	You will need to restart your 12 or 24 month term. Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and loyalty bonus amount (if any) will be adjusted on a pro-rata basis to reflect your new Monthly Fee. We may charge you an early termination charge and a \$50 administration fee.
Move to a Telstra Business Mobile PLUS Member Plan with a higher Monthly Fee (without recontracting) and keep your Net Ready Pack	You do not need to restart your minimum term. Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new Monthly Fee. You will continue to receive the loyalty bonus credit corresponding to your original Monthly Fee. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 12 or 24 month term, we may charge you the early termination charge applicable to your original Monthly Fee and a \$50 administration fee.
Move to an Email Ready Pack	You do not need to restart your minimum term as long as your move does not result in a lower combined Monthly Fee (being the Monthly Fee plus any additional Email Ready Pack monthly fee) . Your combined Monthly Fee, included data, and data rates will be adjusted on a pro-rata basis to reflect your new Email Ready Pack.

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8.60 If you have a Telstra Business Mobile PLUS Member Plan with an Email Ready Pack, the terms applying to these changes are set out in the table below.

Change	Terms
Cancel one or more components of your Telstra Business Mobile PLUS Member Plan (without recontracting to a Telstra Business Mobile PLUS Member Plan)	We may charge you an early termination charge and a \$50 administration fee.
Cancel your plan and recontract to a Telstra Business Mobile PLUS Member Plan with a higher Monthly Fee and either a Net Ready Pack or an Email Ready Pack	No early termination charges are payable. Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates, data rates and loyalty bonus amount will be adjusted on a pro-rata basis to reflect your new Monthly Fee.
Move to a Telstra Business Mobile PLUS Member Plan with a lower Monthly Fee, a Telstra Business Mobile PLUS Phone Plan, a Telstra Business Mobile PLUS Casual Plan or any other plan type.	You will need to restart your 12 or 24 month term. If you have moved to a Telstra Business Mobile PLUS Plan, your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and loyalty bonus amount (if any) will be adjusted on a pro-rata basis to reflect your new plan. We may charge you an early termination charge and a \$50 administration fee.
Move to a Telstra Business Mobile PLUS Member Plan with a higher Monthly Fee and keep your Email Ready Pack	You do not need to restart your minimum term. Your Monthly Fee, call rates and included calls will be adjusted on a pro-rata basis to reflect your new Monthly Fee. You will continue to receive the loyalty bonus credit corresponding to your original Monthly Fee. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 12 or 24 month term, we may charge you the early termination charge applicable to your original Monthly Fee and a \$50 administration fee.
Move to a Net Ready Pack	You do not need to restart your minimum term as long as your move does not result in a lower Monthly Fee Your included data and data rates will be adjusted on a pro-rata basis to reflect your new Net Ready Pack.

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Change	Terms
Change to a different Email Ready Pack	<p>You do not need to restart your minimum term as long as your move does not result in a lower combined Monthly Fee (being the Monthly Fee plus any additional Email Ready Pack monthly fee)</p> <p>Your Email Ready Pack fee, included data, and data rates will be adjusted on a pro-rata basis to reflect your new Email Ready Pack.</p> <p>I</p>

8.61 If you have a Telstra Business Mobile PLUS Phone Plan with a Net Ready Pack, the terms applying to these changes are set out in the table below.

Change	Terms
Cancel one or more components of your Telstra Business Mobile PLUS Phone Plan (without recontracting to a Telstra Business Mobile PLUS Member or Phone Plan)	We may charge you an early termination charge and a \$50 administration fee.
Cancel your plan and recontract to a Telstra Business Mobile PLUS Phone plan with a higher Monthly Fee and either a Net Ready Pack or an Email Ready Pack	<p>No early termination charges are payable.</p> <p>Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and data rates will be adjusted to reflect your new Monthly Fee.</p>
Move to a Telstra Business Mobile PLUS Phone Plan with a lower Monthly Fee, a Telstra Business Mobile PLUS Member Plan, a Telstra Business Mobile PLUS Casual Plan or any other plan type.	<p>You will need to restart your 24 month term.</p> <p>Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and loyalty bonus amount (if any) will be adjusted on a pro-rata basis to reflect your new Monthly Fee.</p> <p>We may charge you an early termination charge and a \$50 administration fee.</p>
Move to a Telstra Business Mobile PLUS Phone Plan with a higher Monthly Fee (without recontracting) and keep your Net Ready Pack	<p>You do not need to restart your minimum term.</p> <p>Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new Monthly Fee.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 24 month term, we may charge you the early termination charge applicable to your original Monthly Fee and a \$50 administration fee.</p>
Move to an Email Ready Pack	You do not need to restart your minimum term as long as your move does not result in a lower combined Monthly

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Change	Terms
	<p>Fee (being the Monthly Fee plus any additional Email Ready Pack monthly fee) .</p> <p>Your combined Monthly Fee, included data, and data rates will be adjusted on a pro-rata basis to reflect your new Email Ready Pack</p>

8.62 If you have a Telstra Business Mobile PLUS Phone Plan with an Email Ready Pack, the terms applying to these changes are set out in the table below.

Change	Terms
Cancel one or more components of your Telstra Business Mobile PLUS Phone Plan (without recontracting to a Telstra Business Mobile PLUS Member or Phone Plan)	We may charge you an early termination charge and a \$50 administration fee.
Cancel your plan and recontract to a Telstra Business Mobile PLUS Phone Plan with a higher Monthly Fee and either a Net Ready Pack or an Email Ready Pack	<p>No early termination charges are payable.</p> <p>Your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and data rates will be adjusted on a pro-rata basis to reflect your new Monthly Fee.</p>
Move to a Telstra Business Mobile PLUS Phone Plan with a lower Monthly Fee, a Telstra Business Mobile PLUS Member Plan, a Telstra Business Mobile PLUS Casual Plan or any other plan type.	<p>You will need to restart your 24 month term.</p> <p>If you have moved to a Telstra Business Mobile PLUS Plan, your Monthly Fee, Email Ready Pack fee (if any), included calls, included data, call rates and loyalty bonus amount (if any) will be adjusted on a pro-rata basis to reflect your new plan.</p> <p>We may charge you an early termination charge and a \$50 administration fee.</p>
Move to a Telstra Business Mobile PLUS Phone Plan with a higher Monthly Fee and keep your Email Ready Pack	<p>You do not need to restart your minimum term.</p> <p>Your Monthly Fee, call rates and included calls will be adjusted on a pro-rata basis to reflect your new Monthly Fee.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 24 month term, we may charge you the early termination charge applicable to your original Monthly Fee and a \$50 administration fee.</p>
Move to a Net Ready Pack	You do not need to restart your minimum term as long as your move does not result in a lower Monthly Fee

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Change	Terms
	Your included data and data rates will be adjusted on a pro-rata basis to reflect your new Net Ready Pack.
Change to a different Email Ready Pack	<p>You do not need to restart your minimum term as long as your move does not result in a lower combined Monthly Fee (being the Monthly Fee plus any additional Email Ready Pack monthly fee)</p> <p>Your Email Ready Pack fee, included data, and data rates will be adjusted on a pro-rata basis to reflect your new Email Ready Pack.</p>

8.63 If the change you request requires you to restart your minimum term or recontract to another Telstra Business Mobile PLUS Member or Phone Plan, you may only do so while the Telstra Business Mobile PLUS Member or Phone Plans are available for recontracting. If the Telstra Business Mobile PLUS Member or Phone plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

8.64 If you are a Telstra Business Mobile PLUS Member or Phone Plan customer and you move to a Business Performance Plan during your minimum term you will need to restart your minimum term and pay us a \$50 Administration Fee. You will need to pay the balance of your MRO charge (if applicable). You may also need to pay an early termination charge. You will no longer receive your Email Ready Solution or Net Ready Solution.

Early termination charges

8.65 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 your Telstra Business Mobile PLUS Member or Phone Plan; or
- (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 your Telstra Business Mobile PLUS Member or Phone Plan;
- (c) you move to a lower Monthly Fee, a different Telstra Business Mobile PLUS Member or Phone Plan, or take up a Telstra Business Mobile PLUS Casual Plan or other non-approved plan.

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

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$$\frac{\text{Base ETC} \times \text{number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in the minimum term}}$$

8.67 The Base ETC is the maximum payable and decreases over the minimum term. If you connected on or after 22 February 2011, the Base ETC for each Telstra Business Mobile PLUS Member or PhonePlan is set out in the table below. All amounts are inclusive of GST. Please contact us or your dealer for the amount of ETC payable.

Monthly Fee	Net Ready Pack or Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$10	Not applicable to this plan	Not applicable	\$54.90	\$109.80
\$25	Net Ready Pack	\$375.36	\$62.68	\$125.36
	BlackBerry BIS Email Ready Pack	\$485.36	\$117.68	\$235.36
	BlackBerry BES Email Ready Pack	\$619.36	\$184.68	\$369.36
	TMCS Email Ready Pack	\$430.81	\$90.41	\$180.81
\$35	Net Ready Pack	\$575.39	\$112.70	\$225.39
	BlackBerry BIS Email Ready Pack	\$648.72	\$149.37	\$298.72
	BlackBerry BES Email Ready Pack	\$819.39	\$234.70	\$469.39
	TMCS Email Ready Pack	\$630.84	\$140.43	\$280.84
\$45	Net Ready Pack	\$784.45	\$194.72	\$389.45
	BlackBerry BIS Email Ready Pack	\$821.11	\$213.06	\$426.11
	BlackBerry BES Email Ready Pack	\$979.65	\$292.32	\$584.65
	TMCS Email Ready Pack	\$839.90	\$222.45	\$444.90

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Monthly Fee	Net Ready Pack or Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$65	Net Ready Pack	\$1,045.07	\$252.53	\$505.07
	BlackBerry BIS Email Ready Pack	\$1,045.07	\$252.53	\$505.07
	BlackBerry BES Email Ready Pack	\$1,240.27	\$350.13	\$700.27
	TMCS Email Ready Pack	\$1,100.52	\$280.26	\$560.52
\$85	Net Ready Pack	\$1,280.41	\$315.20	\$630.41
	BlackBerry BIS Email Ready Pack			
	BlackBerry BES Email Ready Pack			
	TMCS Email Ready Pack			
\$100	Net Ready Pack	\$2,400.00	\$1,200.00	\$2,400.00
	BIS Email Ready Pack			
	BES Email Ready Pack			
	TMCS Email Ready Pack			
\$120	Net Ready Pack	\$1,722.88	\$436.44	\$872.88
	BlackBerry BIS Email Ready Pack			
	BlackBerry BES Email Ready Pack			
	TMCS Email Ready Pack			

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Monthly Fee	Net Ready Pack or Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$130	Net Ready Pack	\$3,120.00	\$1,560.00	\$3,120.00
	BIS Email Ready Pack			
	BES Email Ready Pack			
	TMCS Email Ready Pack			
\$150	Net Ready Pack	\$3,600	\$1,800	\$3,600
	BlackBerry BIS Email Ready Pack			
	BlackBerry BES Email Ready Pack			
	TMCS Email Ready Pack			

8.68 The applicable Base ETC may be less depending on the handset you select. We may also charge you a \$50 administration fee in addition to the ETC.

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9 Telstra Business Mobile PLUS Casual Plans (month by month)

9.1 You are not eligible to receive Bonus Options, Service Level Packs, a Loyalty Bonus Credit or a Port In Credit.

Handset Options

9.2 Telstra Business Mobile PLUS Casual Plans are only available with an approved Next G compatible handset and a compatible SIM.

9.3 The Telstra Business Mobile PLUS Casual Plans are available as a SIM Only Option with a bring-your-own-handset only.

Casual Plan Charges

9.4 For Telstra Business Mobile PLUS Casual Plans, we charge you:

- (a) Your Monthly Fee;
- (b) any call charges beyond your included calls and any call charges for calls that are not eligible for the purposes of your included calls; and
- (c) any data usage in accordance with the Pay-As-You-Go charges set out in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). The Excess Cap does not apply to Telstra Business Mobile PLUS Casual Plans.

9.5 We also charge you for other services you use which are not included in your Telstra Business Mobile PLUS Plan.

9.6 The Monthly Fee for your Telstra Business Mobile PLUS Casual Plan is \$35.

9.7 The charges for voice and video calls within Australia that are not standard calls for the purposes of your Included Calls and for standard calls made in excess of your Included Calls depend on your pricing Tier and are set out in the table below. All amounts are inclusive of GST.

Tier	Standard voice and video call rates for calls to an Australian fixed or mobile number (per 30sec and charged per second)	Call connection fee for calls to an Australian fixed or mobile number
Base Tier	50c per 30 seconds	30c per call
Tier 1	45c per 30 seconds	
Tier 2	42c per 30 seconds	
Tier 3	41c per 30 seconds	

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Tier	Standard voice and video call rates for calls to an Australian fixed or mobile number (per 30sec and charged per second)	Call connection fee for calls to an Australian fixed or mobile number
Tier 4	38c per 30 seconds	
Tier 5	36c per 30 seconds	

9.8 The charges for SMS and MMS messages, call diversion and MessageBank services that are not eligible for the purposes of your Included Calls and for standard calls made in excess of your Included Calls are set out in the table below. All amounts are inclusive of GST.

Type	Charge
SMS to recipients in Australia	25c per message per recipient if your pricing Tier is Base Tier, Tier 1, Tier 2 or Tier 3 20c per message per recipient if your pricing Tier is Tier 4 or Tier 5
MMS to recipients in Australia	50c per message per recipient
Call Diversion	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
MessageBank Retrieval	14c per 30 seconds
MessageBank Call Forward	6c per 30 seconds

Cancelling your service

9.9 You may cancel your Telstra Business Mobile PLUS Casual Plan at the end of any month by telling us. If you do so before the end of a billing month, you will be charged your monthly subscription fee on a pro-rata basis.

At the end of your monthly term

If you are a Telstra Business Mobile PLUS Casual Plan customer and the Telstra Business Mobile PLUS Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Availability of Telstra Business Mobile PLUS Plan with a Monthly Access Fee of \$160, \$180 and \$250

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- 9.10 On and from 29 October 2010, the Telstra Business Mobile PLUS Member and Phone Plans with a Monthly Access Fee of \$160, \$180 and \$250 are not available to new customers or existing customers seeking to recontract to a Telstra Business Mobile PLUS Plan.
- 9.11 Existing customers on the Telstra Business Mobile PLUS Plans with a Monthly Access Fee of \$160, \$180 and \$250 remain subject to the terms and conditions for Telstra Business Mobile PLUS Plans set out in Part B – Current and Recent Business Plans of the Telstra Mobile section of Our Customer Terms.

Email Ready Pack Charges

- 9.12 For the Telstra Business Mobile PLUS Plans with a Monthly Access Fee of \$160, \$180 and \$250, no Email Ready Pack Charge is payable in addition to the Monthly Access Fee.

Charges

Tier	Charges for voice and video calls to an Australian fixed or mobile number (per 30sec and charged per second)			Call connection fee for calls to an Australian fixed or mobile number
	\$160	\$180	\$250	All Member & Phone Plans (except \$180 plan)
Base Tier	12c	0c	10c	20c
Tier 1	11c	0c	9c	19c
Tier 2	10c	0c	8c	18c
Tier 3	9c	0c	7c	17c
Tier 4	8c	0c	7c	14c
Tier 5	7c	0c	6c	11c

- 9.13 If you have a Telstra Business Mobile PLUS Plan with a \$180 Monthly Access Fee, you will not be charged call connection fees for standard calls to an Australian fixed or mobile number, for SMS and MMS messages to recipients in Australia, or for call diversion or retrieval charges for MessageBank services. You will be charged for the services set out in the table below. All amounts are inclusive of GST.

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

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Type	Charge
International MMS	75c per message per recipient

Net Ready Packs

9.14 If you select a Net Ready Pack your amount of included data depends on your Monthly Access Fee and is set out in the following table.

Monthly Access Fee	Included data
\$160	1.5GB
\$180	2.5GB
\$250	2.5GB

On 7 December 2010 we increased the amount of included data in your Net Ready Pack to 5GB. The increase to the amount of included data on your plan will take effect from when you receive your first bill after 7 December 2010.

Service Level Packs

9.15 If you have a Telstra Business Mobile PLUS Member or Phone Plan with a Monthly Access Fee of \$180, you are not eligible for any Service Level Packs.

9.16 If you select the Untimed Voice Service Level Pack, the additional monthly charge based on your Monthly Access Fee is set out in the table below. Normal call connection fees apply to calls made using the Untimed Voice Service Level Pack. If you select the Untimed Voice Service Level Pack, you will not be eligible to choose any Business Bonus Options. You can remove the Untimed Voice Service Level Pack at any time.

Monthly Access Fee	Untimed Voice Pack Monthly Charge
\$160	\$30
\$180	Not available on this plan
\$250	\$30

Loyalty Bonus Credit

9.17 The amount of your monthly Loyalty Bonus Credit depends on your Monthly Access Fee and is set out in the table below.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Monthly Access Fee	Monthly Loyalty Bonus Credit
\$160	\$30
\$180	\$30
\$250	\$40

Early Termination Charge

9.18 The Base ETC amounts for the Telstra Business Mobile PLUS Plans with a Monthly Access Fee of \$160, \$180 and \$250 are set out below:

Monthly Access Fee	Net Ready Pack or Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$160	Net Ready Pack	\$1,928.97	\$514.49	\$1,028.97
	BlackBerry BIS Email Ready Pack	\$1,939.97	\$519.99	\$1,039.97
	BlackBerry BES Email Ready Pack	\$1,939.97	\$519.99	\$1,039.97
	EOM Email Ready Pack	\$1,961.97	\$530.99	\$1,061.97
	MMEP Email Ready Pack	\$1,950.97	\$525.49	\$1,050.97

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Monthly Access Fee	Net Ready Pack or Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$180	Net Ready Pack	\$2,578.86	\$839.43	\$1,678.86
	BlackBerry BIS Email Ready Pack	\$2,589.86	\$844.93	\$1,689.86
	BlackBerry BES Email Ready Pack	\$2,589.86	\$844.93	\$1,689.86
	EOM Email Ready Pack	\$2,611.86	\$855.93	\$1,711.86
	MMEP Email Ready Pack	\$2,600.86	\$850.43	\$1,700.86
\$250	Net Ready Pack	\$2,630.75	\$865.38	\$1,730.75
	BlackBerry BIS Email Ready Pack	\$2,641.75	\$870.88	\$1,741.75
	BlackBerry BES Email Ready Pack	\$2,641.75	\$870.88	\$1,741.75
	EOM Email Ready Pack	\$2,663.75	\$881.88	\$1,763.75
	MMEP Email Ready Pack	\$2,652.75	\$876.38	\$1,752.75

Additional terms applicable to \$180 Telstra Business Mobile PLUS plan

9.19 If you have a Telstra Business Mobile PLUS Plan with a \$180 Monthly Access Fee, your plan's Monthly Access Fee includes unlimited standard calls in Australia to Australian fixed and mobile numbers, subject to our FairPlay policy as amended by this section. Such unlimited calls on plans with a \$180 Monthly Access Fee cannot be shared between your other Telstra Business Mobile PLUS Plan services or with other Telstra services on the same Telstra account.

9.20 On 7 December 2010 we changed what is included in the Monthly Access Fee for a Telstra Business Mobile PLUS Plan with a \$180 Monthly Access Fee. With effect from when you receive your first bill after 7 December 2010, the Monthly Access Fee will include an allowance of:

- (a) \$100 each month for standard calls and message to international numbers;
- (b) \$50 each month for international roaming;

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- (c) unlimited diversion of calls from mobile numbers in Australia to most other fixed and mobile numbers in Australia;

Unlimited call diversion on the Telstra Business Mobile PLUS Plan with a \$180, Monthly Access Fee 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. We will not charge you for any calls to numbers commencing with 1800.

- 9.21 On 22 February 2011 we changed what is included in the Monthly Access Fee for a Telstra Business Mobile PLUS Plan with a \$180 Monthly Access Fee. With effect from when you receive your first bill after 22 February 2011, the Monthly Access Fee will include a choice of free MessageBank® diversion and retrieval in Australia, or free MessageBank® diversion and retrieval and unlimited Voice2Text messages in Australia.

FairPlay Policy - \$180 Telstra Business Mobile PLUS plan

- 9.22 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](#) Business Mobile PLUS Plans with a \$180 Monthly Access Fee except that the provisions pertaining to Excessive Use do not apply.
- 9.23 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a Business Mobile PLUS Plans with a \$180 Monthly Access Fee:
 - (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); or
 - (b) to establish any point to point data connections with another modem.

Additional terms applicable to Email Ready Packs connected prior to 22 February 2011

- 9.24 The following additional terms apply if you connected to a Telstra Mobile PLUS Member or Phone Plan and selected an Email Ready Pack prior to 22 February 2011.
- 9.25 If your Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more is connected to a handset properly configured and certified by us as compatible with Microsoft Mobile Enterprise Solutions you may take up a Net Ready Pack or the Microsoft Mobile Email Plan (SIM/Service only) Email Ready Pack (**MMEP Email Ready Pack**). From 27 October 2010, the Microsoft Mobile

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Email Plan (SIM/Service Only) has been replaced by the Telstra Mobile Connect Plan (SIM Only) and any reference in this section of Our Customer Terms to the Microsoft Mobile Email Plan should be read as a reference to the Telstra Mobile Connect Plan. Any reference in relation to compatibility with Microsoft Mobile Enterprise Solutions in this section should also be read as a reference to compatibility with the Telstra Mobile Connect Solution.

- 9.26 If you have a Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more and you are connected to a handset properly configured and certified by us as compatible with Microsoft Mobile Enterprise Solutions you may take up a Net Ready Pack or, if you are a T-Suite® customer with a subscription the Microsoft Exchange Online Standard Service or a Business Productivity Online Standard Suite with the Microsoft Exchange Online Standard Service (**T-Suite subscription**), you may take up an Exchange Online Mobile Email Ready Pack (**EOM Email Ready Pack**).
- 9.27 You must maintain your T-Suite subscription for as long as you have a Telstra Business Mobile PLUS plan with an EOM Email Ready Pack. If you do not maintain your T-suite subscription we may:
- (a) cancel the EOM Email Ready Pack component of your Telstra Business Mobile PLUS plan;
 - (b) apply the Net Ready Pack applicable to your Telstra Business Mobile PLUS plan; and
 - (c) charge you any applicable Early Termination Charge for your Telstra Business Mobile PLUS plan.
- 9.28 The “One month free trial” of the Exchange Online Mobile Email Plan set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#) does not apply to a Telstra Business Mobile PLUS plan with an EOM Email Ready Pack.
- 9.29 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) and the terms for the Exchange Online Mobile Email Plan (set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#)) applies to EOM Email Ready Pack services.
- 9.30 If your Telstra Business Mobile PLUS Plan service with a Monthly Fee of \$25 or more is not connected to a BlackBerry handset or a handset properly configured and certified by us as compatible with Microsoft Mobile Enterprise Solutions, you may only take up a Net Ready Pack.
- 9.31 If you choose a BlackBerry BIS Email Ready Pack and your Monthly Fee is less than \$100, we will charge you an Email Ready Pack fee each month. If you choose a BlackBerry BES Email Ready Pack and your Monthly Fee is less than \$150, we will charge you an Email Ready Pack fee each month. If you chose a

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MMEP Email Ready Pack or a EOM Email Ready Pack and your Monthly Fee is less than \$85, we will charge you an Email Ready Pack fee each month.

- 9.32 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, EOM or MMEP section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#), whichever is relevant to your Email Ready Pack. However, the fees and included data for your Email Ready Pack or Net Ready Pack and the rules relating to the end of your contract term, changes or cancellation to your Email Ready Pack or Net Ready Pack are set out below. This Telstra Business Mobile PLUS section of Our Customer Term 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](#).
- 9.33 If you have selected an Email Ready Pack, depending on your Monthly Fee, we may charge you an Email Ready Pack fee each month as set out in the table below.

Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee	Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee
\$10	Not available on this plan	N/A	\$85	BlackBerry BES	\$40
BlackBerry BIS	\$10				
EOM	No Monthly Email Ready Pack fee payable				
MMEP					
\$25	BlackBerry BES	\$50	\$100	BlackBerry BES	\$20
	BlackBerry BIS	\$30		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	EOM	\$10		EOM	
	MMEP	\$20		MMEP	
\$35	BlackBerry BES	\$50	\$120	BlackBerry BES	\$20
	BlackBerry BIS	\$30		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	EOM	\$10		EOM	
	MMEP	\$20		MMEP	

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Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee	Monthly Fee	Email Ready Pack	Monthly Email Ready Pack fee
\$45	BlackBerry BES	\$50	\$130	BlackBerry BES	\$10
	BlackBerry BIS	\$30		BlackBerry BIS	No Monthly Email Ready Pack fee payable
	EOM	\$10		EOM	
	MMEP	\$20		MMEP	
\$65	BlackBerry BES	\$50	\$150	BlackBerry BES	No Monthly Email Ready Pack fee payable
	BlackBerry BIS	\$20		BlackBerry BIS	
	EOM	\$10		EOM	
	MMEP	\$20		MMEP	

Early termination charges

9.34 If you connected prior to 22 February 2011, the Base ETC applicable to Member or Phone Plans with an Email Ready Pack for the purposes of calculating any applicable early termination charge is set out in the table below:

Monthly Fee	Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan – 24 months
\$10	Not applicable to this plan	Not applicable	\$54.90	\$109.80
\$25	BlackBerry BIS Email Ready Pack	\$485.36	\$117.68	\$235.36
	BlackBerry BES Email Ready Pack	\$619.36	\$184.68	\$369.36
	EOM Email Ready Pack	\$436.36	\$93.18	\$186.36
	MMEP Email Ready Pack	\$497.36	\$123.68	\$247.36

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Monthly Fee	Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$35	BlackBerry BIS Email Ready Pack	\$685.39	\$167.70	\$335.39
	BlackBerry BES Email Ready Pack	\$819.39	\$234.70	\$469.39
	EOM Email Ready Pack	\$636.39	\$143.20	\$286.39
	MMEP Email Ready Pack	\$697.39	\$173.70	\$347.39
\$45	BlackBerry BIS Email Ready Pack	\$894.45	\$249.72	\$499.45
	BlackBerry BES Email Ready Pack	\$1,028.45	\$316.72	\$633.45
	EOM Email Ready Pack	\$845.45	\$225.22	\$450.45
	MMEP Email Ready Pack	\$906.45	\$255.72	\$511.45
\$65	BlackBerry BIS Email Ready Pack	\$1,118.40	\$289.20	\$578.40
	BlackBerry BES Email Ready Pack	\$1,289.07	\$374.53	\$749.07
	EOM Email Ready Pack	\$1,106.07	\$283.03	\$566.07
	MMEP Email Ready Pack	\$1,167.07	\$313.53	\$627.07
\$85	BlackBerry BIS Email Ready Pack	\$1,317.07	\$333.54	\$667.07
	BlackBerry BES Email Ready Pack	\$1,475.61	\$412.80	\$825.61
	EOM Email Ready Pack	\$1,313.41	\$331.70	\$663.41
	MMEP Email Ready Pack	\$1,302.41	\$326.20	\$652.41

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Monthly Fee	Email Ready Pack	Base ETC		
		Phone Plan	Member Plan – 12 months	Member Plan –24 months
\$100	BIS Email Ready Pack	\$2,400.00	\$1,200.00	\$2,400.00
	BES Email Ready Pack	\$2,400.00	\$1,200.00	\$2,400.00
	EOM Email Ready Pack	\$2,400.00	\$1,200.00	\$2,400.00
	MMEP Email Ready Pack	\$2,400.00	\$1,200.00	\$2,400.00
\$120	BlackBerry BIS Email Ready Pack	\$1,733.88	\$441.94	\$883.88
	BlackBerry BES Email Ready Pack	\$1,820.48	\$485.24	\$970.48
	EOM Email Ready Pack	\$1,755.88	\$452.94	\$905.88
	MMEP Email Ready Pack	\$1,744.88	\$447.44	\$894.88
\$130	BIS Email Ready Pack	\$3,120.00	\$1,560.00	\$3,120.00
	BES Email Ready Pack	\$3,120.00	\$1,560.00	\$3,120.00
	EOM Email Ready Pack	\$3,120.00	\$1,560.00	\$3,120.00
	MMEP Email Ready Pack	\$3,120.00	\$1,560.00	\$3,120.00
\$150	BlackBerry BIS Email Ready Pack	\$3,600	\$1,800	\$3,600
	BlackBerry BES Email Ready Pack	\$3,600	\$1,800	\$3,600
	EOM Email Ready Pack	\$3,600	\$1,800	\$3,600
	MMEP Email Ready Pack	\$3,600	\$1,800	\$3,600

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10 Telstra Business Mobile Cap Plans

Eligibility

- 10.1 On and from 29 March 2011, the Telstra Business Mobile Cap Plans will no longer be available for new connections or recontracts.
- 10.2 To be eligible for a Telstra Business Mobile Cap Plan you must have an ABN, ACN or ARBN. We supply Telstra Business Mobile Cap Plans for business purposes and you must use Telstra Business Mobile Cap Plans predominantly for business purposes.
- 10.3 You are only eligible to take up a Telstra Business Mobile Cap Plan if you have a 10 digit account number.
- 10.4 You cannot have a Telstra Business Phone Plan, Telstra Business Member Plan, Telstra Business FleetSelect Plan, Consumer Mobile Plan, Telstra BusinessMobile Select Plan, Enterprise Fleet Plan or Telstra Business Mobile PLUS plan on the same account as your Telstra Business Mobile Cap Plan.

Availability

- 10.5 Telstra Business Mobile Cap Plans are available until they are withdrawn by us. The available Telstra Business Mobile Cap Plans are described in clause 5.29.
- 10.6 If you want to connect your existing Telstra mobile service to a Telstra Business Mobile Cap Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.
- 10.7 Telstra Business Mobile Cap Plan 29 is only available until 31 March 2011 unless otherwise extended.

Payment and Cap Amounts

- 10.8 Each month for the minimum term you must pay us:
- (a) the minimum monthly spend for the Telstra Business Mobile Cap Plan you take up;
 - (b) for all standard calls and messages made over your Cap Amount;
 - (c) for all calls and messages that are not standard calls and messages; and
 - (d) for all data usage in excess of or not eligible to draw from your Included Data. For data you use in excess of your monthly included data, you must pay us the excess charges up to the excess usage monthly cap of \$100 (“**Excess Cap**”). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.

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10.9 You will not pay for calls and messages of the type that are included in your Cap Amounts which are most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls and internet usage), SMS, MMS, calls to MessageBank and Video MessageBank, voice calls to a 13 number (including 1300 or 1345 numbers), calls to satellite mobiles, Directory Assistance, video calls and any other calls determined as eligible by us (“**standard calls and messages**”).

10.10 Call types that are not included are calls to the 1234 service, calls to 12234 and 12455, third party content calls, international calls, international roaming calls, calls to 19xx and 12xx numbers, premium SMS and MMS and any other calls or messages determined by us. Calls to Pivotel mobiles are not available. We will not charge you for any calls to numbers commencing with 1800.

Plan Options

10.11 The available Telstra Business Mobile Cap Plans are:

- (i) **Member Plans**, available for a minimum term of 12 or 24 months. You may acquire an eligible handset under Telstra’s Mobile Repayment Option (“**MRO**”), purchase a compatible handset outright or bring your own compatible handset.
- (ii) **Phone Plans**, available for a minimum term of 24 months which includes a subsidised handset.

The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). The available MRO terms with a Telstra Business Mobile Cap Member Plan are 12 or 24 months.

MRO bonus

10.12 If you:

- (a) purchase an eligible handset on a 12 or 24 month MRO; and
- (b) your Telstra Business Mobile Cap Member Plan and your MRO have the same length term and commence on the same day,

you are eligible to receive a MRO bonus on your bill each month.

10.13 If you cancel your Telstra Business Mobile Cap Member Plan or your MRO, you will no longer be entitled to the MRO Bonus.

10.14 The amount of the MRO bonus varies according to the value of your Telstra Business Mobile Cap Plan and are described in clause 5.29.

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SMS bonus

- 10.15 If you take up a new Telstra Business Mobile Cap Plan on or after 1 February 2011 with a minimum monthly spend of \$59 or more, you are eligible to receive the SMS bonus offer which allows you to send unlimited standard SMS messages to recipients with an Australian mobile number (excluding satellite phones) for free (**SMS Bonus**), while you are in Australia. The SMS Bonus does not apply to MMS, international or premium SMS, 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 and you will need to pay for these separately. You will cease to receive the SMS Bonus if you cancel your Telstra Business Mobile Cap Plan, move to a Telstra Business Mobile Cap Plan with a minimum monthly spend of less than \$59, or move to any other Telstra Mobile plan.
- 10.16 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to the your obligations under the Business FairPlay Policy, you must not use the SMS Bonus 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.

Other promotional offers

- 10.17 Telstra Business Mobile Cap Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Free Intra-Account calls

- 10.18 As a Telstra Business Mobile Cap Plan customer, you can make free voice calls in Australia to other eligible Telstra mobile services in Australia on the same account. Eligible Telstra mobile services are services connected to a Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G™ Capped Plans (Business) or Telstra Ultimate Mobile Plan. Free Intra-Account calls do not apply to video calls, international calls or international roaming calls.
- 10.19 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Included Data

- 10.20 Your Telstra Business Mobile Cap Plan includes an amount of Included Data each month. You will not pay for eligible data usage within your Included Data. Some data usage is not eligible to draw from your Included Data and you have to pay for this separately. The types of data usage that are not eligible are set out in Part G – Data Services of the Telstra Mobile Section of Our Customer Terms.

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- 10.21 You must pay for data usage in excess of or which is not eligible to draw from your Included Data at a rate of \$0.25/MB. Unless you have a Telstra Business Mobile Cap Plan 129, you can use any unused Cap Amount to pay for excess data usage.
- 10.22 You may choose to acquire an additional Data Service with your Telstra Business Mobile Cap 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 Telstra Business Mobile Cap Plan included data. 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](#).
- 10.23 On 30 November 2010 we increased the amount of Included Data on our Telstra Business Mobile Cap Plans 49, 79 and 99. If you took up one of these plans prior to 30 November 2010, the increase to the amount of Included Data on your plan will take effect from when you receive your first bill after 30 November 2010.

FairPlay Policy - Telstra Business Mobile Cap Plan 129

- 10.24 The Business FairPlay Policy applies to the Telstra Business Mobile Cap Plan 129 except that the provisions pertaining to Excessive Use do not apply.
- 10.25 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a Telstra Business Mobile Cap 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); or
 - (b) to establish any point to point data connections with another modem.

Changing your plan monthly spend or plan

- 10.26 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Telstra Business Mobile Cap Plan minimum term, you may do so only if the Telstra Business Mobile Cap Plans are still available for recontracting.

Change	Terms
<p>If you move from a Telstra Business Mobile Cap Member Plan to another Telstra Business Mobile Cap Member Plan with a lower monthly spend</p>	<p>You do not need to restart your minimum term however you will need to pay us a \$50 Administration Fee.</p> <p>Your call rates and Cap Amounts will be adjusted on a pro-rata basis to reflect your new plan</p>

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Change	Terms
	If you have taken up a Mobile Repayment Option and receive a MRO Bonus you will cease to receive your MRO Bonus
If you move from a Telstra Business Mobile Cap Member Plan to another Telstra Business Mobile Cap Member Plan with same or higher monthly spend	<p>You do not need to restart your minimum term.</p> <p>Your call rates and Cap Amounts will be adjusted on a pro-rata basis to reflect your new plan.</p> <p>If you have taken up a Mobile Repayment Option and receive a MRO Bonus, the amount of your MRO Bonus will remain the same.</p>
If you move from a Telstra Business Mobile Cap Phone Plan to another Telstra Business Mobile Cap Member Plan with a lower monthly spend	<p>Your contract will be cancelled and you will be required to pay us any Early Termination Charges.</p> <p>Your call rates and Cap Amounts will be adjusted on a pro-rata basis to reflect your new plan.</p>
If you move from a Telstra Business Mobile Cap Phone Plan to another Telstra Business Mobile Cap Member Plan with same or higher monthly spend	<p>You do not need to restart your minimum term or pay an early termination charge.</p> <p>Your call rates and Cap Amounts will be adjusted on a pro-rata basis to reflect your new plan.</p>
If you move from a Telstra Business Mobile Cap Member plan to a Telstra Mobile PLUS Member plan with a fixed minimum term with a lower monthly spend	<p>You do not need to restart your minimum term however you will need to pay us a \$50 Administration charge.</p> <p>Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new plan.</p> <p>If you have taken up a Mobile Repayment Option and receive a MRO Bonus, you will cease to receive your MRO Bonus.</p>
If you move from a Telstra Business Mobile Cap Member plan to a Telstra Mobile PLUS Member plan with a fixed minimum term with same or higher monthly spend	<p>You do not need to restart your minimum term.</p> <p>Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new plan.</p> <p>If you have taken up a Mobile Repayment Option and receive a MRO Bonus, you will cease to receive your MRO Bonus.</p>
If you are on a Telstra Business Mobile Cap Phone Plan and move to a Telstra Business Mobile PLUS Member Plan with a fixed minimum term with a lower monthly spend	<p>Your contract will be cancelled and you will be required to pay us any Early Termination Charges.</p> <p>Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new plan.</p>

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Change	Terms
If you are on a Telstra Business Mobile Cap Phone Plan and move to a Telstra Business Mobile PLUS Member Plan with the same or higher monthly spend	<p>You do not need to restart your minimum term or pay an early termination charge.</p> <p>Your Monthly Fee, call rates, included calls and included data will be adjusted on a pro-rata basis to reflect your new plan.</p>
If you are on a Telstra Business Mobile Cap Phone Plan or a Telstra Business Mobile PLUS Member Plan and you move to a to a Business Performance Plan	<p>You will need to restart your minimum term and pay a \$50 Administration Fee. You will need to pay the balance of your MRO charge (if applicable).</p> <p>You may also need to pay an early termination charge.</p>
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	<p>You will need to pay us an early termination charge and pay the balance of your Mobile Repayment Option (if applicable).</p>

Early termination charges

- 10.27 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.
- 10.28 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

	Base ETC (incl. GST)	
	12 months	24 months
Business Mobile Cap Plan 29	\$348	\$696
Business Mobile Cap Plan 49	\$588	\$1,176
Business Mobile Cap Plan 59	\$708	\$1,416
Business Mobile Cap Plan 79	\$948	\$1,896
Business Mobile Cap Plan 99	\$1,188	\$2,376
Business Mobile Cap Plan 129	\$1,548	\$3,096

At the end of your minimum term

- 10.29 At the end of your minimum term your service will remain on your chosen Telstra Business Mobile Cap Plan, however you will no longer be entitled to any MRO Bonus you were receiving as a result of taking up an eligible Mobile Repayment Option. You cannot move to another Telstra Business Mobile Cap Plan unless the plans are still available for recontracting and you recontract for another minimum term.

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10.30 If, at the end of your minimum term, the Telstra Business Mobile Cap Plans are no longer available for new customers, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Plan charges and Cap Amounts

10.31 The plan charges and Cap Amounts for your plan are set out below. Any unused Cap Amounts and Included Data are forfeited at the end of each month. All prices are GST inclusive.

Telstra Business Mobile Cap Plan	Telstra Business Mobile Cap Plan 29	Telstra Business Mobile Cap Plan 49	Telstra Business Mobile Cap Plan 59	Telstra Business Mobile Cap Plan 79	Telstra Business Mobile Cap Plan 99	Telstra Business Mobile Cap Plan 129
Minimum monthly spend	\$29.00	\$49.00	\$59.00	\$79.00	\$99.00	\$129.00
Minimum cost for 12 months (plus usage in excess of or excluded from Cap Amount and Included Data)	\$348.00	\$588.00	\$708.00	\$948.00	\$1,188.00	\$1,548.00
Minimum cost for 24 months (plus usage in excess of or excluded from Cap Amount and Included Data)	\$696.00	\$1,176.00	\$1,416.00	\$1,896.00	\$2,376.00	\$3,096.00
Cap Amounts	\$150.00	\$400	\$500	\$750	\$1,000	Unlimited standard calls and messages in Australia
Included Data	30MB	1GB	1GB	2GB	2GB	3GB
Excess data rate per MB	25¢	25¢	25¢	25¢	25¢	25¢
Call connection fee for eligible calls to an Australian fixed or mobile number	37¢	37¢	37¢	37¢	32¢	0¢

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Call charges for eligible calls to an Australian fixed or mobile number - at all times - per 30 second block or part thereof	42¢	40¢	40¢	40¢	35¢	0¢
SMS Rate	25¢	25¢	0¢	0¢	0¢	0¢
MRO Bonus (if customer is eligible)	\$10	\$20	\$20	\$20	\$30	\$30

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10.32 If you take up a Telstra Business Mobile Cap Plan 129 you will also receive:

- a) free MessageBank® diversion and retrieval in Australia; and
- b) unlimited diversion of calls from mobile numbers in Australia to fixed numbers in Australia starting with a 02, 03, 07 or 08 area code and mobile numbers in Australia commencing with 04xx; and
- c) an allowance of \$50 each month for voice and video calls, SMS and MMS to international numbers. Unused allowance expires monthly and cannot be shared with other services. The call rates and terms that apply to international calls and international roaming services are set out in [Part D – Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms.

Availability of Telstra Business Mobile Cap Plan 159

10.33 On and from 22 October 2010, the Telstra Business Mobile Cap Plan with a monthly charge of \$159 is not available to new customers or existing customers seeking to recontract to a Telstra Business Mobile Cap Plan.

10.34 Existing customers on the Telstra Business Mobile Cap Plan 159 remain subject to the terms and conditions for Telstra Business Mobile Cap Plans set out in Part B – Current and Recent Business Plans of the Telstra Mobile section of Our Customer Terms.

Early Termination Charge

10.35 The Base ETC amounts for the Telstra Business Mobile Cap Plan 159 are set out below:

	Base ETC (incl. GST)	
	12 months	24 months
Business Mobile Cap Plan 159	\$1,908	\$3,816

Plan Charges and Cap Amounts

Telstra Business Mobile Cap Plan	Telstra Business Mobile Cap Plan 159
Minimum monthly spend	\$159.00
Cap Amounts	\$2,500

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Included Data	3GB
Excess data rate per MB	25¢
Call connection fee for calls to an Australian fixed or mobile number	32¢
Call charges for standard voice or video calls to an Australian fixed or mobile number - at all times - per 30 second block or part thereof	25¢
SMS Rate	25¢
MRO Bonus (if customer is eligible)	\$30

10.36 The plan charges and Cap Amounts for the Telstra Business Mobile Cap Plan 159 are set out below. Any unused Cap Amounts and Included Data are forfeited at the end of each month. All prices are GST inclusive.

Included Data

10.37 On 30 November 2010 we increased the amount of Included Data on our Telstra Business Mobile Cap Plan 159. The increase to the amount of Included Data on your plan will take effect from when you receive your first bill after 30 November 2010.

11 Telstra BusinessMobile Select Plans

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Availability

11.1 On and from 11 May 2010, Telstra BusinessMobile Select plans are not available:

- (a) to new customers; or
- (b) to existing customers seeking to recontract to a Telstra BusinessMobile Select plan, or add new services to an existing Telstra BusinessMobile Select plan.

Eligibility

11.2 To connect to a Telstra BusinessMobile Select Phone Plan (“**Select Phone Plan**”) or a Telstra BusinessMobile Select Member Plan (“**Select Member Plan**”) (together the “**Select Plans**”) you must provide us with proof of your ABN, ACN or ARBN.

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11.3 To connect to the \$55 or \$65 Select Phone Plan or the \$40 or \$50 Select Member Plan, you must connect or be connected to an eligible fixed line service (any fixed line service other than Telstra BusinessLine Part or any consumer fixed service plan) with a monthly access fee of \$39.95 or greater, for the duration of your Select Member Plan or Select Phone Plan minimum term.

11.4 To connect to multiple \$55 or \$65 Select Phone Plans or \$40 or \$50 Select Member Plans, you must connect or be connected to an equivalent number of eligible fixed line services.

Select Phone Plan (24 month plan)

11.5 You must pay us your selected monthly access fee each month for your minimum term and for all call charges and other services you have used.

11.6 You can buy a handset from us at a subsidised price when you connect to our network on a Select Phone Plan for 24 months.

Select Member Plan (12 or 24 month plan)

11.7 You must pay us your selected monthly access fee each month for your minimum term and for all call charges and other services you have used.

11.8 You can apply for a Mobile Repayment Option when you connect to our network on a Select Member Plan for 12 or 24 months. The Mobile Repayment Option terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

SMS/MMS Bundles

11.9 You may choose to add or remove an SMS/MMS Bundle to your Select Plan at any time during your minimum term. If you add or remove a SMS/MMS Bundle part way through your bill cycle, the monthly fee will be adjusted on a pro-rata basis.

11.10 If you take up an SMS/MMS Bundle, we charge you the following charges. Eligible SMS and MMS does not include SMS voting, SMS games, International SMS, International MMS, video MMS, content MMS, PocketNews, WebNotes, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, and some Instant Messaging Services.

SMS/MMS Bundles	\$5 Bundle		\$10 Bundle	
	GST excl	GST incl	GST excl	GST incl
Monthly Fee (for up to 100 SMS pay day and MMS sent to up to 50 people per day)	\$4.55	\$5.00	\$9.09	\$10.00

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SMS/MMS Bundles	\$5 Bundle		\$10 Bundle	
	GST excl	GST incl	GST excl	GST incl
Charges for eligible SMS to a Telstra mobile number or text message capable fixed phone in Australia – at all times	0¢	0¢	0¢	0¢
Charges for eligible SMS to any non-Telstra mobile number in Australia – at all times	22.73¢	25¢	9.09¢	10¢
Charges for eligible MMS to a Telstra mobile number in Australia - at all times	22.73¢	25¢	9.09¢	10¢
Charges for eligible MMS to a non-Telstra mobile number in Australia - at all times	45.45¢	50¢	22.73¢	25¢

11.11 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile Section of Our Customer Terms](#)) applies to SMS/MMS bundles.

Port In Credit

11.12 If you switch your mobile service from another service provider to Telstra and join a Select Plan on a 24 month plan, you will receive a credit on your first or second bill. The amount of the credit is set out in the table below:

Select Plan	Credit Amount	
	GST excl	GST incl
Select Phone Plan \$20	\$45.45	\$50
Select Phone Plan \$25	\$90.91	\$100
Select Member Plan \$20 or Select Phone Plan \$35	\$136.36	\$150
Select Member Plan \$30 or Select Phone Plan \$45	\$181.82	\$200
Select Member Plan \$40 or Select Phone Plan \$55	\$227.27	\$250
Select Member Plan \$50 or Select Phone Plan \$65	\$272.73	\$300

The credit is not transferable or redeemable for cash.

11.13 The Port in credit is not available in conjunction with any other port in offers.

Other promotional offers

11.14 The Select Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Video Service (3G)

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11.15 If you have an approved 3G compatible handset and a Telstra 3G SIM, you can access Telstra's Video Service (3G) from your Select Plan. See [Part G – Data Services section of Our Customer Terms](#) for details (including details of the charges payable for use of Telstra's Video Service).

Changing your monthly access fee or plan

11.16 We may allow you to change your original monthly access fee or move to another plan during your minimum term. If the change you request requires you to restart your Select Plan contract term, you may do so only while Select Plans are available for recontracting. If the Select Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

11.17 If you are a Select Member Plan customer, the terms applying to these changes are set out in the table below.

Change	Terms
If you move to a Select Member Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Select Member Plan with the same or a higher monthly access fee	You do not need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You may move back to your original monthly access fee at any time without restarting your minimum term. Alternatively, you may choose to restart your minimum term. If you do so, you will not need to pay an early termination charge or administration fee.
If you move to a Select Phone Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Select Phone Plan with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee.
If you move to another plan with a fixed term with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee.
If you move to another plan with a fixed term with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan without a fixed term	You will need to cancel your Select Member Plan. Your call rates and monthly access fee will be adjusted on a pro-rata basis to

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Change	Terms
	reflect your new monthly spend. You will also need to pay an early termination charge and a \$50 administration fee.

11.18 If you are a Select Phone Plan customer, the terms applying to these changes are set out in the table below.

Change	Terms
If you move to another Select Phone Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Select Phone Plan with the same or a higher monthly access fee	You do not need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You may move back to your original monthly access fee at any time without restarting your minimum term. Alternatively, you may choose to restart your minimum term. If you do so, you will not need to pay an early termination charge or administration fee.
If you move to a Select Member Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Select Member Plan with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge.
If you move to another plan with a fixed term with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed term with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early termination charge.
If you move to another plan without a fixed term	You will need to cancel your Select Phone Plan. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early termination charge and a \$50 administration fee.

11.19 If you are currently connected to either a Telstra Business Talk Member Plan or a Telstra Business Untimed Member Plan you may migrate to a Select Member

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Plan at anytime without penalty provided you move to a Select Member Plan with the same or higher monthly access fee.

11.20 If you are currently connected to either a Telstra Business Talk Phone Plan or a Telstra Business Untimed Phone Plan you may migrate to a Select Phone Plan at anytime without penalty provided you move to a Select Phone Plan with the same or higher monthly access fee.

Early termination charges

11.21 You must pay an early termination charge (“**ETC**”) if, at any time during your minimum term:

- (a) you cancel your mobile service (other than as a result of our material breach); or
- (b) we cancel your mobile service because you are in material breach; or
- (c) you terminate your plan and take up a pre-paid or casual plan.

11.22 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.

11.23 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Telstra BusinessMobile Select Plan	Base ETC (incl. GST)	
	12 month plan	24 month plan
\$5 Member Plan	\$60	\$120
\$10 Member Plan	\$100	\$200
\$20 Member Plan	\$200	\$400
\$30 Member Plan	\$300	\$600
\$40 Member Plan	\$400	\$800
\$50 Member Plan	\$500	\$1000
\$20 Phone Plan	N/A	\$650
\$25 Phone Plan	N/A	\$850
\$35 Phone Plan	N/A	\$1250

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\$45 Phone Plan	N/A	\$1500
\$55 Phone Plan	N/A	\$2100
\$65 Phone Plan	N/A	\$2350

At the end of your minimum term

11.24 If you select a Select Plan, at the end of your minimum term your service will remain on your selected plan. If your plan is no longer available you will not be able to recontract to that plan and we may roll your services over to any other plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Group Offer Compatibility

11.25 The Select Plans are incompatible with any Group Offer.

11.26 If you wish to add a Select Plan service to an existing account with a Group Offer benefit, you will lose the shared included calls component of the Group Offer benefit for all services on the account.

Charges - Select Plans

11.27 We charge you the following charges for Select Plans. Eligible voice calls do not include premium content and information services and some calls including calls to numbers beginning with 19, 12, 13, emergency calls, international and international roaming calls, calls to satellite phones, diverted calls, value added services (such as reminder and wakeup calls), Dial It Services, Operator Assisted calls, MessageBank diversions and retrievals, Push To Talk, Memo, PocketNews and all data calls (such as SMS, WAP, MMS, GPRS and BigPond Mobile Services). We will not charge you for any calls to numbers commencing with 1800.

11.28 The fees you will be charged for all calls on your Select Plan is dependant on the number of active Telstra mobile services you have connected to your Select Plan account at any one time.

11.29 The service tiers, number of mobile services required and the applicable fees are set out below:

Service Tier 1: 1 to 4 active Telstra mobile services:

Select Member Plans			
Monthly Access Fee	Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in	Eligible voice calls to non-Telstra mobile service numbers in	Connection fee for Eligible voice calls to non-Telstra mobile

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		Australia(no other fee applies)		Australia (per minute block or part thereof)		service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	27.27¢	30¢	31.82¢	35¢	27.27¢	30¢
\$27.27	\$30.00	20¢	22¢	31.82¢	35¢	27.27¢	30¢
\$36.36	\$40.00	9.09¢	10¢	31.82¢	35¢	27.27¢	30¢
\$45.45	\$50.00	0¢	0¢	31.82¢	35¢	27.27¢	30¢

Select Phone Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	68.18¢	75¢	31.82¢	35¢	27.27¢	30¢
\$22.73	\$25.00	50¢	55¢	31.82¢	35¢	27.27¢	30¢
\$31.82	\$35.00	27.27¢	30¢	31.82¢	35¢	27.27¢	30¢
\$40.91	\$45.00	20¢	22¢	31.82¢	35¢	27.27¢	30¢
\$50.00	\$55.00	9.09¢	10¢	31.82¢	35¢	27.27¢	30¢
\$59.09	\$65.00	0¢	0¢	31.82¢	35¢	27.27¢	30¢

Service Tier 2: 5 to 14 active Telstra mobile services:

Select Member Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl

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\$18.18	\$20.00	25.45¢	28¢	31.82¢	35¢	25.45¢	28¢
\$27.27	\$30.00	18.18¢	20¢	31.82¢	35¢	25.45¢	28¢
\$36.36	\$40.00	7.27¢	8¢	31.82¢	35¢	25.45¢	28¢
\$45.45	\$50.00	0¢	0¢	31.82¢	35¢	25.45¢	28¢

Select Phone Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	66.36¢	73¢	31.82¢	35¢	25.45¢	28¢
\$22.73	\$25.00	48.18¢	53¢	31.82¢	35¢	25.45¢	28¢
\$31.82	\$35.00	25.45¢	28¢	31.82¢	35¢	25.45¢	28¢
\$40.91	\$45.00	18.18¢	20¢	31.82¢	35¢	25.45¢	28¢
\$50.00	\$55.00	7.27¢	8¢	31.82¢	35¢	25.45¢	28¢
\$59.09	\$65.00	0¢	0¢	31.82¢	35¢	25.45¢	28¢

Service Tier 3: 15 to 29 active Telstra mobile services:

Select Member Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	23.64¢	26¢	31.82¢	35¢	23.64¢	26¢
\$27.27	\$30.00	16.36¢	18¢	31.82¢	35¢	23.64¢	26¢
\$36.36	\$40.00	5.45¢	6¢	31.82¢	35¢	23.64¢	26¢

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\$45.45	\$50.00	0¢	0¢	31.82¢	35¢	23.64¢	26¢
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Select Phone Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	64.55¢	71¢	31.82¢	35¢	23.64¢	26¢
\$22.73	\$25.00	46.36¢	51¢	31.82¢	35¢	23.64¢	26¢
\$31.82	\$35.00	23.64¢	26¢	31.82¢	35¢	23.64¢	26¢
\$40.91	\$45.00	16.36¢	18¢	31.82¢	35¢	23.64¢	26¢
\$50.00	\$55.00	5.45¢	6¢	31.82¢	35¢	23.64¢	26¢
\$59.09	\$65.00	0¢	0¢	31.82¢	35¢	23.64¢	26¢

Service Tier 4: 30 to 49 active Telstra mobile services:

Select Member Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	21.82¢	24¢	31.82¢	35¢	21.82¢	24¢
\$27.27	\$30.00	14.55¢	16¢	31.82¢	35¢	21.82¢	24¢
\$36.36	\$40.00	3.64¢	4¢	31.82¢	35¢	21.82¢	24¢
\$45.45	\$50.00	0¢	0¢	31.82¢	35¢	21.82¢	24¢

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Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	62.73¢	69¢	31.82¢	35¢	21.82¢	24¢
\$22.73	\$25.00	44.55¢	49¢	31.82¢	35¢	21.82¢	24¢
\$31.82	\$35.00	21.82¢	24¢	31.82¢	35¢	21.82¢	24¢
\$40.91	\$45.00	14.55¢	16¢	31.82¢	35¢	21.82¢	24¢
\$.50.00	\$55.00	3.64¢	4¢	31.82¢	35¢	21.82¢	24¢
\$59.09	\$65.00	0¢	0¢	31.82¢	35¢	21.82¢	24¢

Service Tier 5: 50 and above active Telstra mobile services:

Select Member Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	
GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	20¢	22¢	31.82¢	35¢	20¢	22¢
\$27.27	\$30.00	12.73¢	14¢	31.82¢	35¢	20¢	22¢
\$36.36	\$40.00	1.82¢	2¢	31.82¢	35¢	20¢	22¢
\$45.45	\$50.00	0¢	0¢	31.82¢	35¢	20¢	22¢

Select Phone Plans							
Monthly Access Fee		Connection fee for eligible voice calls to fixed service numbers or Telstra mobile service numbers in Australia (no other fee applies)		Eligible voice calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)		Connection fee for Eligible voice calls* to non-Telstra mobile service numbers in Australia	

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GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
\$18.18	\$20.00	60.91¢	67¢	31.82¢	35¢	20¢	22¢
\$22.73	\$25.00	42.73¢	47¢	31.82¢	35¢	20¢	22¢
\$31.82	\$35.00	20¢	22¢	31.82¢	35¢	20¢	22¢
\$40.91	\$45.00	12.73¢	14¢	31.82¢	35¢	20¢	22¢
\$50.00	\$55.00	1.82¢	2¢	31.82¢	35¢	20¢	22¢
\$59.09	\$65.00	0¢	0¢	31.82¢	35¢	20¢	22¢

11.30 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile Section of Our Customer Terms](#)) applies to calls made on Select Plans.

11.31 If you add or remove services to or from your account and, as a result, you qualify for a different pricing tier, all services will be migrated to the applicable tier and the fees that you will be charged for calls will also change.

11.32 You may include your mobile services on any other Telstra consumer and business plans on your Select Plan account to qualify for the relevant tier level of your Select Plan account.

11.33 The Select Plan pricing does not apply to the other Telstra consumer and business plans on your Select Plan account. The services on your other plans will continue to receive the pricing and benefits of the existing plan attached to those services.

Other Call Charges

11.34 We charge you the following:

Call Type	GST excl	GST incl
3G Video Calls (per minute block or part thereof)	40.91¢	45¢
SMS	22.73¢	25¢
International SMS	45.45¢	50¢
MMS	45.45¢	50¢
MMS Video	68.18¢	75¢

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Call Forward	5.45¢ per 30 second block or part thereof to most phones in Australia	6¢ per 30 second block or part thereof to most phones in Australia
Message Retrieval	12.73¢ per 30 second block or part thereof	14¢ per 30 second block or part thereof
Data Rate per Kilobit	1.36¢ per kilobit	1.5¢ per kilobit

12 Telstra 3G and Next G Cap Plan (business) offer

Availability

- 12.1 On and from 11 May 2010, the Telstra 3G and Next G Cap Plan (business) offer is not available:
- (a) to new customers; or
 - (b) to existing customers seeking to recontract to a Telstra 3G and Next G Cap plan (business) offer, or add new services to an existing Telstra 3G and Next G Cap plan (business) offer.

Eligibility

- 12.2 To be eligible for the Telstra 3G and Next G Cap Plans (business) you must:
- (a) provide us with proof of your ABN, ACN or ARBN;
 - (b) purchase a compatible 3G or Next G handset under a 12 or 24 month Mobile Repayment Option; and
 - (c) connect this compatible 3G or Next G handset to a Telstra 3G and Next G Cap Plan (business).
- 12.3 The Telstra 3G and Next G Cap Plans (business) are a service only offer with a choice of 12 or 24 month minimum term.
- 12.4 We supply the Telstra 3G and Next G Cap Plans (business) for business purposes and you must use this offer predominantly for business purposes.

Payment and Cap Amounts

- 12.5 You must pay us your chosen plan’s minimum monthly spend each month for your minimum term.
- 12.6 You will not pay for calls of the type and value within your Cap Amounts (“**eligible calls**”) which are:

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- (a) Standard Cap - most national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia), calls to 1225, 1236, 124124, 12488, 125125, 12522, 12555, 1268, calls prefixed with 130, 131, 132, 133, 1340, 1342, 1343, 1344, 1345, 1346, 1347, 1348, 1349, 135, 136, 137, 138, 139, national standard mobile originating text messages, picture and video messages, MessageBank diversion and retrieval charges (voice and video) and any other calls determined as eligible by us; and
- b. Telstra Mobile Bonus - most national direct dial voice and video calls and national mobile originating text messages and picture and video messages to any other Telstra mobile.

“eligible calls”

- 12.7 Some call types are not eligible calls such as data calls, operator assisted calls, directory assistance calls to 1223, premium number calls (such as ‘19xx’ and ‘18xx’, ‘12xx’ and ‘13xx’ calls) not listed above as eligible calls, Premium SMS, international text, picture and video messages, calls made and received while overseas, Push to Talk calls, 1234 calls, third party content charges, PocketNews; and information calls. You must pay for any calls that are not eligible calls.
- 12.8 Eligible Telstra Mobile Bonus calls will be deducted from your Telstra Mobile Bonus first (and not from your Standard Cap). Once the value of your Telstra Mobile Bonus calls reaches the Telstra Mobile Bonus, these calls will be deducted from your Standard Cap (unless your Standard Cap has also been reached).
- 12.9 You must pay for any eligible calls made over your Standard Cap and/or Telstra Mobile Bonus (as applicable).

Handset bonus

- 12.10 If you:
- (a) purchase an eligible 3G or Next G handset on a 24 month Mobile Repayment Option; and
 - (b) take up a Telstra 3G and Next G Cap Plan 79 (business) or higher, or any other and Next G 3G Cap Plan (business) as determined by us, for 24 months
- you are eligible to receive a handset bonus which will reduce the cost of your monthly instalments over your Mobile Repayment Option term.
- 12.11 Where you have a handset bonus, you must maintain your Mobile Repayment Option for 24 months.

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12.12 The amount of the handset bonus varies according to the eligible 3G or Next G handset purchased.

Other promotional offers

12.13 Telstra 3G and Next G Cap Plans (business) are not available with any other Telstra mobile offer unless we tell you otherwise.

Changing your plan monthly spend or plan

12.14 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your Telstra 3G and Next G Cap Plan (business) minimum term, you may do so only while Telstra 3G and Next G Cap Plans (business) are available for recontracting.

Change	Terms	
	If you do not receive a handset bonus	If you receive a handset bonus
If you move to another Telstra 3G and Next G Cap Plan (business) with a lower monthly spend	You will need to restart your minimum term. Your call rates, included calls, Cap Amounts and monthly spend will be adjusted on a pro-rata basis to reflect your new plan. We may also charge you a \$50 administration fee. You will not be eligible for a handset bonus.	You will need to restart your minimum term. Your call rates, included calls, Cap Amounts and monthly spend will be adjusted on a pro-rata basis to reflect your new plan but the amount of your handset bonus will remain the same. You will also need to pay us an early termination charge and pay the balance of your Mobile Repayment Option.
If you move to another Telstra 3G Cap Plan (business) with a higher monthly spend	You do not need to restart your minimum term. Your call rates, included calls, Cap Amounts and monthly spend will be adjusted on a pro-rata basis to reflect your new plan. You will not be eligible to receive a handset bonus.	You do not need to restart your minimum term. Your call rates, included calls, Cap Amounts and monthly spend will be adjusted on a pro-rata basis to reflect your new plan. The amount of your handset bonus will remain the same.
If you move to another Telstra plan with a fixed minimum term	You will need to start a new minimum term. If your new plan has a lower monthly spend/access fee, we may also charge you a \$50 administration fee.	You will need to start a new minimum term. You will also need to pay us an early termination charge and pay the balance of your Mobile Repayment Option.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual	You will need to pay us an early termination charge.	You will need to pay us an early termination charge. Your handset bonus will cease.

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	Terms	
Change	If you do not receive a handset bonus	If you receive a handset bonus
plan or Telstra offer without a fixed term		

Early termination charges

- 12.15 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.
- 12.16 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

3G or Next G Cap Plan	Base ETC (incl. GST) without handset bonus		Base ETC (incl. GST) with handset bonus
	12 month plan	24 month plan	24 month plan
3G or Next G Cap Plan 49	\$255	\$450	\$900
3G or Next G Cap Plan 79	\$440	\$825	\$1275
3G or Next G Cap Plan 99	\$470	\$880	\$1330
3G or Next G Cap Plan 129	\$610	\$1165	\$1615

- 12.17 Any handset bonus you were receiving will end when your Telstra 3G and Next G Cap Plan is cancelled.

At the end of your minimum term

- 12.18 At the end of your minimum term your service will remain on your chosen Telstra 3G and Next G Cap Plan (business). You cannot move to another Telstra 3G and Next G Cap Plan (business) unless you recontract.
- 12.19 If the Telstra 3G and Next G Cap Plans (business) are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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Mobile Repayment Option

12.20 The Mobile Repayment Option terms and conditions set out in [Part C – Special Promotions of the Telstra Mobile Section Our Customer Terms](#) apply to the purchase of your 3G or Next G compatible handset under this offer (except for the option for an 18 month Mobile Repayment Option).

Plan charges and Cap Amounts

12.21 Your plan's call charges and Cap Amounts are set out below. Any unused Cap Amounts are forfeited at the end of each month.

Telstra 3G and Next G Cap Plan (business)	Telstra 3G and Next G Cap Plan 49 (business)		Telstra 3G and Next G Cap Plan 79 (business)		Telstra 3G and Next G Cap Plan 99 (business)		Telstra 3G and Next G Cap Plan 129 (business)	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Minimum monthly spend	\$44.5454	\$49.00	\$71.8181	\$79.00	\$90.00	\$99	\$117.2727	\$129
Cap Amounts:								
Standard Cap	\$181.8181	\$200	\$409.0909	\$450	\$500.00	\$550	\$636.3636	\$700
Telstra Mobile Bonus	\$45.4545	\$50	\$90.9090	\$100	\$136.3636	\$150	\$181.8181	\$200
Call connection fee for calls to an Australian fixed or mobile number	31.82¢	35¢	31.82¢	35¢	22.72¢	25¢	22.72¢	25¢
Call charges for standard voice calls to an Australian fixed or mobile number - at all times - per 30 second block or part thereof	36.36¢	40¢	31.82¢	35¢	31.82¢	35¢	27.27¢	30¢

13 Capped Plus Group Saver

Availability

13.1 On and from 11 May 2010, Capped Plus Group Saver is not available:

- (a) to new customers; or

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- (b) to existing customers seeking to take up Capped Plus Group Saver.

Eligibility

- 13.2 You are eligible to apply for the Capped Plus Group Saver offer if you:
- (a) provide us with proof of your ABN, ACN or ARBN; and
 - (b) you have at least two Telstra mobile services, both of which are on a Telstra 3G and Next G Cap Plan (business), Telstra 3G Mobile Phone Cap Plan (business), Telstra Capped Plus Plan (business) and/or Telstra Business Smartphone Plan.
- 13.3 We supply the Capped Plus Group Saver offer for business purposes and you must use this offer predominantly for business purposes.
- 13.4 To establish a Capped Plus Group Saver, you must transfer eligible mobile services to one Capped Plus Group Saver group account.
- 13.5 You can have a minimum of 2 and a maximum of 20 eligible mobile services in a Group account at any time. At least 2 of the services in a Group account must be 3G Mobile Phone Cap Plans (business), Telstra Capped Plus Plans (business), Telstra 3G and Next G Cap Plan (business) and/or Telstra Business Smartphone Plans.
- 13.6 Any Telstra mobile post-paid service may be transferred to your Group Account, except for Telstra Talk Plans, Telstra account managed plans, more4you plans, Telstra satellite plans, Telstra staff plans, communic8 pre-paid, Telstra Pre-Paid and Telstra Pre-Paid Plus.
- 13.7 If you already have an existing group offer on a group account, you are not eligible for the Capped Plus Group Saver on the same Group Account unless you first cancel your existing group offer.
- 13.8 You will receive the following benefits under the Capped Plus Group Saver offer:
- (a) the first 10 minutes of all national voice calls between mobiles services included in your Group Account will be free, 24 hours a day, 7 days a week. Standard voice call rates apply to these calls after the first 10 minutes; and
 - (b) no call connection fee for national voice calls between mobile services included in the Group Account.

Adding or removing services or cancellation

- 13.9 You may remove or add eligible services (within the minimum and maximum limits) from your Group Account or cancel your Capped Plus Group Saver at any time by telling us, unless we say otherwise.

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13.10 If you choose to remove a service from your Group Account, the Capped Plus Group Saver benefits will no longer apply to that service and all calls to and from that service will be charged in accordance with the applicable standard rates.

13.11 We may cancel your Group Account if there is only one eligible service on it at any time or if you no longer satisfy the eligibility requirements outlined above. We will tell you before this happens.

Withdrawal of offer

13.12 All services listed under your Group Account will continue to receive the benefits of the Capped Plus Group Saver offer while it is available. If the Capped Plus Group Saver offer is withdrawn or is otherwise no longer available, we may roll your Group Account over to another current group plan which is reasonably comparable. We will tell you before this happens.

Existing service terms and conditions apply

13.13 The terms and conditions of the eligible plan for each service in the Group Account continue to apply in addition to the Capped Plus Group Saver terms.

13.14 You must continue to pay the monthly access fee, minimum monthly spend, early termination charge and/or additional usage for each service in your Group Account in accordance with the eligible plan terms and conditions for that service.

14 Telstra Business Smartphone Plans

Eligibility

14.1 To be eligible for a Telstra Business Smartphone Plan you must have an ABN, ACN or ARBN. You must use the Telstra Business Smartphone Plan predominantly for business purposes.

Availability

14.2 On and from 11 May 2010, Telstra Business Smartphone Plans are not available:

- (a) to new customers; or
- (b) to existing customers seeking to recontract to a Telstra Business Smartphone Plan, or add new services to an existing Telstra Business Smartphone Plan.

14.3 The Telstra Business Smartphone Plans are not available with any other Telstra mobile offer unless specified by us.

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Minimum contract term

- 14.4 Telstra Business Smartphone Plans are available only for a 24 month fixed contract term.

Data/email solutions

- 14.5 Different data/email solutions are available on different Telstra Business Smartphone Plans.
- 14.6 The following data/email solutions are available only on Telstra Business Smartphone Plans that are connected to a BlackBerry handset:
- (a) BlackBerry Individual Solution (**BlackBerry BIS**); or
 - (b) BlackBerry Enterprise Server Solution SIM/Service only (**BlackBerry BES**).
- 14.7 The following data/email solutions are available on Telstra Business Smartphone Plans that are connected to any eligible handset:
- (a) Telstra Mobile Broadband Monthly Data Pack (150MB) (**150MB Data Pack**); or
 - (b) Telstra Mobile Broadband Monthly Data Pack (300MB) (**300MB Data Pack**); or
 - (c) Microsoft Mobile Email Plan (SIM only) (**MMEP**).
- 14.8 The data/email solutions that are available with each Telstra Business Smartphone Plan are set out in the table below:

Plan	Data/email solution(s)
Business Smartphone Plan \$79	150 MB Data Pack
Business Smartphone Plan \$89	300 MB Data Pack or BlackBerry BIS
Business Smartphone Plan \$99	MMEP
Business Smartphone Plan \$109	BlackBerry BES
Business Smartphone Plan \$119	300 MB Data Pack or BlackBerry BIS

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Plan	Data/email solution(s)
Business Smartphone Plan \$129	MMEP
Business Smartphone Plan \$139	BlackBerry BES or 300 MB Data Pack or BlackBerry BIS
Business Smartphone Plan \$149	MMEP
Business Smartphone Plan \$159	BlackBerry BES

14.9 The terms that apply to your data/email solutions are set out in the applicable sections of [Part G - Data Services of the Mobile Services Section of Our Customer Terms](#). However, the Monthly Access Charges for your data/email solutions and the rules relating to the end of your contract term, changes or cancellation to your data/email solutions are set out below.

14.10 You may choose to acquire an additional Data Service with your Telstra Business Smartphone Plan (**Additional Data Service**). 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 Mobile Services Section of Our Customer Terms](#).

Handset options

14.11 Telstra Business Smartphone Plans are available only with compatible handsets approved by us.

14.12 You may select one of the following Telstra Business Smartphone Plans:

- (a) Telstra Business Smartphone Plan – Phone Option; or
- (b) Telstra Business Smartphone Plan - SIM Option.

14.13 You buy a compatible handset from us at a subsidised price when you connect to a Telstra Business Smartphone Plan – Phone Option.

14.14 Telstra Business Smartphone Plan - SIM Option is available with a ‘bring your own’ Compatible Handset or, for eligible customers, with a Mobile Repayment Option compatible handset.

14.15 Eligible Telstra Business Smartphone Plan - SIM Option customers can apply for a Mobile Repayment Option. The Mobile Repayment Options terms and

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conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Charges

14.16 We charge you the following Monthly Access Charge for the following Telstra Business Smartphone Plans:

Telstra Business Smartphone Plan (and data/email solution)	Monthly Access Fee (Including GST)
Business Smartphone Plan \$79 (150 MB Data Pack)	\$79
Business Smartphone Plan \$89 (300 MB Data Pack)	\$89
Business Smartphone Plan \$89 (BlackBerry BIS)	\$89
Business Smartphone Plan \$99 (MMEP)	\$99
Business Smartphone Plan \$109 (BlackBerry BES)	\$109
Business Smartphone Plan \$119 (300 MB Data Pack)	\$119
Business Smartphone Plan \$119 (BlackBerry BIS)	\$119
Business Smartphone Plan \$129 (MMEP)	\$129
Business Smartphone Plan \$139 (BlackBerry BES)	\$139
Business Smartphone Plan \$139 (300 MB Data Pack)	\$139
Business Smartphone Plan \$139 (BlackBerry BIS)	\$139
Business Smartphone Plan \$149 (MMEP)	\$149
Business Smartphone Plan \$159 (BlackBerry BES)	\$159

14.17 We also charge for any calls that are not eligible calls for the purposes of your Included Calls and Telstra Mobile Bonus, eligible calls made in excess of your Included Calls and Telstra Mobile Bonus and any other services you use. The charges for voice and video calls that are not eligible calls for the purposes of your Included Calls and Telstra Mobile Bonus and for eligible calls made in excess of your Included Calls and Telstra Mobile Bonus are set out in the table below. All amounts are inclusive of GST.

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Telstra Business Smartphone Plan (and data/email solution)	Voice Call Rates (per 30 second block or part thereof)	Video Call Rates (per 30 second block or part thereof)	Call Connection Fee (Video and Voice calls) (per call)
Business Smartphone Plan \$79 (150 MB Data Pack)	40¢	60¢	35¢
Business Smartphone Plan \$89 (300 MB Data Pack)			
Business Smartphone Plan \$89 (BlackBerry BIS)	40¢	60¢	35¢
Business Smartphone Plan \$99 (MMEP)			
Business Smartphone Plan \$109 (BlackBerry BES)			
Business Smartphone Plan \$119 (300 MB Data Pack)	35¢	50¢	35¢
Business Smartphone Plan \$119 (BlackBerry BIS)			
Business Smartphone Plan \$129 (MMEP)			
Business Smartphone Plan \$139 (BlackBerry BES)			
Business Smartphone Plan \$139 (300 MB Data Pack)	35¢	50¢	25¢
Business Smartphone Plan \$139 (BlackBerry BIS)			
Business Smartphone Plan \$149 (MMEP)			
Business Smartphone Plan \$159 (BlackBerry BES)			

14.18 The charges for text messages and picture messages that are not eligible for the purposes of your Included Calls and Telstra Mobile Bonus and for text messages and picture messages made in excess of your Included Calls and Telstra Mobile Bonus are set out in the table below. All amounts are inclusive of GST.

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Type	Charge (per message, per recipient)
Text Message Rate to an Australian number	25¢
Text Message Rate to an international number	50¢
Picture Message Rate to an Australian number	50¢
Picture Message Rate to an Australian number	75¢

14.19 We also charge for any data usage that is not eligible data usage for the purposes of your Included Data, eligible data usage made in excess of your Included Data and any other services you use. Included Data may be an included monthly data allowance or an included monthly email allowance (or both) depending on the Telstra Business Smartphone Plan chosen.

14.20 The charges for data usage that is not eligible data usage for the purposes of your Included Data and for eligible data usage in excess of your Included Data are set out in the sections of [Part G - Data Services of the Mobile Services Section of Our Customer Terms](#) relevant to:

- (a) your data/email solution, if you have no Additional Data Service; or
- (b) your Additional Data Service, if you have an Additional Data Service.

14.21 The applicable charges set out in Our Customer Terms apply to other services used by you.

Included Calls, Included Data and Telstra Mobile Bonus

14.22 We will not charge you for included calls of the type and value of your Included Calls or your Telstra Mobile Bonus or for eligible data or email usage (as applicable) to the value of your Included Data. The value of your Included Calls, Telstra Mobile Bonus and Included Data are set out in the table below. All amounts are inclusive of GST.

Telstra Business Smartphone Plan (and data/email solution)	Included Calls (Monthly)	Telstra Mobile Bonus (Monthly)	Included Data (Monthly)
Business Smartphone Plan \$79 (150 MB Data Pack)	\$200	\$50	150 MB data
Business Smartphone Plan \$89 (300 MB Data Pack)			300 MB data

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Telstra Business Smartphone Plan (and data/email solution)	Included Calls (Monthly)	Telstra Mobile Bonus (Monthly)	Included Data (Monthly)
Business Smartphone Plan \$89 (BlackBerry BIS)			Unlimited* email in Australia
Business Smartphone Plan \$99 (MMEP)			Unlimited ActiveSync push email in Australia^ and 100MB data
Business Smartphone Plan \$109 (BlackBerry BES)			Unlimited* email in Australia
Business Smartphone Plan \$119 (300 MB Data Pack)			300 MB data
Business Smartphone Plan \$119 (BlackBerry BIS)			Unlimited* email in Australia
Business Smartphone Plan \$129 (MMEP)	\$450	\$100	Unlimited ActiveSync push email in Australia^ and 100MB data
Business Smartphone Plan \$139 (BlackBerry BES)			Unlimited* email in Australia
Business Smartphone Plan \$139 (300 MB Data Pack)			300 MB data
Business Smartphone Plan \$139 (BlackBerry BIS)			Unlimited* email in Australia
Business Smartphone Plan \$149 (MMEP)	\$550	\$150	Unlimited ActiveSync push email in Australia^ and 100MB data
Business Smartphone Plan \$159 (BlackBerry BES)			Unlimited* email in Australia

* Our FairPlay policy applies.

^ Speeds slowed to 100kbps after 1GB of Active Synch Push Email is used.

14.23 Eligible Telstra Mobile Bonus calls will be deducted from your Telstra Mobile Bonus first (and not from your Included Calls). When the value of your Telstra Mobile Bonus calls exhausts the Telstra Mobile Bonus, these calls will be deducted from your Included Calls (unless and until your Included Calls has been exhausted).

14.24 You can use your Included Calls for most types of national direct dial voice calls including calls to Telstra Satellite Mobiles, calls to fixed line services, voice and

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video calls to Australian mobiles, calls to most 12 numbers and 13 numbers, MessageBank calls, mobile originated SMS, most types of mobile originated MMS and other call types determined by us. You cannot use included calls for other call types, including calls to the Sensis 1234 service, Directory Assistance, third party content calls, international calls, SMS and MMS and international roaming calls. Unused Included Calls expire at the end of each month.

- 14.25 You can use your Telstra Mobile Bonus for some national direct dial calls, including calls to Telstra GSM, 3G and Satellite Mobile numbers (including video calls), and for mobile originated SMS, and most types of mobile originated MMS, to Telstra mobiles. You cannot use your Telstra Mobile Bonus for other call types including calls to the Sensis 1234 service, calls to non-Telstra Australian mobile phones, calls to fixed line services, Directory Assistance, calls to 12234 and 12455, third party content calls, international calls, international SMS and MMS, international roaming calls, MessageBank calls and any other calls as determined by us. Unused Telstra Mobile Bonus expires at the end of each month.
- 14.26 For all Telstra Business Smartphone Plans, the Monthly Access Fee includes an amount of Included Data. Eligible data usage for the purposes of the Included Data is described in the sections of [Part G - Data Services of the Mobile Services Section of Our Customer Terms](#) relevant to your data/email solution. You cannot use your Included Data for Java, SMS (including Premium SMS), MMS, Next G network data service (including FOXTEL by Mobile, BigPond Photos and BigPond BigBlog), content subscription services, circuit switched data services, voice calls, video calls, Video MessageBank, voice MessageBank, or international roaming. Unused Included Data expires at the end of each month.
- 14.27 You cannot share unused Included Calls, Telstra Mobile Bonus or Included Data on your Telstra Business Smartphone Plan services with any other services.

Other Promotional offers

- 14.28 Telstra Business Smartphone Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Port In Credit

- 14.29 If you port an existing mobile phone number from another mobile service provider and connect to a Telstra Business Smartphone Plan you will be eligible for the Port In Credit. The amount of the Port In Credit is \$120. The Port In Credit is not redeemable for cash.
- 14.30 The Port In Credit is not available with any other port in credit offer unless specified by us.
- 14.31 The Port In Credit is not available where you receive a Welcome Credit from us.

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Changing your plan

14.32 If you are a Telstra Business Smartphone Plan customer, we may allow you to move to another Telstra Business Smartphone Plan during your contract term. The terms applying to these changes are set out in the table below.

14.33 If the change you request requires you to restart your contract term or recontract to another Telstra Business Smartphone Plan, you may only do so while the Telstra Business Smartphone Plans are available for recontracting. If the Telstra Business Smartphone Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

Existing plan	Change	Terms
Telstra Business Smartphone Plan - SIM Option	Move to an equivalent or higher Monthly Access Fee	<p>You do not need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your contract before the minimum contract term, we may charge you the early termination charge applicable to the original Monthly Access Fee.</p>
	Move to a lower Monthly Access Fee or move to any Telstra Business Smartphone Plan - Phone Option	<p>You need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee. Early termination charges apply.</p>
Telstra Business Smartphone Plan - SIM Option (with Mobile Repayment Option)	Move to an equivalent or higher Monthly Access Fee	<p>You do not need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee. Mobile Repayment Options repayments will migrate to the new plan.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your contract before the minimum contract term, we may charge you the early termination charge applicable to the original Monthly Access Fee.</p>

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Existing plan	Change	Terms
	Move to a lower Monthly Access Fee or move to any Telstra Business Smartphone Plan - Phone Option	You will need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee. Early termination charges may apply. Mobile Repayment Options repayments (if any) will be transferred to your new contract.
Telstra Business Smartphone Plan - Phone Option	Move to an equivalent or higher Monthly Access Fee	You do not need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your contract before the minimum contract term, we may charge you the early termination charge applicable to the original Monthly Access Fee.
	Move to a lower Monthly Access Fee or move to any Telstra Business Smartphone Plan - SIM Option	You will need to restart your contract term. Monthly Access Fee, Included Calls, Included Data, Telstra Mobile Bonus and call and data rates will be adjusted on a pro-rata basis to reflect the new Monthly Access Fee. Early termination charges apply.

At the end of your contract term

14.34 Unless you make alternative arrangements, at the end of the contract term your service will remain on a Telstra Business Smartphone Plan on a month to month basis. You may recontract for a new Telstra Business Smartphone Plan while those plans are available for recontracting.

14.35 If Telstra Business Smartphone Plans are no longer available at the end of your contract term, we may move your service to any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Early termination charges

14.36 You must pay an early termination charge (**ETC**) as reasonably determined by us if, during your contract term:

- (a) you cancel (other than as a result of our material breach) or we cancel your Telstra Business Smartphone Plan; or

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- (b) you move to a Telstra Business Smartphone Plan with a lower Monthly Access Fee, or take up a Pre-Paid Plan, Casual Plan or other non-approved plan.

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

$$\frac{\text{Base ETC x number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in the minimum term}}$$

14.38 The Base ETC for each Telstra Business Smartphone Plan is set out in the table below.

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Telstra Business Smartphone Plan (and data/email solution)	Base ETC (incl GST)	
	Phone Option	SIM Option
Business Smartphone Plan \$79 (150 MB Data Pack)	\$970	\$380
Business Smartphone Plan \$89 (300 MB Data Pack)	\$1,000	\$400
Business Smartphone Plan \$89 (BlackBerry BIS)	\$1,020	\$410
Business Smartphone Plan \$99 (MMEP)	\$1,050	\$440
Business Smartphone Plan \$109 (BlackBerry BES)	\$1,100	\$490
Business Smartphone Plan \$119 (300 MB Data Pack)	\$1,300	\$630
Business Smartphone Plan \$119 (BlackBerry BIS)	\$1,330	\$645
Business Smartphone Plan \$129 (MMEP)	\$1,400	\$715
Business Smartphone Plan \$139 (BlackBerry BES)	\$1,420	\$740
Business Smartphone Plan \$139 (300 MB Data Pack)	\$1,800	\$1,075
Business Smartphone Plan \$139 (BlackBerry BIS)	\$1,815	\$1,090
Business Smartphone Plan \$149 (MMEP)	\$1,880	\$1,160
Business Smartphone Plan \$159 (BlackBerry BES)	\$1,900	\$1,175

15 Telstra Business FleetSelect Plan offer

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Eligibility

- 15.1 To be eligible for the Telstra Business FleetSelect Plan you must have an ABN, ACN or ARBN. We supply the Telstra Business FleetSelect Plan for business purposes and you must use the Telstra Business FleetSelect Plan predominantly for business purposes.
- 15.2 You must connect a minimum of 5 services to your Telstra Business FleetSelect Plan account to be eligible. You may use mobile services from your other Telstra plans which are on your Telstra Business FleetSelect Plan account to count towards the number of services connected to your Telstra Business FleetSelect Plan. The services on your other plans (other than Telstra Business FleetSelect Plan) will not receive the Telstra Business FleetSelect Plan charges, any of the Bonus Options, the Loyalty Bonus Credit or Free IntraAccount calls and will

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continue to receive the pricing and benefits of the existing plan attached to those services. The services on the other plans will be able to share Telstra Business FleetSelect Plan unused included calls unless you have incompatible plans on your Telstra Business FleetSelect Plan account. We set out below in the **Share Unused Included Calls** section plans that are incompatible plans. You must continue to have at least 5 services connected to your Telstra Business FleetSelect Plan account at any one time to continue to remain eligible.

- 15.3 You cannot have Telstra corporate plans, Telstra capped plans, Telstra Mobile Broadband PC Packs, Telstra 3G Connect PC Packs, Telstra Get Connected Plans or Telstra Business Smartphone plans on your Telstra Business FleetSelect Plan account.

Availability

- 15.4 On and from 15 January 2010, Telstra Business FleetSelect plans are not available:
- (a) to new customers; or
 - (b) to existing customers seeking to add new services to an existing Telstra Business FleetSelect plan.
- 15.5 The Telstra Business FleetSelect Plan is available as a:
- (a) fixed term Member Plan; or
 - (b) month by month Casual Plan.
- 15.6 If you want to connect your existing Telstra mobile service to a Telstra Business FleetSelect Plan, you will need to cancel your current plan and pay us any applicable early termination charges, administration charges and migration charges for that cancellation.
- 15.7 Telstra Business FleetSelect Plans are available from 1 December 2006 until they are withdrawn by us.
- 15.8 On and from 30 June 2009, Telstra Business FleetSelect casual plans with a Monthly Access Fee of \$40, \$60, \$80, \$100, \$150 and \$250 (**Withdrawn Casual Plans**) are not available to new customers or existing customers who do not have a Withdrawn Casual Plan as at 30 June 2009.

Included calls

- 15.9 For all Telstra Business FleetSelect Plans, except Telstra Business FleetSelect Member Plans with a \$10 Monthly Access Fee, your plan's Monthly Access Fee includes an amount of included calls equal to the value of your Monthly Access Fee. Unused included calls expire at the end of each month.

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15.10 You can use your included calls for most types of national direct dial voice calls and data calls (including WAP circuit switched data calls) and for SMS, MMS, MessageBank and voice calls to a 13 number (including 1300 or 1345 number) and video calls. You cannot use your included calls for other call types including WAP packet switched data calls, calls to the Sensis 1234 service, Directory Assistance calls to 12234 and 12455, third party content calls, international calls and international roaming calls.

Share Unused Included Calls

15.11 You can share unused included call credits on your Telstra Business FleetSelect Plan services between your Telstra Business FleetSelect Plan services and with other Telstra services on the same Telstra account except where you have incompatible plans on your Telstra Business FleetSelect Plan account. Telstra Business Talk Plans, Telstra Business Talk Saver Plans and Telstra Business Untimed Plans are incompatible plans. If you have Telstra Business Talk Plans, Telstra Business Talk Saver Plans or Telstra Business Untimed Plans on your Telstra Business FleetSelect Plan account, no services (including as between your Telstra Business FleetSelect Plan services) will be able to share unused included calls.

15.12 Unused included calls expire at the end of each month.

Free IntraAccount calls

15.13 As a Telstra Business FleetSelect Plan customer, you can make voice calls from your Telstra Business FleetSelect Plan service to other services on the same Telstra account for free. Free IntraAccount calls do not apply to video calls, international calls or international roaming calls.

15.14 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free IntraAccount calls.

15.15 For Telstra Business FleetSelect Member Plans, each Telstra Business FleetSelect Plan service on your Telstra account will continue to receive its chosen Bonus Option. Free IntraAccount calls will apply for voice calls from Telstra Business FleetSelect Plan services to other services on the same account in priority to any applicable Bonus Option unless the call cost would be zero under the Bonus Option.

3G or Next G Video Service

15.16 If you have an approved 3G or Next G compatible handset and a compatible SIM, you can access Telstra's 3G or Next G Video Service from your Telstra Business FleetSelect Plan. Full terms and conditions about Telstra's 3G or Next G Video Service, including details about charging are set out in [Part G – Data Services section of The Telstra Mobile section](#) of Our Customer Terms.

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(a) Telstra Business FleetSelect Member Plans

15.17 The Telstra Business FleetSelect Member Plans are available:

- (a) with a subsidised handset Phone Option; or
- (b) as a SIM Only Option with a bring your own handset or, for eligible customers, with a Mobile Repayment Option handset,

in accordance with the terms set out below.

15.18 We charge you your chosen Monthly Access Fee each month of your minimum term. We also charge you for any call charges beyond your included calls and for other services you use.

Member Plan - Phone Option

15.19 You can buy a handset from us at a subsidised price when you connect to a Telstra Business FleetSelect Member Plan - Phone Option for 24 months with a Monthly Access Fee of \$30 or more.

15.20 The Telstra Business FleetSelect Member Plan - Phone Option is not available with any other Telstra mobile offer unless specified by us.

15.21 You will not be eligible for the Loyalty Bonus Credit if you connect to a Telstra Business FleetSelect Member Plan - Phone Option.

Member Plan - SIM Only Option

15.22 Telstra Business FleetSelect Member Plan - SIM Only Option is available on a 12 or 24 month Telstra Business FleetSelect Member Plan with a bring- your- own handset or, for eligible customers, with a Mobile Repayment option handset.

15.23 If you connect to a Telstra Business FleetSelect Member Plan - SIM Option Only on a 24 month plan with a Monthly Access Fee of \$30 or more you are eligible for the Loyalty Bonus Credit as a monthly credit.

15.24 If you connect to a Telstra Business FleetSelect Member Plan - SIM Option Only on:

- (a) a 12 month plan; or
- (b) a 24 month plan with a Monthly Access Fee of less than \$30,

you will not be eligible for the Loyalty Bonus Credit as a monthly credit.

Mobile Repayment Option

15.25 Eligible Telstra Business FleetSelect Member Plan - SIM Only Option customers can apply for a Mobile Repayment Option. The Mobile Repayment Options terms

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

Loyalty Bonus Credit

15.26 If you connect to a Telstra Business FleetSelect Member Plan - SIM Option Only on a 24 month plan with a Monthly Access Fee of \$30 or more you are eligible for the Loyalty Bonus Credit as a monthly credit.

15.27 The Loyalty Bonus Credit will appear on your Telstra Business FleetSelect Member Plan - SIM Only Option bill and will be credited against your monthly charges.

15.28 The Loyalty Bonus Credit ceases at the end of your minimum term, unless you recontract to a Telstra Business FleetSelect Member Plan - SIM Only Option on a 24 month plan with a Monthly Access Fee of \$30 or above.

15.29 If you select:

- (a) a Telstra Business FleetSelect Member Plan - Phone Option;
- (b) a Telstra Business FleetSelect Member Plan - SIM Only Option on:
 - (i) 24 month plan with a Monthly Access Fee of less than \$30; or
 - (ii) 12 month plan; or
- (c) a Telstra Business FleetSelect Casual Plan,

you will not be eligible for the Loyalty Bonus Credit.

15.30 The Loyalty Bonus Credit is applied to each individual Telstra Business FleetSelect service. It cannot be shared between your Telstra Business FleetSelect services or between any of your other Telstra mobile services and is not redeemable for cash.

Port In Credit

15.31 If you port an existing mobile phone number from another mobile service provider and connect to a Telstra Business FleetSelect Member Plan with a Monthly Access Fee of \$30 you will be eligible for the Port In Credit. The amount of your Port In Credit depends on your Telstra Business FleetSelect Member Plan Monthly Access Fee. The Port In Credit is not redeemable for cash.

15.32 The Port In Credit will be determined as follows:

Monthly Access Fee	Port In Credit
\$30	\$120

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Monthly Access Fee	Port In Credit
\$40	\$130
\$60	\$150
\$80	\$180
\$100	\$210
\$150	\$250
\$250	\$290

15.33 The Port In Credit is not available with any other Telstra port in credit offer unless specified by us.

Business Bonus Options

15.34 Telstra Business FleetSelect Member Plan customers, except customers on a Telstra Business FleetSelect Member Plans with a Monthly Access Fee of \$10, may choose one of the Bonus Options described below. The call charges applicable to your chosen Bonus Option will apply instead of the call charges set out in your Telstra Business FleetSelect Member Plan.

15.35 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Bonus Options.

15.36 You can change your Bonus Option once in each 30 day period without incurring any fees. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

15.37 Bonus Options do not apply to premium content and information services, calls to numbers beginning with 19, 12, 13, 1300, emergency calls, calls to Telstra Mobile Satellite services, calls to Optus satellite phones, diversion calls, value added services (such as reminder and wakeup calls), Dial It Services (weather and time), Operator Assisted calls, calls involving third party content charging, international or international roaming calls, MessageBank deposits and retrievals, Memo, PocketNews, data calls (such as SMS, MMS, Bigpond Mobile Services, GRPS, 3G, Push To Talk and Telstra Active) or video calls. We will not charge you for any calls to numbers commencing with 1800.

15.38 A call connection fee applies for each call using a Bonus Option (except for calls made using the No Flagfall Bonus Option) and is not discounted under any of the Bonus Options. Call rates for all Bonus Options are shown in rates per 30 second blocks, but are charged per second.

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Bonus Option	Description
Any Mobile	You can call any mobile on an Australian network at anytime at discounted rates
Telstra Mobile Rate	You can call any mobile on Telstra's network at any time at discounted rates
Any Fixed	You can call any Australian fixed line at any time at discounted rates
Business Hours	You can call any Australian fixed line or mobile number between 7am to 7pm, 7 days per week at discounted rates
No Flagfall	You can call any Australian mobile or fixed line number at any time and will not be charged a flagfall

Changing your monthly spend/plan

- 15.39 If you are a Telstra Business FleetSelect Member Plan customer, we may allow you to change your original Monthly Access Fee or move to another plan during your minimum term. The terms applying to these changes are set out in the table below.
- 15.40 If the change you request requires you to restart your minimum term or recontract to another Telstra Business FleetSelect Member Plan, you may only do so while the Telstra Business FleetSelect Member Plans are available for recontracting. If the Telstra Business FleetSelect Member Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

Member Plan	Change	Terms
SIM Only Option Plan (with bring-your-own handset)	If you move to a higher Monthly Access Fee on the same plan without recontracting	You do not need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the minimum term, we may charge you the early termination charge applicable to your original Monthly Access Fee and a \$50 administration fee.
	If you move to a lower Monthly Access Fee on the same plan; or If you move to another plan with a fixed minimum term	You will need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. You will also need to pay an early termination charge and a \$50 administration fee.

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Member Plan	Change	Terms
	(whether the Monthly Access Fee is higher or lower)	
SIM Only Option Plan (with Mobile Repayment Option)	If you move to a higher Monthly Access Fee on the same plan without recontracting	You do not need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. Your Mobile Repayment Option repayments will be transferred to your new plan. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the minimum term, we may charge you the early termination charge applicable to your original Monthly Access Fee and a \$50 administration fee.
	If you move to a lower Monthly Access Fee; or If you move to another plan type with a fixed term (whether the Monthly Access Fee is higher or lower)	You will need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. You will also need to pay an early termination charge and a \$50 administration fee. Your Mobile Repayment Option repayments will be transferred to your new plan.
Phone Option Plan	If you move to a higher Monthly Access Fee on the same plan without recontracting	You do not need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the minimum term, we may charge you the early termination charge applicable to your original Monthly Access Fee and a \$50 administration fee.
	If you move to a lower Monthly Access Fee; or If you move to another plan (for example a SIM Only Option) with a fixed minimum term (whether the Monthly Access Fee is higher or lower)	You will need to restart your minimum term. Your call rates, included calls and Monthly Access Fee will be adjusted on a pro-rata basis to reflect your new Monthly Access Fee. You will also need to pay an early termination charge and a \$50 administration fee.
	If you buy a new handset from us on a new Phone Plan	You need to restart your minimum term. You will need to pay an early termination charge and a \$50 administration fee.

15.41 If the number of services connected to your Telstra Business FleetSelect Member Plan account drops below 5 at any one time, your services will no longer be

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eligible for Telstra Business FleetSelect Member Plan. We may cancel your Telstra Business FleetSelect Member Plan services and may charge you the applicable early termination charges. We will tell you before this happens.

Early termination charges

15.42 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 your Telstra Business FleetSelect Member Plan; or
- (b) you move to a lower Monthly Access Fee, a different Telstra Business FleetSelect Member Plan, or take up a Telstra Business FleetSelect Casual Plan or other non-approved plan.

15.43 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.

15.44 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Telstra Business FleetSelect Member Plan Monthly Spend	Base ETC (include. GST) SIM Only Member Plan		Base ETC (include GST) Subsidised Handset Member Plans
	12 month plan	24 month plan	24 month plan
\$10	\$85	\$140	N/A
\$30	\$165	\$270	\$680
\$40	\$190	\$315	\$780
\$60	\$230	\$400	\$980
\$80	\$335	\$610	\$1190
\$100	\$395	\$725	\$1490
\$150	\$575	\$1080	\$1840
\$250	\$700	\$1400	\$2160

The application Base ETC may be less depending on the handset you select. We may also charge you a \$50 administration fee in addition to the ETC.

At the end of your minimum term

15.45 Unless you make alternative arrangements, at the end of the minimum term your service will remain on a Telstra Business FleetSelect Member Plan on a month-

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to-month basis. You will continue to be eligible for Telstra Business FleetSelect Member Plan call rates and benefits. However, if you are a Telstra Business FleetSelect Member Plan - SIM Only Option customer, your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to a Member Plan SIM Option Only on a 24 month plan with a Monthly Access Fee of \$30 or more. You may recontract for a new Telstra Business FleetSelect Member Plan while those plans are available for recontracting.

- 15.46 If Telstra Business FleetSelect Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Tiered Pricing

- 15.47 Telstra Business FleetSelect Member Plan has five different pricing tiers as set out below:

- (a) Tier 1 for customers who have 5 to 10 eligible Telstra mobile plan services;
- (b) Tier 2 for customers who have 11 to 19 eligible Telstra mobile plan services;
- (c) Tier 3 for customers who have 20 to 39 eligible Telstra mobile plan services;
- (d) Tier 4 for customers who have 40 to 79 eligible Telstra mobile plan services; and
- (e) Tier 5 for customers who have 80 or more eligible Telstra mobile plan services

- 15.48 The charges for your Telstra Business FleetSelect Member Plan services depend on the number of eligible mobile services you have connected to your Telstra Business FleetSelect account at any one time. You may use any of the mobile services from other Telstra plans which are on your Telstra Business FleetSelect Member Plan account to count toward the number of services and qualify for the relevant tier level on your Telstra Business FleetSelect Member Plan account. The services on your other plans (other than Telstra Business FleetSelect Plan) will not receive the Telstra Business FleetSelect Member Plan charges, any of the Bonus Options, the Loyalty Bonus Credit or Free IntraAccount calls and will continue to receive the pricing and benefits of the existing plan attached to those services. The services on the other plans will be able to share Telstra Business FleetSelect Plan unused included calls unless you have incompatible plans on your Telstra Business FleetSelect Plan account. We set out above in the [Share Unused Included Calls](#) section plans that are incompatible plans.

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15.49 You cannot have Telstra corporate plans, Telstra capped plans, Telstra Mobile Broadband PC Packs, Telstra 3G Connect PC Packs or Telstra Get Connected Plans on your Telstra Business FleetSelect Plan account.

15.50 If you add or remove Telstra mobile services from your account, and, as a result, qualify for a different Telstra Business FleetSelect Member Plan pricing tier, the prices you are charged for all Telstra Business FleetSelect Member Plan services on your Telstra Business FleetSelect Member Plan account will also change.

Eligibility for Tier 5 pricing

15.51 Customers will only be eligible to receive Tier 5 pricing if:

- (a) they have a minimum of 80 eligible mobile services connected to their Telstra Business FleetSelect account;
- (b) at least 40 of the eligible mobile services are connected after 26 March 2009 to a Telstra Business FleetSelect Member plan with a minimum term of 12 months.

Existing Telstra Business FleetSelect customers who meet the above criteria will not have Tier 5 pricing automatically applied and must apply to Telstra to have Tier 5 pricing applied.

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Member Plan Pricing

15.52 The following tables summarise the call charges and pricing elements applicable to Telstra Business FleetSelect Member Plans.

Charges – Member Plans

TELSTRA BUSINESS FLEETSELECT - TIER 1 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
Monthly Spend	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	n/a	n/a	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250

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TELSTRA BUSINESS FLEETSELECT - TIER 1 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
Connection fee for calls to an Australian fixed or mobile number	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢
Call Charges – at all times (call connection fee applies)	24.55¢	27¢	22.73¢	25¢	21.82¢	24¢	20¢	22¢	18.18¢	20¢	17.27¢	19¢	16.36¢	18¢	15.45¢	17¢
Video Call Charges – at all times (call connection fee applies)	34.55¢	38¢	31.82¢	35¢	30¢	33¢	27.27¢	30¢	25.45¢	28¢	24.55¢	27¢	22.73¢	25¢	21.82¢	24¢
Call charges if you choose the Any Mobile Bonus Option (call connection fee applies)	n/a	n/a	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢

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TELSTRA BUSINESS FLEETSELECT - TIER 1 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the Telstra Mobile Bonus Option (call connection fee applies)	n/a	n/a	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢
Call charges if you choose the Any Fixed Bonus Option (call connection fee applies)	n/a	n/a	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢
Call charges if you choose the Business Hours Bonus Option (call connection fee applies)	n/a	n/a	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢

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TELSTRA BUSINESS FLEETSELECT - TIER 1 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	n/a	n/a	22.73¢	25¢	21.82¢	24¢	20¢	22¢	18.18¢	20¢	17.27¢	19¢	16.36¢	18¢	15.45¢	17¢
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	\$0	\$0	\$6.82	\$7.50	\$9.09	\$10	\$11.36	\$12.50	\$13.64	\$15	\$18.18	\$20	\$22.73	\$25	\$27.27	\$30
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢

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TELSTRA BUSINESS FLEETSELECT - TIER 1 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Monthly Spend	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	n/a	n/a	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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 Charges – at all times (call connection fee applies)	23.64¢	26¢	20.91¢	23¢	20¢	22¢	19.09¢	21¢	17.27¢	19¢	16.38¢	18¢	15.45¢	17¢	14.55¢	16¢
Video Call Charges – at all times (call connection fee applies)	33.64¢	37¢	30¢	33¢	29.09¢	32¢	26.36¢	29¢	24.55¢	27¢	23.64¢	26¢	21.82¢	24¢	20.91¢	23¢
Call charges if you choose the Any Mobile Bonus Option (call connection fee applies)	n/a	n/a	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

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Part B – Old Business and Corporate Plans

TELSTRA BUSINESS FLEETSELECT - TIER 2 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the Telstra Mobile Bonus Option (call connection fee applies)	n/a	n/a	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢
Call charges if you choose the Any Fixed Bonus Option (call connection fee applies)	n/a	n/a	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢	6.36¢	7¢
Call charges if you choose the Business Hours Bonus Option (call connection fee applies)	n/a	n/a	11.82¢	13¢	11.82¢	13¢	11.82¢	13¢	11.82¢	13¢	11.82¢	13¢	11.82¢	13¢	11.82¢	13¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	n/a	n/a	20.91¢	23¢	20¢	22¢	19.09¢	21¢	17.27¢	19¢	16.38¢	18¢	15.45¢	17¢	14.55¢	16¢
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	\$0	\$0	\$6.82	\$7.50	\$9.09	\$10	\$11.36	\$12.50	\$13.64	\$15	\$18.18	\$20	\$22.73	\$25	\$27.27	\$30
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Monthly Spend	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	n/a	n/a	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢
Call Charges – at all times (call connection fee applies)	21.2¢	24¢	19.9¢	21¢	18.8¢	20¢	17.7¢	19¢	15.5¢	17¢	14.5¢	16¢	13.4¢	15¢	12.73¢	14¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Video Call Charges – at all times (call connection fee applies)	31.82¢	35¢	28.18¢	31¢	27.27¢	30¢	25.45¢	28¢	23.64¢	26¢	21.82¢	24¢	20¢	22¢	19.09¢	21¢
Call charges if you choose the Any Mobile Bonus Option (call connection fee applies)	n/a	n/a	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Call charges if you choose the Telstra Mobile Bonus Option (call connection fee applies)	n/a	n/a	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the Any Fixed Bonus Option (call connection fee applies)	n/a	n/a	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢	5.45¢	6¢
Call charges if you choose the Business Hours Bonus Option (call connection fee applies)	n/a	n/a	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Call charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	n/a	n/a	19.09¢	21¢	18.18¢	20¢	17.27¢	19¢	15.45¢	17¢	14.55¢	16¢	13.64¢	15¢	12.73¢	14¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	\$0	\$0	\$6.82	\$7.50	\$9.09	\$10	\$11.36	\$12.50	\$13.64	\$15	\$18.18	\$20	\$22.73	\$25	\$27.27	\$30
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 4 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Monthly Spend	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	n/a	n/a	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢	12.73¢	14¢
Call Charges – at all times (call connection fee applies)	20¢	22¢	18.18¢	20¢	17.27¢	19¢	15.45¢	17¢	13.64¢	15¢	11.82¢	13¢	10.91¢	12¢	9.09¢	10¢

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TELSTRA BUSINESS FLEETSELECT - TIER 4 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Video Call Charges – at all times (call connection fee applies)	28.18¢	31¢	25.45¢	28¢	23.64¢	26¢	20.91¢	23¢	18.18¢	20¢	16.36¢	18¢	15.45¢	17¢	14.55¢	16¢
Call charges if you choose the Any Mobile Bonus Option (call connection fee applies)	n/a	n/a	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢
Call charges if you choose the Telstra Mobile Bonus Option (call connection fee applies)	n/a	n/a	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢

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TELSTRA BUSINESS FLEETSELECT - TIER 4 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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 charges if you choose the Any Fixed Bonus Option (call connection fee applies)	n/a	n/a	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢	4.55¢	5¢
Call charges if you choose the Business Hours Bonus Option (call connection fee applies)	n/a	n/a	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢	8.18¢	9¢
Call charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	n/a	n/a	18.18¢	20¢	17.27¢	19¢	15.45¢	17¢	13.64¢	15¢	11.82¢	13¢	10.91¢	12¢	9.09¢	10¢

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TELSTRA BUSINESS FLEETSELECT - TIER 4 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Mobile Member Plans	10		30		40		60		80		100		150		250	
	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.
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	\$0	\$0	\$6.82	\$7.50	\$9.09	\$10	\$11.36	\$12.50	\$13.64	\$15	\$18.18	\$20	\$22.73	\$25	\$27.27	\$30
SMS (cents/msg/recipient in Australia)	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 5																
(All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
Monthly Spend	\$9.09	\$10	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	n/a	n/a	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11	\$0.10	\$0.11
Call Charges – at all times (call connection fee applies)	\$0.1818	\$0.20	\$0.1727	\$0.19	\$0.1636	\$0.18	\$0.1455	\$0.16	\$0.1272	\$0.14	\$0.1090	\$0.12	\$0.10	\$0.11	\$0.0818	\$0.09

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TELSTRA BUSINESS FLEETSELECT - TIER 5 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
Video Call Charges – at all times (call connection fee applies)	\$0.2727	\$0.30	\$0.2455	\$0.27	\$0.2273	\$0.25	\$0.20	\$0.22	\$0.1727	\$0.19	\$0.1545	\$0.17	\$0.1455	\$0.16	\$0.1364	\$0.15
Call charges if the Customer choose the Any Mobile Bonus Option (call connection fee applies)	n/a	n/a	\$0.0773	\$0.085	\$0.0773	\$0.085	\$0.0773	\$0.085	\$0.0773	\$0.085	\$0.0773	\$0.085	\$0.0773	\$0.085	\$0.0773	\$0.085
Call charges if the Customer choose the Telstra Mobile Bonus Option (call connection fee applies)	n/a	n/a	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05

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TELSTRA BUSINESS FLEETSELECT - TIER 5 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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 charges if the Customer choose the Any Fixed Bonus Option (call connection fee applies)	n/a	n/a	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05	\$0.0455	\$0.05
Call charges if the Customer choose the Business Hours Bonus Option (call connection fee applies)	n/a	n/a	\$0.073	\$0.085	\$0.073	\$0.085	\$0.073	\$0.085	\$0.073	\$0.085	\$0.073	\$0.085	\$0.073	\$0.085	\$0.073	\$0.085

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TELSTRA BUSINESS FLEETSELECT - TIER 5 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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 charges if the Customer choose the No Flagfall Bonus Option (No call connection fee applies)	n/a	n/a	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	\$0	\$0	\$6.82	\$7.50	\$9.09	\$10	\$11.36	\$12.50	\$13.64	\$15	\$18.18	\$20	\$22.73	\$25	\$27.27	\$30
SMS (cents/msg/recipient in Australia)	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20	\$0.1818	\$0.20

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TELSTRA BUSINESS FLEETSELECT - TIER 5 (All call rates shown 30 sec blocks, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)																
Telstra Business FleetSelect Member Plans	10		30		40		60		80		100		150		250	
	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.
MMS (cents/msg/recipient in Australia)	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50
Data Rate Per KB No session fee PAYG No connection fee	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01

Additional Charges applicable to all Tiers (1 to 5) & all Monthly Access Fees		
	GST excl.	GST incl.
International Text Message (cents per message per recipient)	45.45¢	50¢
International MMS (cents per message per recipient)	68.18¢	75¢
Call Forward (cents per 30 sec block)	5.45¢	6¢

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Additional Charges applicable to all Tiers (1 to 5) & all Monthly Access Fees		
	GST excl.	GST incl.
Message Retrieval (cents per 30 sec block)	12.73¢	14¢

Part B – Old Business and Corporate Plans

(b) Telstra Business FleetSelect Casual Plans (month by month)

15.53 We charge you your chosen Monthly Access Fee. We also charge you for any call charges beyond your included calls and for other services you use which are not included in your Telstra Business FleetSelect Casual Plan.

15.54 You are not eligible to receive Bonus Options, a Loyalty Bonus Credit or a Port In Credit.

Changing your monthly spend/cancelling your service

15.55 You may change your Monthly Access Fee or cancel your Telstra Business FleetSelect Casual Plan at any time by telling us.

15.56 If the Telstra Business FleetSelect Casual Plan is no longer available to new customers when you wish to change your Monthly Access Fee, you will need to move to any other current plan available at the time.

15.57 If the number of eligible services connected to your Telstra Business FleetSelect Casual Plan account drops below 5 at any one time, your services will no longer be eligible for a Telstra Business FleetSelect Casual Plan. We may cancel your Telstra Business FleetSelect Plan services and may charge you any applicable early termination charges. We will tell you before this happens.

At the end of your monthly term

15.58 If you are a Telstra Business FleetSelect Casual Plan customer and the Telstra Business FleetSelect Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Tiered Pricing

15.59 Telstra Business FleetSelect Casual Plan has five different pricing tiers as set out below:

- (a) Tier 1 for customers who have 5 to 10 eligible Telstra mobile plan services;
- (b) Tier 2 for customers who have 11 to 19 eligible Telstra mobile plan services;
- (c) Tier 3 for customers who have 20 to 39 eligible Telstra mobile plan services;
- (d) Tier 4 for customers who have 40 to 79 eligible Telstra mobile plan services; and

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- (e) Tier 5 for customers who have 80 or more eligible Telstra mobile services (at least 40 of which must be connected to a Telstra Business FleetSelect Member plan with a minimum term of 12 months with a connection date on or after 26 March 2009).

15.60 The charges for your Telstra Business FleetSelect Casual Plan services depend on the number of eligible mobile services you have connected to your Telstra Business FleetSelect Casual Plan account at any one time. You may use any of your mobile services from other Telstra plans on your Telstra Business FleetSelect Casual Plan account to qualify for the relevant tier level on your Telstra Business FleetSelect Casual Plan account. The other services on your other account (other than Telstra Business FleetSelect Casual Plan) will not receive the Telstra Business FleetSelect Casual Plan charges or Free IntraAccount calls and will continue to receive the pricing and benefits of the existing plan attached to those services. The services on the other plans will be able to share Telstra Business FleetSelect Plan unused included calls unless you have incompatible plans on your Telstra Business FleetSelect Plan account. We set out above in the "Share Unused Included Calls" section plans that are incompatible plans.

15.61 You cannot have Telstra corporate plans, Telstra capped plans, Telstra Mobile Broadband PC Packs, Telstra 3G Connect PC Packs or Telstra Get Connected Plans on your Telstra Business FleetSelect Plan account.

15.62 If you add or remove Telstra mobile services from your account, and, as a result, qualify for a different Telstra Business FleetSelect Casual Plan pricing tier, the prices you are charged for all Telstra Business FleetSelect Casual Plan services on your Telstra Business FleetSelect Casual Plan account will also change.

Casual Plan Pricing

15.63 The following tables summarise the call charges and pricing elements applicable to Telstra Business FleetSelect Casual Plans.

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Charges – Casual Plans

TELSTRA BUSINESS FLEETSELECT - TIER 1 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	GST excl.	GS T incl.	GST excl.	GS T incl.	GST excl.	GS T incl.	GST excl.	GS T incl.	GST excl.	GS T incl.	GST excl.	GS T incl.	GST excl.	GS T incl.
Monthly Spend	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢	17.27¢	19¢
Call Charges – at all times (call connection fee applies)	28.18¢	31¢	28.18¢	31¢	28.18¢	31¢	28.18¢	31¢	28.18¢	31¢	28.18¢	31¢	28.18¢	31¢
Video Call Charges – at all times (call connection fee applies)	39.09¢	43¢	39.09¢	43¢	39.09¢	43¢	39.09¢	43¢	39.09¢	43¢	39.09¢	43¢	39.09¢	43¢
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢

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TELSTRA BUSINESS FLEETSELECT - TIER 1 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
MMS (cents/msg/recipient in Australia)	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Monthly Spend	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢	16.38¢	18¢
Call Charges – at all times (call connection fee applies)	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢
Video Call Charges – at all times (call connection fee applies)	38.18¢	42¢	38.18¢	42¢	38.18¢	42¢	38.18¢	42¢	38.18¢	42¢	38.18¢	42¢	38.18¢	42¢
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢

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TELSTRA BUSINESS FLEETSELECT - TIER 2 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

TELSTRA BUSINESS FLEETSELECT - TIER 3 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Monthly Spend	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢	15.5¢	17¢
Call Charges – at all times (call connection fee applies)	26.36¢	29¢	26.36¢	29¢	26.36¢	29¢	26.36¢	29¢	26.36¢	29¢	26.36¢	29¢	26.36¢	29¢
Video Call Charges – at all times (call connection fee applies)	37.27¢	41¢	37.27¢	41¢	37.27¢	41¢	37.27¢	41¢	37.27¢	41¢	37.27¢	41¢	37.27¢	41¢
SMS (cents/msg/recipient in Australia)	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢	22.73¢	25¢
MMS (cents/msg/recipient in Australia)	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢	45.45¢	50¢

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TELSTRA BUSINESS FLEETSELECT - TIER 3 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Data Rate Per KB No session fee PAYG	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢
No connection fee														

TELSTRA BUSINESS FLEETSELECT - TIER 4 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Monthly Spend	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250

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TELSTRA BUSINESS FLEETSELECT - TIER 4 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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 for calls to an Australian fixed or mobile number	12.73 ¢	14¢	12.73 ¢	14¢	12.73 ¢	14¢	12.73 ¢	14¢	12.73 ¢	14¢	12.73 ¢	14¢	12.73 ¢	14¢
Call Charges – at all times (call connection fee applies)	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢
Video Call Charges – at all times (call connection fee applies)	32.73 ¢	36¢	32.73 ¢	36¢	32.73 ¢	36¢	32.73 ¢	36¢	32.73 ¢	36¢	32.73 ¢	36¢	32.73 ¢	36¢
SMS (cents/msg/recipient in Australia)	22.73 ¢	25¢	22.73 ¢	25¢	22.73 ¢	25¢	22.73 ¢	25¢	22.73 ¢	25¢	22.73 ¢	25¢	22.73 ¢	25¢
MMS (cents/msg/recipient in Australia)	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢	45.45 ¢	50¢
Data Rate Per KB No session fee PAYG No connection fee	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

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TELSTRA BUSINESS FLEETSELECT - TIER 5 (All rates shown 30 sec block, charged per sec except for video call rates, shown 30 sec blocks, charged per 30 sec)														
Telstra Business FleetSelect Mobile Casual Plans	30		40		60		80		100		150		250	
	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.
Monthly Spend	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Monthly included calls (national MessageBank, SMS, MMS, Video Calls, Video Messagebank)	\$27.27	\$30	\$36.36	\$40	\$54.54	\$60	\$72.72	\$80	\$90.90	\$100	\$136.36	\$150	\$227.27	\$250
Connection fee for calls to an Australian fixed or mobile number	\$0.1182	\$0.13	\$0.1182	\$0.13	\$0.1182	\$0.13	\$0.1182	\$0.13	\$0.1182	\$0.13	\$0.1182	\$0.13	\$0.1182	\$0.13
Call Charges – at all times (call connection fee applies)	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25
Video Call Charges – at all times (call connection fee applies)	\$0.3182	\$0.35	\$0.3182	\$0.35	\$0.3182	\$0.35	\$0.3182	\$0.35	\$0.3182	\$0.35	\$0.3182	\$0.35	\$0.3182	\$0.35
SMS (cents/msg/recipient in Australia)	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25	\$0.2273	\$0.25
MMS (cents/msg/recipient in Australia)	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50	\$0.4545	\$0.50
Data Rate Per KB No session fee PAYG No connection fee	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01	\$0.0091	\$0.01

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Additional Charges applicable to all Tiers (1 to 5) & all Monthly Access Fees		
	GST excl.	GST incl.
International Text Message (cents per message per recipient)	45.45¢	50¢
International MMS (cents per message per recipient)	68.18¢	75¢
Call Forward (cents per 30 sec block)	5.45¢	6¢
Message Retrieval (cents per 30 sec block)	12.73¢	14¢

16 Telstra Business Mobile Plans

Eligibility

- 16.1 To be eligible for the Telstra Business Mobile Plan offers you must provide us with proof that you have an ABN, ACN or ARBN. We supply the Telstra Business Mobile Plan for business purposes and you must use the Telstra Business Mobile Plan predominantly for business purposes.

Availability

- 16.2 On and from 15 January 2010, Telstra Business Mobile Plans are not available to new customers or existing customers seeking to connect to a new Telstra Business Mobile Plan.

(a) Telstra Business Phone Plan (with subsidised handset)

- 16.3 You can buy a handset from us at a subsidised price when you connect to our network on a Telstra Business Phone Plan for 24 months.
- 16.4 We charge you your chosen monthly spend each month for your 24 month minimum term. We also charge you for any call charges beyond your included calls and for other services you use.

Not available with other offers

- 16.5 The Telstra Business Phone Plan is not available with any other Telstra mobile offer unless specified by us.

Port In Credit

- 16.6 If you successfully port an existing mobile phone number from another mobile service provider and connect to a Telstra Business Phone Plan with a minimum monthly spend of \$30 or more for 24 months, you will receive a credit of \$120 (GST incl) which will be applied no later than your third bill after the connection of your service. The port in credit is not redeemable for cash.

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16.7 The port in credit is not available with any other Telstra port in credit offer.

Business Bonus Options

16.8 You may choose one of the Business Bonus Options described below. The call charges applicable to your chosen Bonus Option will apply instead of the call charges set out in your Telstra Business Phone Plan.

16.9 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Business Bonus Options.

16.10 You can change your Business Bonus Option once in each 30 day period. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

16.11 The Business Bonus Options marked in the table with an **asterisk** do not apply to premium content and information services and to some calls including calls to numbers beginning with 19, 12, international and international roaming calls, emergency calls, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It Services (weather and time), MessageBank deposits and retrievals, Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, MMS, Push To Talk, BigPond Mobile Services (previously known as Telstra Active/WAP), GPRS, 3G; and HSDPA. We will not charge you for any calls to numbers commencing with 1800.

16.12 A call connection fee applies for each call and is not discounted under any of the Business Bonus Options.

16.13 If you connect to our network on a Telstra Business Phone Plan before 8 June 2005 you may choose between one of the four Business Bonus Options described below.

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Business Bonus Options	Description
1/2 Price Mobile*	You will receive 50% off your standard rate for voice calls to mobiles on any network within Australia, 24 hours a day, 7 days a week.
1/2 Price Fixed*	You will receive 50% off your standard rate for voice calls to fixed lines on any network within Australia, 24 hours a day 7 days a week.
Per Second Saver*	Your voice calls will be charged on a per second basis at all times as set out in the charges table.
Fixed and Mobile Saver*	You will receive 25% off your standard rate for voice calls to all fixed lines and mobile numbers on any network within Australia, 24 hours a day, 7 days a week.

16.14 If you connect to our network on a Telstra Business Phone Plan or recontract on a Telstra Business Phone Plan on or after **8 June 2005** you may choose between one of the six Business Bonus Options described below.

Part B – Old Business and Corporate Plans

Business Bonus Options	Description
1/2 Price Mobile*	You will receive 50% off your standard rate for voice calls to mobiles on any network within Australia, 24 hours a day, 7 days a week.
1/2 Price Fixed*	You will receive 50% off your standard rate for voice calls to fixed lines on any network within Australia, 24 hours a day 7 days a week.
Per Second Saver*	Your voice calls will be charged on a per second basis at all times as set out in the charges table.
Fixed and Mobile Saver*	You will receive 25% off your standard rate for voice calls to all fixed lines and mobile numbers on any network within Australia, 24 hours a day, 7 days a week.
Business Hours*	You will be charged at the special rate of 15 cents (GST incl) per 30 second block or part thereof (plus call connection fee) for national voice calls to all fixed lines and mobile numbers on any network within Australia between 7am and 7pm, 7 days a week.
Any Mobile*	You will be charged at the special rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for national voice calls to all mobile numbers on any network within Australia, 24 hours a day, 7 days a week.

Changing your monthly spend/plan

16.15 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your minimum term, you may only do so while the Telstra Business Phone Plans are available for recontracting. If the Telstra Business Phone Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

Change	Terms
If you move to a Phone Plan with a lower monthly spend	You will need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Phone Plan with the same or a higher monthly spend	You do not need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.
If you buy a new handset from us on a new Phone Plan	You need to restart your minimum term. You will need to pay an early termination charge. A \$50 administration fee will also

Part B – Old Business and Corporate Plans

Change	Terms
	apply if you move to a Phone Plan with a lower monthly spend.
If you move to another plan with a fixed term and a lower monthly spend/access fee	You will need to restart your minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed term and the same or a higher monthly spend/access fee	You will need to restart your minimum term and pay an early termination charge.

Early termination charges

- 16.16 You must pay an early termination charge (ETC) as reasonably determined by us if, during your minimum term, your mobile service is cancelled (other than as a result of our material breach) or if you take up a pre-paid, casual or other non-approved plan.
- 16.17 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.
- 16.18 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Telstra Business Phone Plan	Base ETC (incl. GST)
\$30	\$690
\$40	\$840
\$60	\$1000
\$80	\$1700
\$100	\$1800
\$150	\$2100
\$250	\$2500
\$350	\$2500
\$500	\$2500

The applicable Base ETC may be less depending on the handset you select.

Part B – Old Business and Corporate Plans

At the end of your minimum term

- 16.19 Your service will remain on your chosen Telstra Business Phone Plan at the end of the minimum term and you will continue to receive your chosen Business Bonus Option. If your Telstra Business Phone Plan or Business Bonus Option is no longer available to new customers and recontracting customers, we may roll your service onto any other current plan on a month to month basis or bonus option that is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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Charges

16.20 We charge you the following call charges. Any unused included calls expire at the end of each month and cannot be rolled over. Included voice calls marked in the table with a **hash** do not include some call types including calls to 1234 service, directory assistance calls to 1223, third party content charges and international roaming calls.

Telstra Business Phone Plans	30		40		60		80		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	\$27.2727	\$30.00	\$36.3636	\$40.00	\$54.5454	\$60.00	\$72.7272	\$80.00	\$90.9090	\$100.00
Monthly included voice calls (national# MessageBank, SMS, MMS)	\$22.7272	\$25.00	\$31.8181	\$35.00	\$45.4545	\$50.00	\$63.6363	\$70.00	\$81.8181	\$90.00
Monthly included data calls (MMS, GPRS, 3G and HSDPA)	\$4.5454	\$5.00	\$4.5454	\$5.00	\$9.0909	\$10.00	\$9.0909	\$10.00	\$9.0909	\$10.00
Connection fee for calls to an Australian fixed or mobile number	18.1818¢	20¢	18.1818¢	20¢	18.1818¢	20¢	16.3636¢	18¢	16.3636¢	18¢
Call Charges – at all times – per 30 second block or part thereof	29.0909¢	32¢	26.3636¢	29¢	23.6363¢	26¢	20.9090¢	23¢	18.1818¢	20¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option (charge per second)	0.9696¢	1.0666¢	0.8787¢	0.9666¢	0.7878¢	0.8666¢	0.6969¢	0.7666¢	0.6060¢	0.6666¢

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Telstra Mobile Section

Part B – Old Business and Corporate Plans

Telstra Business Phone Plans	30		40		60		80		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option (charge per second)	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢
Call charges if you choose the Business Hours Business Option (charge per 30-second block or part thereof)(available from 8 June 2005 to new or recontracting customers)	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢
Call charges if you choose the Any Mobile Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

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Telstra Mobile Section

Part B – Old Business and Corporate Plans

Telstra Business Phone Plans (cont)	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5454	\$500.00
Monthly included voice calls (national# MessageBank, SMS, MMS)	\$122.7272	\$135.00	\$213.6363	\$235.00	\$304.5454	\$335.00	\$440.9090	\$485.00
Monthly included data calls (MMS, GPRS, 3G and HSDPA)	\$13.6363	\$15.00	\$13.6363	\$15.00	\$13.6363	\$15.00	\$13.6363	\$15.00
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢
Call Charges – at all times – per 30 second block or part thereof	17.2727¢	19¢	16.3636¢	18¢	15.4545¢	17¢	14.5454¢	16¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option (charge per second)	0.5757¢	0.6333¢	0.5454¢	0.6000¢	0.5151¢	0.5666¢	0.4848¢	0.5333¢
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option (charge per second)	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢

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Telstra Business Phone Plans (cont)	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call charges if you choose the Business Hours Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢
Call charges if you choose the Any Mobile Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

Part B – Old Business Plans

(b) Telstra Business Casual Plans (month by month)

- 16.21 We charge you your chosen monthly spend. We also charge you for any call charges beyond your included calls and for other services you use.
- 16.22 You may change your monthly spend or cancel your Telstra Business Casual Plan at any time by telling us.
- 16.23 You are not eligible to receive Business Bonus Options or a Monthly Member Credit.
- 16.24 If the Telstra Business Casual Plans are no longer available to new customers when you wish to change your monthly spend, you will need to move to any other current plan available at the time.
- 16.25 If the Telstra Business Casual Plans are no longer available to new customers at the end of your monthly contract term, we may roll your service onto any other current plan that is reasonably comparable. We will tell you before this happens.
- 16.26 The Fixed Repayment Casual Plan is a Telstra Business Casual Plan for connection only to Telstra's GSM, 3G and Next G networks and is only available to customers who take up a Fixed Repayment Option. The Fixed Repayment Casual Plan is not compatible with Telstra Reward Options, Telstra Business Reward Options, or any other non-standard Telstra offer unless otherwise determined by us.

(c) Telstra Business Member Plans (12 or 24 month term)

- 16.27 We charge you your chosen monthly spend each month of your minimum term. We also charge you for any call charges beyond your included calls and for other services you use.
- 16.28 You will receive a Monthly Member Credit as described below.

Member Benefit	Description
Monthly Member Credit	You will receive a credit on your bill each month. The amount of the Monthly Member Credit varies, depending on your original monthly spend, and is set out in the table of charges. The Monthly Member Credit is not transferable and cannot be redeemed for cash.

Telstra Business Member Plan Business Bonus Options

- 16.29 You may choose one of the Business Bonus Options described below. The call charges applicable to your chosen Business Bonus Option will apply instead of the call charges set out in your Telstra Business Member Plan.

Part B – Old Business Plans

- 16.30 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to the use of all Business Bonus Options.
- 16.31 You can change your Business Bonus Option once in each 30 day period free of charge. Any change you make within 30 days of your previous change will incur a \$15 (GST incl) fee.
- 16.32 The Business Bonus Options marked in the table with an **asterisk** do not apply to premium content and information services and to some calls including calls to numbers beginning with 19, 12, emergency calls, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It Services (weather and time), international and international roaming calls, MessageBank deposits and retrievals, Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, MMS, Push To Talk, BigPond Mobile Services (previously known as Telstra Active/WAP), GPRS, 3G; and HSDPA . We will not charge you for any calls to numbers commencing with 1800.
- 16.33 A call connection fee applies for each call and is not discounted under any of the Business Bonus Options.
- 16.34 If you connect to our network on a Telstra Business Member Plan before 8 June 2005 you may choose between one of the four Business Bonus Options described below.

Business Bonus Options	Description
1/2 Price Mobile*	You will receive 50% off your standard rate for voice calls to mobiles on any network within Australia, 24 hours a day, 7 days a week.
1/2 Price Fixed*	You will receive 50% off your standard rate for voice calls to fixed lines on any network within Australia, 24 hours a day 7 days a week.
Per Second Saver*	Your voice calls will be charged on a per second basis at all times as set out in the charges table below.
Fixed and Mobile Saver*	You will receive 25% off your standard rate for voice calls to all fixed lines and mobile numbers on any network within Australia, 24 hours a day, 7 days a week.

- 16.35 If you connect to our network on a Telstra Business Member Plan or recontract on a Telstra Business Member Plan on or after 8 June 2005 you may choose between one of the six Business Bonus Options described below.

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Business Bonus Options	Description
1/2 Price Mobile*	You will receive 50% off your standard rate for voice calls to mobiles on any network within Australia, 24 hours a day, 7 days a week.
1/2 Price Fixed*	You will receive 50% off your standard rate for voice calls to fixed lines on any network within Australia, 24 hours a day 7 days a week.
Per Second Saver*	Your voice calls will be charged on a per second basis at all times as set out in the charges table.
Fixed and Mobile Saver*	You will receive 25% off your standard rate for voice calls to all fixed lines and mobile numbers on any network within Australia, 24 hours a day, 7 days a week.
Business Hours*	You will be charged at the special rate of 15 cents (GST incl) per 30 second block or part thereof (plus call connection fee) for national voice calls to all fixed lines and mobile numbers on any network within Australia between 7am and 7pm, 7 days a week.
Any Mobile*	You will be charged at the special rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for national voice calls to all mobile numbers on any network within Australia, 24 hours a day, 7 days a week.

Changing your monthly spend/plan

16.36 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your minimum term, you may only do so while the Telstra Business Member Plans are available for recontracting. If the Telstra Business Member Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

Change	Terms
If you move to a Member Plan with a lower monthly spend	You will need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay a \$50 administration fee.
If you move to a Member Plan with the same or a higher monthly spend	You do only need to restart your minimum term if you wish to receive the Monthly Member Credit associated with your new monthly spend. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.

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Change	Terms
If you move to another plan with a fixed term and a lower monthly spend/access fee	You will need to restart your minimum term. You will also need to pay a \$50 administration fee.
If you move to another plan with a fixed term and the same or a higher monthly spend/access fee	You will need to restart your minimum term.

Early termination charges

- 16.37 You must pay an early termination charge (ETC) as reasonably determined by us if, during your minimum term, your mobile service is cancelled (other than as a result of our material breach) or you take up a pre-paid, casual or other non-approved plan.
- 16.38 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.
- 16.39 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the plan term. Please contact us or your dealer for the amount of ETC payable.

Telstra Business Member Plan	Base ETC (incl. GST)	Base ETC (incl. GST)
\$20	\$130	\$190
\$30	\$165	\$270
\$40	\$190	\$315
\$60	\$230	\$400
\$80	\$335	\$610
\$100	\$395	\$725
\$150	\$575	\$1080
\$250	\$700	\$1400
\$350	\$700	\$1400
\$500	\$700	\$1400

Part B – Old Business Plans

When your plan ends

- 16.40 Your service will remain on your chosen Telstra Business Member Plan at the end of the minimum term and you will continue to receive your chosen Business Bonus Option. You will only continue to receive a Monthly Member Credit if you recontract to a new Telstra Business Member Plan. If your Telstra Business Member Plan or Business Bonus Option is no longer available to new or recontracting customers, we may roll your service onto any other current plan on a month to month basis or bonus option that is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Mobile Repayment Option

- 16.41 Eligible Telstra Business Member Plan and Telstra Business Casual Plan customers can apply for a Mobile Repayment Option. The Mobile Repayment Options terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

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Telstra Mobile Section

Part B – Old Business Plans

Charges – Casual Plans and Member Plans

16.42 We charge you the following call charges. Any unused included calls expire at the end of each month and cannot be rolled over. Included voice calls marked in the table with a **hash** do not include some call types including calls to 1234 service, directory assistance calls to 1223, third party content charges and international roaming calls.

Telstra Business Casual Plans and Member Plans	Fixed Repayment Casual Plan		20		30		40		60		80	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly spend	Nil	Nil	\$18.1818	\$20.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$54.5454	\$60.00	\$72.7272	\$80.00
Monthly included national#, MessageBank, SMS and circuit switched data calls	Nil	Nil	\$13.6363	\$15.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$54.5454	\$60.00	\$72.7272	\$80.00
Charges for calls to fixed or mobile number in Australia – at all times – per 30 second block or part thereof	45.4545¢	50¢	45.4545¢	50¢	28.1818¢	31¢	25.4545¢	28¢	22.7272¢	25¢	20¢	22¢
Connection fee	22.7272¢	25¢	18.1818¢	20¢	18.1818¢	20¢	18.1818¢	20¢	18.1818¢	20¢	16.3636¢	18¢

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Telstra Business Member Plans and Casual Plans (cont)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly spend	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5454	\$500.00
Monthly included national#, MessageBank, SMS and circuit switched data calls	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5454	\$500.00
Charges for calls to fixed or mobile number in Australia – at all times – per 30 second block or part thereof	18.1818¢	20¢	17.2727¢	19¢	16.3636¢	18¢	15.4545¢	17¢	14.5454¢	16¢
Connection fee	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢

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Member Plan extras

16.43 The Monthly Member Credit and Per Second Saver amounts for each Telstra Business Member Plan are set out below.

Telstra Business Member Plans	20		30		40		60		80	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Member Credit	\$4.5454	\$5.00	\$4.5454	\$5.00	\$6.8181	\$7.50	\$11.3636	\$12.50	\$13.6363	\$15.00
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Bonus Option Each second	1.5151¢	1.666¢	0.9393¢	1.0333¢	0.8484¢	0.9333¢	0.7575¢	0.8333¢	0.6666¢	0.7333¢
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Bonus Option Each second	1.8182¢	2¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢
Call charges if you choose the Business Hours Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢

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Telstra Business Member Plans	20		30		40		60		80	
Call charges if you choose the Any Mobile Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

Telstra Business Member Plan (cont.)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Member Credit	\$15.9090	\$17.50	\$18.181818	\$20.00	\$27.2727	\$30.00	\$31.8181	\$35.00	\$45.4545	\$50.00
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Bonus Option Each second	0.6060¢	0.6666¢	0.5757¢	0.6333¢	0.5454¢	0.6000¢	0.5151¢	0.5666¢	0.4848¢	0.5333¢
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Bonus Option Each second	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢
Call charges if you choose the Business Hours Business Option (charge per 30-second block or	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢	13.6363¢	15¢

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Telstra Business Member Plan (cont.)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
part thereof) (available from 8 June 2005 to new or recontracting customers)										
Call charges if you choose the Any Mobile Business Option (charge per 30-second block or part thereof) (available from 8 June 2005 to new or recontracting customers)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

Part B – Old Business Plans

17 New Group Saver

Eligibility

- 17.1 You are eligible to apply for the New Group Saver offer if you provide us with proof that you have an ABN, ACN or ARBN and have at least two Telstra business mobile services, of which at least one is a Telstra Business Member Plan service, Telstra Business Casual Plan service or Telstra Business Phone Plan service. We supply the New Group Saver offer for business purposes and you must use the New Group Saver offer predominantly for business purposes.
- 17.2 To establish a New Group Saver, you must transfer eligible mobile services to one Group account. You can have only a minimum of 2 and a maximum of 20 eligible mobile services on a New Group Saver account.
- 17.3 If you already have an existing Group Saver on your Group account, you are not eligible for the New Group Saver on the same account unless you first cancel your existing Group Saver.
- 17.4 Services on Telstra mobile plans are eligible to be transferred to a Group account. The exceptions are Telstra account-managed plans, more4you casual and member plans, communic8 pre-paid, Telstra Pre-Paid, Telstra Pre-Paid Plus, Telstra satellite plans, Telstra staff plans, Telstra Talk Plans, Telstra Capped Plans and Telstra Capped Plus Plans.

Features of a New Group Saver

- 17.5 The features of the New Group Saver offer include:
- (a) all mobile services included in your Group account share unused included monthly voice calls for those services (unused calls expire each month);
 - (b) there will be no call connection fee for national voice calls between mobile services included in your Group account; and
 - (c) the first 10 minutes of all national voice calls between mobile services included in your Group account will be free, 24 hours a day, 7 days a week. Standard voice call rates apply after the first 10 minutes.
- 17.6 Calls that are ineligible for the shared included call value are all data bundles (GPRS, 3G and Next G), international and international roaming calls, premium SMS, third party content, Push To Talk, and all calls to and from satellite plans.
- 17.7 Each service on your Group account will continue to receive any Member Bonus or Monthly Credit and any Business or Bonus Option applicable to that service on

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the relevant terms for that plan. The intra-account rate will apply for calls amongst Group members, in priority to any applicable Business or Bonus Option unless the call cost would be zero under the Business or Bonus Option.

- 17.8 The terms and conditions of the eligible plan for each service in the Group account, continue to apply in addition to the New Group Saver terms.

Responsibility for fees and charges

- 17.9 You must pay all fees and charges applicable to the mobile services on your Group account.
- 17.10 If one of the services transferred to your Group account has a Phone Repayment Option or Mobile Repayment Option, you must pay the repayment amounts. The mobile service user will continue to be responsible for any repayments under an equipment financing arrangement.
- 17.11 If one of the services on your Group account is still subject to a fixed minimum term and is cancelled before the end of that minimum term, you must pay us any applicable early termination charges.

Adding new services

- 17.12 You may add new eligible services to your Group account up to the maximum of twenty services, unless we say otherwise.

Removing services from or cancel your Group account

- 17.13 You may remove a service from your Group account or cancel your New Group Saver at any time by telling us.
- 17.14 If you choose to remove a service from your Group account, the New Group Saver benefits (including the intra-account rate) will no longer apply to that service and all calls made by that service will be charged in accordance with the standard rates for that plan.

When we may cancel your Group account

- 17.15 We may cancel your Group account if there is only one eligible service on it at any time or if you no longer satisfy the eligibility requirements outlined above. We will tell you before this happens.

Withdrawal of New Group Saver

- 17.16 All services listed under your Group account will continue to receive the benefit of New Group Saver while it is available. If New Group Saver is withdrawn or otherwise no longer available, we may roll your Group account over to another

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current group plan on a month to month basis which is reasonably comparable. We will tell you before this happens.

18 Telstra Business Premium Mobile Plans

Eligibility

- 18.1 To be eligible for the Telstra Business Premium Mobile Plan offers you must have an ABN, ACN or ARBN. We supply the Telstra Business Mobile Plan for business purposes and you must use the Telstra Business Premium Mobile Plan predominantly for business purposes.
- 18.2 You must connect a minimum of 5 services to your Telstra Business Premium Mobile account to be eligible. You may use your mobile services from the Telstra plans on your Telstra Business Premium Mobile account (with the exception of Corporate Rate Plan, Corporate Net Rate Plan and any Telstra Capped Plan) to be eligible. You must continue to have at least 5 services connected to Telstra Business Premium Mobile at any one time to continue to remain eligible.

Availability

- 18.3 Telstra Business Premium Mobile plans are not available:
- (a) to new customers; or
 - (b) to existing customers seeking to add new services to an existing Telstra Business Premium Mobile plan.
- 18.4 Telstra Business Premium Mobile is available on a:
- (a) 24 month Member Plan; or
 - (b) month by month Casual Plan.
- 18.5 If you want to connect your existing Telstra mobile service to a Telstra Business Premium Mobile, you will need to cancel your current plan and pay us any applicable early termination charges, administration charges and migration charges.

Telstra Business Premium Mobile Member Plans

- 18.6 Telstra Business Premium Mobile Member Plans are available:
- (a) with a subsidised handset Phone Option; or

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- (b) as a SIM Option with a bring your own handset or, for eligible customers, with a Mobile Repayment Option handset.

18.7 We charge you your chosen monthly spend each month of your minimum term. We also charge you for any call charges beyond your included calls and for other services you use.

Member Plan Phone Option (with subsidised handset)

18.8 You can buy a handset from us at a subsidised price when you connect to our network on a Telstra Business Premium Mobile Member Plan Phone Option for 24 months with a monthly spend amount of \$30 or more.

18.9 The Telstra Business Premium Mobile Member Plan Phone Option is not available with any other Telstra mobile offer unless specified by us.

Mobile Repayment Option

18.10 Eligible Telstra Business Premium Mobile Member Plan SIM Option customers can apply for a Mobile Repayment Option. The Mobile Repayment Options terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Member Plan SIM Option Loyalty Bonus

18.11 Telstra Business Premium Mobile Member Plan SIM Option customers on a \$30 plan and above will receive the Loyalty Bonus as a monthly credit.

18.12 The Loyalty Bonus credit will appear on your Telstra Business Premium Mobile Member Plan SIM Option bill and will be credited against your monthly charges.

18.13 The Loyalty Bonus credit ceases at the end of your minimum term, unless you recontract for a \$30 or above Telstra Business Premium Mobile Member Plan SIM Option.

18.14 If you select the Telstra Business Premium Mobile Member Plan Phone Option or the Telstra Business Premium Mobile Casual Plan, you will not be eligible for the Loyalty Bonus.

18.15 The Loyalty Bonus credit cannot be shared between Telstra Business Premium Mobile services and is not redeemable for cash.

Included calls

18.16 For all Telstra Business Premium Member Plans, except the \$10 plan, your plan's minimum monthly spend includes an amount of included calls equal to the value of your monthly spend. Unused included calls expire at the end of each month.

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18.17 You can use your included calls for most types of national direct dial voice calls and SMS, MMS, MessageBank and calls to a 13 number (including 1300 or 1345 number). You cannot use your included calls for other call types including calls to 1234 service, directory assistance calls to 12234, third party content charges and international roaming calls.

Share Unused Included Calls

18.18 You can share unused included call credits on your Telstra Business Premium Mobile services between Telstra Business Premium Services on the same Telstra account. Unused included calls expire at the end of each month.

Free Intra Account Calls

18.19 As a Telstra Business Premium Mobile customer, you can make calls from your Telstra Business Premium Mobile service to other services on the same Telstra account for free. International and international roaming calls do not apply.

18.20 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to free intra account calls.

18.21 Each Telstra Business Premium Mobile Member Plan service on your Telstra account will continue to receive its chosen Bonus Option. The intra account calls will apply for calls from Telstra Business Premium Mobile services to other services on the same account in priority to any applicable Bonus Option unless the call cost would be zero under the Bonus Option.

3G and Next G Video Service

18.22 If you have an approved 3G or Next G compatible handset and a compatible SIM, you can access Telstra's 3G or Next G Video Service from your Telstra Business Premium Mobile plan. Details about Telstra's 3G and Next G Video Service, including details about charging are set out in [Part G – Data Services section of Our Customer Terms](#).

Port In Credit

18.23 If you port an existing mobile phone number from another mobile service provider and connect to a Telstra Business Premium Mobile Member Plan with a minimum monthly spend of \$30 or more before 31 January 2007, you will be eligible for a port in credit. The amount of your port in credit depends on your Telstra Business Premium Mobile minimum monthly spend amount. The credit is not redeemable for cash.

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Monthly Spend	Port In Credit
\$30	\$120
\$50	\$150
\$70	\$180
\$100	\$210
\$150	\$250
\$250	\$290

18.24 The port in credit is not available with any other Telstra port in credit offer.

Business Bonus Options

18.25 Telstra Business Premium Mobile Member Plan customers may choose one of the Bonus Options described below. The call charges applicable to your chosen Bonus Option will apply instead of the call charges set out in your Telstra Business Premium Mobile Member Plan.

18.26 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Bonus Options.

18.27 You can change your Bonus Option once in each 30 day period. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

18.28 Bonus Options do not apply to premium content and information services and some calls including calls to numbers beginning with 19, 12, 13, 1300, emergency calls, calls to Telstra Mobile Satellite services, calls to Optus satellite phones, diversion calls, value added services (such as reminder and wakeup calls), Dial It Services (weather and time), Operator Assisted calls, international and international roaming calls, MessageBank deposits and retrievals, Memo, PocketNews or data calls (such as SMS, MMS, BigPond Mobile Services, GPRS, 3G, HSDPA and Push To Talk). We will not charge you for any calls to numbers commencing with 1800.

18.29 A call connection fee applies for each call using a Bonus Option (except for calls made using the No Flagfall Bonus Option) and is not discounted under any of the

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Bonus Options. Call rates for all Bonus Options are shown as 30 second blocks but are charged per second.

Bonus Option	Description
Any Mobile	You can call any mobile on an Australian network at anytime at discounted rates
Telstra Mobile Rate	You can call any mobile on Telstra's network at any time at discounted rates
Any Fixed	You can call any Australian fixed line at any time at discounted rates
Business Hours	You can call any Australian fixed line or mobile number between 7am to 7pm, 7 days per week at discounted rates
No Flagfall	You can call any Australian mobile or fixed line number at any time and will not be charged a flagfall

Changing your monthly spend/plan

18.30 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your minimum term, you may only do so while the Telstra Business Premium Mobile Member Plans are available for recontracting. If the Telstra Business Premium Mobile Member Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

Member Plan	Change	Terms
SIM Option (with bring your own handset)	Move to a higher monthly spend	You do not need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. If you subsequently cancel (other than as a result of a material breach by us) or we cancel your minimum before the minimum minimum term, we may charge you the early termination charge applicable to your original monthly spend amount and a \$15 administration fee.
	If you move to a lower monthly spend; or If you move to another plan with a fixed term (whether the	You will need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early

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Member Plan	Change	Terms
	monthly spend/access fee is higher or lower)	termination charge and a \$15 administration fee.
SIM Option (with Mobile Repayment Option)	Move to a higher monthly spend	<p>You do not need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. Your Mobile Repayment Option repayments will migrate</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your minimum before the minimum minimum term, we may charge you the early termination charge applicable to your original monthly spend amount and a \$15 administration fee.</p>
	<p>If you move to a lower monthly spend; or</p> <p>If you move to another plan with a fixed term (whether the monthly spend/access fee is higher or lower)</p>	<p>You will need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend/access fee. You will also need to pay an early termination charge and a \$15 administration fee.</p> <p>Your Mobile Repayment Option repayments will be transferred to your new plan.</p>
Phone Option	If you move to a higher monthly spend	<p>You do not need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the contract term, we may charge you the early termination charge applicable to your original monthly spend amount and a \$15 administration fee.</p>
	<p>If you move to a lower monthly spend; or</p> <p>If you move to another plan with a fixed term (whether the monthly spend/access fee is higher or lower)</p>	<p>You will need to restart your minimum term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early termination charge and a \$50 administration fee.</p>
	If you buy a new handset from us on a new Phone Plan	<p>You need to restart your minimum term. You will need to pay an early termination</p>

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Member Plan	Change	Terms
		charge. A \$15 administration fee will also apply if you move to a Phone Plan with a lower monthly spend.

18.31 If the number of services connected to your Telstra Business Premium Mobile account drops below 5 at any one time, your services will no longer be eligible for Telstra Business Premium Mobile. We may cancel any remaining Telstra Business Premium Mobile services and may charge you the applicable early termination charges. We will tell you before this happens.

Early termination charges

- 18.32 You must pay an early termination charge (ETC) 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 your Telstra Business Premium Mobile service; or
 - (b) you take up a pre-paid, casual or other non-approved plan.

The amount of the ETC is set out in your application form.

At the end of your minimum term

- 18.33 Unless you make alternative arrangements, at the end of the minimum term your service will remain on a Telstra Business Premium Mobile Member Plan on a month to month basis. You will continue to be eligible for Telstra Business Premium Mobile Member Plan call rates and benefits. However, if you are a Member Plan SIM Option customer, your Loyalty Bonus will cease at the end of the minimum term unless you recontract to a Telstra Business Premium Mobile Member Plan SIM Option to continue the Loyalty Bonus. You may recontract for a new Telstra Business Premium Mobile Member Plan while those plans are available for recontracting.
- 18.34 If Telstra Business Premium Mobile plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that is reasonably comparable. We will tell you before this happens.

Tiered Pricing

- 18.35 Telstra Business Premium Mobile has three different pricing tiers as set out below:
- (a) Tier 1 for customers who have 5 to 19 eligible Telstra mobile plan services;

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(b) Tier 2 for customers who have 20 to 39 eligible Telstra mobile plan services; and

(c) Tier 3 for customers who have 40 or more eligible Telstra mobile plan services.

18.36 The charges for Telstra Business Premium Mobile depend on the number of eligible mobile plan services you have connected to your Telstra Business Premium Mobile account at any one time. You may use any of your mobile services from your other Telstra plans on your Business Premium Mobile account (with the exception of Corporate Rate Plan, Corporate Net Rate Plan and any Telstra Capped Plan) to qualify for the relevant tier level on your Telstra Business Premium Mobile account. The other plan services will not receive the Telstra Business Premium Mobile charges, one of the five Bonus Options, Loyalty Bonus, free intra account calls or share unused included calls and will continue to receive the pricing of the existing plan attached to that service.

18.37 If you add or remove Telstra mobile plan services from your account, and, as a result, qualify for different Telstra Business Premium Mobile pricing tier, the prices you are charged for all Telstra Business Premium Mobile services on your Telstra Business Premium Mobile account will also change.

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Charges – Member Plans

18.38 We charge you the following call charges for your Telstra Business Premium Mobile Member Plan. Any unused included calls do not roll over to the next month. Included voice calls marked in the table with a **hash** do not include some calls including calls to 1234 service, third directory assistance calls to 1223, party content charges, and international roaming calls.

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Monthly Spend	9.09	10.00	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Monthly included calls (national# MessageBank, SMS, MMS)		0	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 Charges – at all times (call connection fee applies)	0.2455	0.27	0.2273	0.25	0.2091	0.23	0.1909	0.21	0.1727	0.19	0.1636	0.18	0.1545	0.17
Call charges if you choose the Any Mobile Bonus Option(Call connection fee applies.)	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12
Call charges if you choose the Telstra Mobile Bonus Option(Call connection fee applies.)	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 charges if you choose the Any Fixed Bonus Option(Call connection fee applies.)	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12
Call charges if you choose the Business Hours Bonus Option(Call connection fee applies.)	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14
Call charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	0.2455	0.27	0.2273	0.25	0.2091	0.23	0.1909	0.21	0.1727	0.19	0.1638	0.18	0.1545	0.17

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	N/A	N/A	6.82	7.50	11.36	12.50	13.64	15.00	18.18	20.00	22.73	25.00	27.27	30.00
SMS (cents/msg/recipient in Australia)	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25
MMS (cents/msg/recipient in Australia)	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50
Data Rate Per KB No session fee PAYG No connection fee	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Monthly Spend	9.09	10.00	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Monthly included calls (national# MessageBank, SMS, MMS)		0	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17
Call Charges – at all times (call connection fee applies)	0.2273	0.25	0.20	0.22	0.1909	0.21	0.1727	0.19	0.1545	0.17	0.1455	0.16	0.1364	0.15

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 charges if you choose the Any Mobile Bonus Option (Call connection fee applies.)	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10
Call charges if you choose the Telstra Mobile Bonus Option (Call connection fee applies.)	0.0636	0.07	0.0636	0.07	0.0636	0.07	0.0636	0.07	0.0636	0.07	0.0636	0.07	0.0636	0.07
Call charges if you choose the Any Fixed Bonus Option (Call connection fee applies.)	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10	0.0909	0.10

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 charges if you choose the Business Hours Bonus Option (Call connection fee applies.)	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12	0.1091	0.12
Call charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	0.2273	0.25	0.20	0.22	0.1909	0.21	0.1727	0.19	0.1545	0.17	0.1455	0.16	0.1364	0.15
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	N/A	N/A	6.82	7.50	11.36	12.50	13.64	15.00	18.18	20.00	22.73	25.00	27.27	30.00
SMS (cents/msg/recipient in Australia)	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
MMS (cents/msg/ recipient in Australia)	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45
Data Rate Per KB No session fee PAYG No connection fee	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Monthly Spend	9.09	10.00	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Monthly included calls (national# MessageBank, SMS, MMS)		0	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14
Call Charges – at all times	0.20	0.22	0.1818	0.20	0.1636	0.18	0.1455	0.16	0.1182	0.13	0.1091	0.12	0.0909	0.10
Call charges if you choose the Any Mobile Bonus Option (Call connection fee applies.)	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 charges if you choose the Telstra Mobile Bonus Option (Call connection fee applies.)	0.0364	0.04	0.0364	0.04	0.0364	0.04	0.0364	0.04	0.0364	0.04	0.0364	0.04	0.0364	0.04
Call charges if you choose the Any Fixed Bonus Option (Call connection fee applies.)	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08	0.0727	0.08
Call charges if you choose the Business Hours Bonus Option (Call connection fee applies.)	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09	0.0818	0.09

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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 charges if you choose the No Flagfall Bonus Option (No call connection fee applies)	0.20	0.22	0.1818	0.20	0.1636	0.18	0.1455	0.16	0.1182	0.13	0.1091	0.12	0.0909	0.10
Loyalty Bonus (Member Plan SIM Option customers \$30 and above only)	N/A	N/A	6.82	7.50	11.36	12.50	13.64	15.00	18.18	20.00	22.73	25.00	27.27	30.00
SMS (cents/msg/recipient in Australia)	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15
MMS (cents/msg/recipient in Australia)	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All call rates shown 30 sec blocks, charged per sec)														
Telstra Business Premium Mobile Member Plans	10		30		50		70		100		150		250	
	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.
Data Rate Per KB No session fee PAYG	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005
No connection fee														

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(d) Telstra Business Premium Mobile Casual Plans (month by month)

18.39 We charge you your chosen monthly spend. We also charge you for any call charges beyond your included calls and for other services you use.

18.40 You are not eligible to receive Bonus Options, a Loyalty Bonus a Port In Credit.

Included calls

18.41 Your plan's minimum monthly spend includes an amount of included calls equal to the value of your monthly spend. Unused included calls expire at the end of each month.

18.42 You can use your included calls for most types of national direct dial voice calls and SMS, MMS, MessageBank and calls to a 13 number (including 1300 or 1345 number). You cannot use your included calls for other call types including calls to 1234 service, directory assistance calls to 1223, third party content charges and international roaming calls.

Share Unused Included Calls

18.43 You can share unused included calls on your Telstra Business Premium Mobile services between Telstra Business Premium Services on the same Telstra account. Unused included calls expire at the end of each month.

Free Intra Account Calls

18.44 As a Telstra Business Premium Mobile customer, you can make calls from your Telstra Business Premium Mobile service to other Telstra Business Premium Mobile services on the same Telstra account for free. International and international roaming calls do not apply.

18.45 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to free intra account calls.

3G and Next G Video Service

18.46 If you have an approved 3G or Next G compatible handset and a compatible SIM, you can access Telstra's 3G or Next G Video Service from your Telstra Business Premium Mobile plan. Details about Telstra's 3G and Next G Video Service, including details about charging are set out in [Part G – Data Services section of Our Customer Terms](#).

Changing your monthly spend/cancelling your service

18.47 You may change your monthly spend or cancel your Telstra Business Casual Plan at any time by telling us.

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18.48 If the Telstra Business Casual Plans are no longer available to new customers when you wish to change your monthly spend, you will need to move to any other current plan available at the time.

18.49 If the number of eligible services connected to your Telstra Business Premium Mobile account drops below 5 at any one time, your services will no longer be eligible for Telstra Business Premium Mobile. You may use your mobile services on your other Telstra plans on your Telstra Business Premium Mobile account (with the exception of Corporate Rate Plan, Corporate Net Rate Plan and any Telstra Capped Plan) to be eligible for Telstra Business Premium Mobile. We may cancel any remaining Telstra Business Premium Mobile services and may charge you the applicable early termination charges. We will tell you before this happens.

At the end of your monthly term

18.50 If you are a Telstra Business Premium Mobile Casual Plan customer and the Telstra Business Premium Mobile Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that is reasonably comparable. We will tell you before this happens.

Tiered Pricing

18.51 Telstra Business Premium Mobile has three different pricing tiers as set out below:

- (a) Tier 1 for customers who have 5 to 19 eligible Telstra mobile plan services;
- (b) Tier 2 for customers who have 20 to 39 eligible Telstra mobile plan services; and
- (c) Tier 3 for customers who have 40 or more eligible Telstra mobile plan services.

18.52 The charges for Telstra Business Premium Mobile depends on the number of mobile plan services you have connected to your Telstra Business Premium Mobile account at any one time. You may use any of your mobile services from other Telstra plans on your Telstra Business Premium Mobile account (with the exception of Corporate Rate Plan, Corporate Net Rate Plan and any Telstra Capped Plan) to qualify for the relevant tier level on your Telstra Business Premium Mobile account. The other plan services will not receive the Telstra Business Premium Mobile charges, free intra account calls or share unused included calls and will continue to receive the pricing of the existing plan attached to that service.

18.53 If you add or remove Telstra mobile plan services from your Telstra Business Premium Mobile account, and, as a result, qualify for a different Telstra Business Premium Mobile service on that pricing tier, the prices you are charged for all

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Telstra Business Premium Mobile services on your Telstra Business Premium Mobile account will also change. Charges – Casual Plans

18.54 We charge you the following call charges for your Telstra Business Premium Mobile Casual Plan. Any unused included calls are forfeited at the end of each month. Included voice calls marked in the table with a **hash** do not include some call types including calls to 1234 service, directory assistance calls to 1223, third party content charges, and international roaming calls.

TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services)												
(All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Monthly included calls (national# MessageBank, SMS, MMS)	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19	0.1727	0.19
Call Charges – at all times (call connection fee applies)	0.2818	0.31	0.2818	0.31	0.2818	0.31	0.2818	0.31	0.2818	0.31	0.2818	0.31
SMS (cents/msg/recipient in Australia)	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25	0.2273	0.25
MMS (cents/msg/recipient in Australia)	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50	0.4545	0.50

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 1 (5 to 19 services) (All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Data Rate Per KB No session fee PAYG	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01	0.0091	0.01
No connection fee												

TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Monthly included calls (national# MessageBank, SMS, MMS)	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17	0.1545	0.17
Call Charges – at all times (call connection fee applies)	0.2636	0.29	0.2636	0.29	0.2636	0.29	0.2636	0.29	0.2636	0.29	0.2636	0.29
SMS (cents/msg/recipient in Australia)	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20	0.1818	0.20

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 2 (20 to 39 services) (All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
MMS (cents/msg/recipient in Australia)	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45	0.4091	0.45
Data Rate Per KB No session fee PAYG No connection fee	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007	0.0064	0.007

TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Monthly included calls (national# MessageBank, SMS, MMS)	27.27	30.00	45.45	50.00	63.64	70.00	90.91	100.00	136.36	150.00	227.27	250.00
Connection fee for calls to an Australian fixed or mobile number	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14	0.1273	0.14
Call Charges – at all times – per 30 second block or part thereof	0.2364	0.26	0.2364	0.26	0.2364	0.26	0.2364	0.26	0.2364	0.26	0.2364	0.26

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TELSTRA BUSINESS PREMIUM MOBILE - TIER 3 (40 or more services) (All rates shown 30 sec block, charged per sec)												
Telstra Business Premium Mobile Casual Plans	30		50		70		100		150		250	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
SMS (cents/msg/recipient in Australia)	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15	0.1364	0.15
MMS (cents/msg/recipient in Australia)	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35	0.3182	0.35
Data Rate Per KB No session fee PAYG No connection fee	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005	0.0045	0.005

19 Telstra Business Talk Plans/Telstra Business Untimed* Plans

Availability

19.1 Telstra Business Talk Phone Plans (“**Talk Phone Plan**”), Telstra Business Talk Member Plans (“**Talk Member Plan**”) (together the “**Talk Plans**”), Telstra Business Untimed* Phone Plans (“**Untimed* Phone Plan**”) and Telstra Business Untimed* Member Plans (“**Untimed* Member Plan**”) (together the “**Untimed* Plans**”) are not available after 20 November 2008:

- (a) to new customers; or
- (b) to existing customers seeking to add new services under existing Talk Plans or Untimed* Plans, or recontract existing Talk Plans or Untimed* Plans.

Eligibility

19.2 To connect to the Talk Plans or the Untimed* Plans, you must provide us with proof of your ABN, ACN or ARBN.

*Pay only the connection fee for voice calls to eligible fixed and Telstra mobile services.

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Payment

- 19.3 You must pay us your selected monthly access fee each month for your 24 month minimum term and for all call charges and other services you have used.
- 19.4 You can buy a handset from us at a subsidised price when you connect to our network on a Talk Phone Plan or Untimed* Phone Plan for 24 months.
- 19.5 You can apply for a Mobile Repayment Option when you connect to our network on a Talk Member Plan or Untimed* Member Plan for 24 months. The Mobile Repayment Option terms and conditions set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

SMS/MMS Bundles

- 19.6 You may choose to add or remove an SMS/MMS Bundle to your Talk Plan or Untimed* Plan at any time during your minimum term. If you add or remove a SMS/MMS Bundle part way through your bill cycle, the monthly fee will be adjusted on a pro-rata basis.
- 19.7 If you take up an SMS/MMS Bundle, we charge you the following charges. Eligible SMS and MMS does not include SMS voting, SMS games, International SMS, International MMS, video MMS, content MMS, PocketNews, WebNotes, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, and some Instant Messaging Services.

SMS/MMS Bundles	\$5 Bundle		\$10 Bundle	
	GST excl	GST incl	GST excl	GST incl
Monthly Fee (for up to 100 SMS pay day and MMS sent to up to 50 people per day)	\$4.55	\$5.00	\$9.09	\$10.00
Charges for eligible SMS to a Telstra mobile number or text message capable fixed phone in Australia – at all times	0¢	0¢	0¢	0¢
Charges for eligible SMS to any non-Telstra mobile number in Australia – at all times	22.73¢	25¢	9.09¢	10¢
Charges for eligible MMS to a Telstra mobile number in Australia - at all times	22.73¢	25¢	9.09¢	10¢
Charges for eligible MMS to a non-Telstra mobile number in Australia - at all times	45.45¢	50¢	22.73¢	25¢

- 19.8 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile Section of Our Customer Terms](#)) applies to SMS/MMS bundles.

Port In Credit

- 19.9 If you switch your mobile service from another service provider to Telstra and join a Telstra Business Talk Member/Phone Plan or Telstra Business Untimed*

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Member/Phone Plan before 31 December 2007, you will receive a credit on your first or second bill. The amount of the credit is set out in the table below:

Telstra Business Plan	Credit Amount	
	GST excl	GST incl
Talk Member Plan \$15 or Talk Phone Plan \$30	\$45.45	\$50
Talk Member Plan \$25 or Talk Phone Plan \$40	\$90.91	\$100
Untimed* Member Plan \$35 or Untimed* Phone Plan \$50	\$136.36	\$150
Untimed* Member Plan \$45 or Untimed* Phone Plan \$60	\$181.82	\$200

The credit is not transferable or redeemable for cash.

19.10 The Port in credit is not available in conjunction with any other port in offers.

Other promotional offers

19.11 The Talk Plans and Untimed* Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Video Service (3G)

19.12 If you have an approved 3G compatible handset and a Telstra 3G SIM, you can access Telstra's Video Service (3G) from your Talk Plan or Untimed* Plan. Full terms and conditions about Telstra's Video Service (3G), including details about charging are set out in [Part G – Data Services section of Our Customer Terms](#).

Changing your monthly access fee or plan

19.13 We may allow you to change your original monthly access fee or move to another plan during your minimum term. If the change you request requires you to restart your Talk Plan or Untimed* Plan minimum term, you may do so only while Talk Plans and Untimed* Plans are available for recontracting. If the Talk Plans and Untimed* Plans are no longer available to recontracting customers, you will need to move to any other current plan to make that change.

19.14 If you are a Talk Member Plan or Untimed* Member Plan customer, the terms applying to these changes are set out in the table below.

Change	Terms
If you move to a Talk Member Plan or Untimed* Member Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Talk Member Plan or Untimed* Member Plan with the same or a higher monthly access fee	You do not need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You may move back to your original

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Change	Terms
	monthly access fee at any time without restarting your minimum term. Alternatively, you may choose to restart your minimum term. If you do so, you will not need to pay an early termination charge or administration fee.
If you move to a Talk Phone Plan or Untimed* Phone Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Talk Phone Plan or Untimed* Phone Plan with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee.
If you move to another plan with a fixed minimum term with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee.
If you move to another plan with a fixed term with a lower monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan without a fixed term	You will need to cancel your Talk Member Plan or Untimed* Member Plan. You will also need to pay an early termination charge and a \$50 administration fee.

19.15 If you are a Talk Phone Plan or Untimed* Phone Plan customer, the terms applying to these changes are set out in the table below.

Change	Terms
If you move to another Talk Phone Plan or Untimed* Phone Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Talk Phone Plan or Untimed* Phone Plan with the same or a higher monthly access fee	You do not need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You may move back to your original monthly access fee at any time without restarting your minimum term.
If you move to a Talk Member Plan or Untimed* Member Plan with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Talk Member Plan or Untimed* Member Plan	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect

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Change	Terms
with the same or a higher monthly access fee	your new monthly access fee. You will also need to pay an early termination charge.
If you move to another plan with a fixed term with a lower monthly access fee	You will need to restart your minimum term. Your call rates, and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly access fee. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed term with the same or a higher monthly access fee	You will need to restart your minimum term. Your call rates and monthly access fee will be adjusted on a pro-rata basis to reflect your new monthly spend. You will also need to pay an early termination charge.
If you move to another plan without a fixed term	You will need to cancel your Talk Phone Plan or Untimed* Phone Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Early termination charges

19.16 You must pay an early termination charge (“**ETC**”) if, at any time during your minimum term:

- (a) you cancel your mobile service (other than as a result of our material breach); or
- (b) we cancel your mobile service because you are in material breach; or
- (c) you terminate your plan and take up a pre-paid or casual plan.

19.17 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.

19.18 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Talk Plan or Untimed* Plan	Base ETC (incl. GST)
\$15 Member Plan	\$360
\$25 Member Plan	\$600
\$35 Member Plan	\$840
\$45 Member Plan	\$1080
\$30 Phone Plan	\$900
\$40 Phone Plan	\$1150

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\$50 Phone Plan	\$1650
\$60 Phone Plan	\$2050

At the end of your minimum term

- 19.19 If you select a Talk Member Plan or Untimed* Member Plan, at the end of your minimum term your service will remain on your selected plan. If your plan is no longer available you will not be able to recontract to that plan and we may roll your services over to any other plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.
- 19.20 If you select a Talk Phone Plan or Untimed* Phone Plan, at the end of your minimum term, your service will be moved to the Member Plan which has a monthly access fee \$15 less than your selected Phone Plan. If this Member Plan is no longer available you will not be able to recontract to that plan and we may roll your services over to any other plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Intra-account Calls

- 19.21 You can make calls from your Talk Plan or Untimed* Plan service to other mobile services on the same Telstra account for free. This excludes international calls, international roaming calls and video calls.
- 19.22 Our FairPlay Policy (set out in Part A - General of the Telstra Mobile section of Our Customer Terms) applies to free intra account calls.

Group Offer

- 19.23 The Talk Plans and Untimed* Plans are incompatible with any Group Offer.
- 19.24 If you wish to add a Talk Plan or Untimed* Plan service to an existing account with a Group Offer benefit, you will lose the shared included calls component of the Group Offer benefit for all services on the account.

Charges - Talk Plans

- 19.25 We charge you the following charges for Talk Plans. Eligible voice calls do not include premium content and information services and some calls including calls to numbers beginning with 19, 12, 13, emergency calls, international and international roaming calls, calls to satellite phones, diverted calls, value added services (such as reminder and wakeup calls), Dial It Services, Operator Assisted calls, MessageBank diversions and retrievals, Push To Talk, Memo, PocketNews and all data calls (such as SMS, WAP, MMS, GPRS and; BigPond Mobile Services). We will not charge you for any calls to numbers commencing with 1800.

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Talk Member Plans	15		25	
	GST excl	GST incl	GST excl	GST incl
Monthly Access Fee	\$13.64	\$15	\$22.73	\$25
Voice Calls (per minute):				
Eligible calls to fixed service numbers or Telstra mobile service numbers in Australia (per minute block or part thereof)	9.09¢	10¢	4.55¢	5¢
Eligible calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)	31.82¢	35¢	31.82¢	35¢
Connection fee		See below		See below

Talk Phone Plans	30		40	
	GST excl	GST incl	GST excl	GST incl
Monthly Access Fee	\$27.27	\$30	\$36.36	\$40
Voice Calls (per minute):				
Eligible calls to fixed service numbers or Telstra mobile service numbers in Australia (per minute block or part thereof)	9.09¢	10¢	4.55¢	5¢
Eligible calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)	31.82¢	35¢	31.82¢	35¢
Connection fee		See below		See below

19.26 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile Section of Our Customer Terms](#)) applies to calls made on Talk Plans.

Charges - Untimed* Plans

19.27 We charge you the following charges for Untimed* Plans. Eligible voice calls do not include premium content and information services and some calls including calls to numbers beginning with 19, 12, 13, emergency calls, international and international roaming calls, calls to satellite phones, diverted calls, value added services (such as reminder and wakeup calls), Dial It Services, Operator Assisted calls, MessageBank diversions and retrievals, Push To Talk, Memo, PocketNews and all data calls (such as SMS, WAP, MMS, GPRS; and BigPond Mobile Services). We will not charge you for any calls to numbers commencing with 1800.

Untimed* Member Plans	35		45	
	GST excl	GST incl	GST excl	GST incl
Monthly Access Fee	\$31.82	\$35	\$40.91	\$45
Voice Calls (per minute):				
Eligible calls to fixed service numbers or Telstra mobile service numbers in Australia (per minute block or part thereof)	0¢	0¢	0¢	0¢
Eligible calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)	31.82¢	35¢	31.82¢	35¢
Connection fee		See below		See below

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*Pay only the connection fee for voice calls to eligible fixed and Telstra mobile services.

Untimed* Phone Plans	50		60	
	GST excl	GST incl	GST excl	GST incl
Monthly Access Fee	\$45.45	\$50	\$54.55	\$60
Voice Calls (per minute):				
Eligible calls to fixed service numbers or Telstra mobile service numbers in Australia (per minute block or part thereof)	0¢	0¢	0¢	0¢
Eligible calls to non-Telstra mobile service numbers in Australia (per minute block or part thereof)	31.82¢	35¢	31.82¢	35¢
Connection fee		See below		See below

*Pay only the connection fee for voice calls to eligible fixed and Telstra mobile services.

19.28 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile Section of Our Customer Terms](#)) applies to calls made on Untimed* Plans.

Connection fees

19.29 The connection fee you will be charged for all calls on your Talk Plan or Untimed* Plan is dependant on the number of active Telstra mobile services you have connected to your Talk Plan or Untimed* Plan account at any one time.

19.30 The service tiers, number of mobile services required and the applicable connection fees are set out below:

(a) **Service Tier 1:** Between 1 and 4 active Telstra mobile services:

	Talk Plans		Untimed* Plans							
			Member 35		Member 45		Phone 50		Phone 60	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Connection fee – for calls to fixed or Telstra mobile service numbers in Australia	31.82¢	35¢	31.82¢	35¢	22.73¢	25¢	31.82¢	35¢	22.73¢	25¢
Connection fee – for calls to non Telstra mobile service numbers in Australia	31.82¢	35¢	31.82¢	35¢	31.82¢	35¢	31.82¢	35¢	31.82¢	35¢

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(b) **Service Tier 2:** Between 5 and 14 active Telstra mobile services:

	Talk Plans		Untimed* Plans							
			Member 35		Member 45		Phone 50		Phone 60	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Connection fee – for calls to fixed or Telstra mobile service numbers in Australia	29.09 ¢	32¢	29.09 ¢	32¢	20¢	22¢	29.09 ¢	32¢	20¢	22¢
Connection fee – for calls to non Telstra mobile service numbers in Australia	29.09 ¢	32¢	29.09 ¢	32¢	29.09 ¢	32¢	29.09 ¢	32¢	29.09 ¢	32¢

(c) **Service Tier 3:** Between 15 and 29 active Telstra mobile services:

	Talk Plans		Untimed* Plans							
			Member 35		Member 45		Phone 50		Phone 60	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Connection fee – for calls to fixed or Telstra mobile service numbers in Australia	26.36 ¢	29¢	26.36 ¢	29¢	17.27 ¢	19¢	26.36 ¢	29¢	17.27 ¢	19¢
Connection fee – for calls to non Telstra mobile service numbers in Australia	26.36 ¢	29¢	26.36 ¢	29¢	26.36 ¢	29¢	26.36 ¢	29¢	26.36 ¢	29¢

(d) **Service Tier 4:** Between 30 and 49 active Telstra mobile services:

	Talk Plans		Untimed* Plans							
			Member 35		Member 45		Phone 50		Phone 60	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Connection fee – for calls to fixed or Telstra mobile service numbers in Australia	23.64 ¢	26¢	23.64 ¢	26¢	14.55 ¢	16¢	23.64 ¢	26¢	14.55 ¢	16¢
Connection fee – for calls to non Telstra mobile service numbers in Australia	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢	23.64 ¢	26¢

(e) **Service Tier 5:** 50 or more active Telstra mobile services:

	Talk Plans		Untimed* Plans							
			Member 35		Member 45		Phone 50		Phone 60	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl

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Connection fee – for calls to fixed or Telstra mobile service numbers in Australia	20.91 ¢	23¢	20.91 ¢	23¢	11.82 ¢	13¢	20.91 ¢	23¢	11.82 ¢	13¢
Connection fee – for calls to non Telstra mobile service numbers in Australia	20.91 ¢	23¢	20.91 ¢	23¢	20.91 ¢	23¢	20.91 ¢	23¢	20.91 ¢	23¢

19.31 If you add or remove services to or from your account and, as a result, you qualify for a different pricing tier, the connection fee that you will be charged for calls will also change.

19.32 You may include your mobile services on any other Telstra consumer and business plans on your Talk Plan or Untimed* Plan account to qualify for the relevant tier level of your Talk Plan or Untimed* Plan account.

19.33 Please note that the Talk Plan/Untimed*Plan pricing does not apply to the other Telstra consumer and business plans on your Talk Plan/Untimed* Plan account.

20 BlackBerry Enterprise Server Solution

Note: This clause sets out the terms that apply to certain BlackBerry Enterprise Service Solution services that are no longer available for new connections. For the terms that apply to BlackBerry Enterprise Service Solution services that are currently available for sale, please see [Part G - Data](#)

What is the BlackBerry Enterprise Server Solution?

20.1 Our BlackBerry Enterprise Server (“**BES**”) Solution allows eligible customers with one or more properly configured BlackBerry compatible handsets (“handsets”) and BES software to send and receive e-mail wirelessly and to use our compatible networks for voice calls, SMS and BigPond Mobile Services (previously known as Telstra Active or WAP).

Availability

20.2 We supply BES Solutions for business purposes and you must use the BES Solution predominantly for business purposes.

20.3 You can only use the BES Solution if you:

- (a) have a handset for each intended user of the service either at a subsidised price or purchased outright;
- (b) buy the BES software (sold separately), together with a client access licence (also sold separately) for each intended user of the service. The

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BES software redirects e-mail from an e-mail account to a handset and vice versa;

- (c) connect to one of the BES e-mail plans, or BES BlackBerry Plus Plans (described below); and
- (d) connect (and stay connected) to the BlackBerry 10 Plan (only available for services connected before 3 August 2004), the BlackBerry Voice Plan, or an eligible Telstra post-paid mobile:
 - (i) for the same contract term as your BES e-mail plan/BlackBerry Plus Plan; or
 - (ii) on a month to month basis, if you have purchased a handset outright and connect to a BES e-mail plan on a month to month basis.

20.4 You may still be able to use your handset for voice calls, SMS and BigPond Mobile Services (previously known as Telstra Active or WAP) over our compatible networks if you do not set up the BES Solution.

20.5 In some cases, we may provide you with Evaluation BES Trial software, which allows you to trial the BES Solution for 30 days.

20.6 There are additional licence terms which apply to your use of BES Solution. These terms are described in more detail below under “Additional Terms”.

BES software

20.7 You may purchase BES software and client access licences from us. The fees payable for the BES software and the client access licences are set out in your application form or order form.

20.8 If you are using BES software you will require client licences for each BES email plan connected.

20.9 To use the BES Solution and the BES software, you must meet the minimum system requirements as published on at the BlackBerry website at www.blackberry.com.

20.10 BES software will encrypt all e-mails which are redirected from your PC or sent from each handset purchased under the BES Solution. It also allows you to view and modify e-mails, view e-mail attachments, calendars and global address books and access corporate data systems using appropriate third party applications. Connectivity and specific functionality can vary depending on your e-mail server and the particular handset and network selected.

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BES Software Installation Assistance

20.11 You are responsible for installing your BES software on your server and on all eligible handsets (if applicable). If you require assistance in installing the BES Software on your server you may request that we provide Tier 1, Tier 2 or Fee for Service BES software installation assistance ("BES Installation Assistance"). BES Installation Assistance does not include us assisting you or your end users in installing BES software on handsets.

20.12 If you request Tier 1 BES Installation Assistance, we will:

- (a) conduct a pre-installation briefing with your IT representative by telephone;
- (b) provide reasonable telephone assistance to you during the installation of the BES software; and
- (c) contact you by phone to confirm whether installation has been successful.

We will not be present during, and will not assist with the actual installation of the BES software. The installation of the BES software will be performed solely by your IT representative.

20.13 The fees payable for Tier 1 BES Installation Assistance are set out below.

Tier 1 BES Installation Fees	GST excl	GST incl.
Telephone assistance from 9am to 5pm any day except Saturdays, Sundays or public holidays in the State/Territory in which the BES software is to be installed (" Business Hours "). We will provide such telephone assistance as we reasonably consider is necessary (to a maximum of 8 hours).	\$950	\$1,045
Overtime – telephone assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

20.14 If you request Tier 2 BES Installation Assistance, we will:

- (a) conduct an on-site pre-installation briefing with your IT representative;
- (b) meet with your IT representative on-site to:
 - assist your IT representative with the installation, integration and deployment of the BES software;

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- assist with loading and configuring operating systems and email applications as required by the BES software; and

Please note that our role is limited to advising and assisting your IT representative where necessary. It is your IT representative's responsibility to carry out the actual installation on your servers.

- (c) provide limited post-installation assistance, including telephone or on-site assistance if required, for a period of 10 days post-implementation.

You will be required to formally accept the deployment of the BES software. A Telstra technical specialist will also make telephone contact with your IT representative to confirm that implementation of the BES software has been successful.

20.15 The fees payable for Tier 2 BES Installation Assistance are set out in the table below.

Tier 2 BES Installation Fees	GST excl	GST incl.
<p>On-site installation assistance during Business Hours in any area up to 50kms from the CBD of any Australian capital city except Darwin (Metro Area).</p> <p>Customers outside the Metro Area will be required to pay this fee for Tier 2 BES Installation Assistance in addition to the region fees listed below.</p> <p>We will provide such on-site installation assistance as we reasonably consider is necessary (to a maximum of 14 hours).</p>	\$2,000	\$2,200
Region 1 – up to 200kms from the CBD of an Australian capital city (except Darwin)	\$680	\$748
Region 2 – beyond 200kms from the CBD of an Australian capital city (including Darwin)	\$1450	\$1,595
Overtime – installation assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

20.16 If you request Fee for Service BES Installation Assistance, we will provide you with your choice of installation assistance, whether telephone or on-site assistance, or a combination of both, to meet your requirements. The fees applicable to Fee for Service BES Installation Assistance are shown below. The total Fee for Service BES Installation Assistance fee payable by you will vary in accordance with your requirements.

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Fee for Service – BES Installation Fees	GST excl	GST incl.
Telephone assistance during Business Hours. Minimum 1 hour fee is payable and thereafter fees will be calculated on the basis of 30 minute units.	\$140	\$154 per hour
On-site assistance during Business Hours in any Metro Area. Minimum 1 hour fee is payable and thereafter fees will be calculated on the basis of 30 minute units Customers outside the Metro Area are required to pay \$154 per hour plus applicable additional region fees as shown below	\$300 Metro Area call out charge plus \$140 per hour	\$330 Metro Area call out charge, plus \$154 per hour
Region 1 – up to 200kms from the CBD of an Australian capital city (except Darwin)	\$680	\$748
Region 2 – beyond 200kms from the CBD of an Australian capital city (including Darwin)	\$1450	\$1,595
Overtime – installation assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

- 20.17 You must do all things necessary to assist us to provide you with the BES Installation Assistance you request including, but not limited to, providing access to the relevant sites and to your relevant personnel.
- 20.18 If we attend your premises on an agreed installation date, and you are not ready to perform the BES installation, you must reimburse us for all costs and expenses we have reasonably incurred.
- 20.19 You must ensure that we have full authority to access your premises and systems to provide the BES Installation Assistance and that you have obtained any necessary consents for this purpose.
- 20.20 BES Installation Assistance fees are payable for each installation of BES software with which we assist. For example, if you require our assistance with installation of BES software on two email servers or at two sites, the total BES Installation Assistance fee payable will be twice the applicable BES Installation Assistance fee.
- 20.21 You understand that our BES Installation Assistance service will not guarantee that the BES software will:
- (a) be compatible with your information, software, hardware or other equipment or systems;
 - (b) be fault free; or

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- (c) function without error.

Using the BES BlackBerry Plus Plan service

- 20.22 You must use your BES BlackBerry Plus Plan service on the Telstra.pcpack domain. On the Telstra.pcpack domain you are automatically logged out of your session after 15 minutes of data transmission inactivity, provided you have a compatible device. Use of domains other than the Telstra pcpack domain will not form part of the monthly included hours and will be charged per kilobyte at the Pay-As-You-Go rate set out below.
- 20.23 You must not use your BES BlackBerry Plus Plan service in connection with any machine-to-machine applications or to connect to the Internet via another internet service provider or to establish any point to point data connections with another modem.

Note: A machine-to-machine application refers to any automated telemetry, telematics or telematics application or service which links two or more systems or devices with a mobile data connection.

Contract term

- 20.24 If you choose to purchase a handset at a subsidised price, you may select a 24 month BES e-mail plan, or a 24 month BES BlackBerry Plus Plan. At the end of your plan's contract term, your service will remain on the selected BES e-mail plan/BlackBerry Plus Plan (and other selected mobile plan) on a month to month basis.
- 20.25 If you choose to purchase a handset outright, then you will remain on the BES e-mail plan/BlackBerry Plus Plan (and other selected mobile plan) either on a month to month basis or for your selected contract term. At the end of your selected contract term, your service will remain on the selected BES e-mail plan/BlackBerry Plus Plan (and other selected mobile plan) on a month to month basis.
- 20.26 If you are connected to a 24 month BES BlackBerry Plus Plan, which includes purchase by you of a handset at a subsidised price, you may move to a new BES BlackBerry Plus Plan with Handset with a higher monthly access fee during your contract term and you do not have to start a new contract term or pay any early termination charge (you will continue under your original plan term).
- 20.27 If you are connected to a 24 month BES BlackBerry Plus Plan which does not include purchase by you of a handset at a subsidised price, you may move to a new BES BlackBerry Plus SIM/Service only Plan with a higher monthly access fee during your contract term and you do not have to start a new contract term or pay any early termination charge (you will continue under your original plan term).

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20.28 If your selected BES e-mail plan/BlackBerry Plus Plan is no longer available to new customers, we may transfer your service to any other current plan which is reasonably comparable. We will tell you before this happens.

Cancelling/Changing the service

20.29 If you are connected to a BES e-mail plan which includes purchase of a handset at a subsidised price and you cancel your BES e-mail plan, or move your e-mail plan to a BES BlackBerry Plus Plan, or move your e-mail plan to a BES SIM/Service only e-mail plan, before the end of your 24 month contract term, you will be deemed to have cancelled your e-mail plan and must pay us an early termination charge per e-mail plan cancelled in accordance with the terms governing that e-mail plan, as reasonably determined by us.

20.30 If you are connected to a BES BlackBerry Plus Plan which includes purchase of a handset at a subsidised price and you cancel your BES BlackBerry Plus Plan, or move your BlackBerry Plus Plan to a plan with a lower monthly access fee, or move your BlackBerry Plus Plan to a BES BlackBerry e-mail plan, or move your BlackBerry Plus Plan to a BlackBerry Plus SIM/Service only Plan, before the end of your 24 month contract term, you will be deemed to have cancelled your plan and you must pay us an early termination charge per plan cancelled in accordance with the terms governing that plan, as reasonably determined by us.

20.31 If you cancel your BlackBerry 10 Plan, BlackBerry Voice Plan or eligible Telstra mobile plan connected to any of your handsets and do not move your handset to another eligible mobile plan, the associated BES e-mail plan/BlackBerry Plus Plan for that handset will be automatically cancelled. Each of your BES e-mail plans/BlackBerry Plus Plans will also be automatically cancelled if you cancel your overall BES Solution service at the account level.

20.32 You may cancel your BES e-mail plan/BlackBerry Plus Plan, BlackBerry 10 Plan, BlackBerry Voice Plan or other eligible Telstra mobile plan connected to any of your handsets at any time, subject to paying the applicable early termination fees (if any) under your BES or mobile plan.. You do not have to pay the early termination fees if your cancellation was a result of our material breach.

20.33 If you do cancel your BES email or mobile plan (other than as a result of our material breach) we will not refund or waive any fees or charges already paid or incurred by you (including the monthly BlackBerry e-mail plan/Blackberry Plus Plan fee for the month in which you cancel your e-mail plan/BlackBerry Plus Plan).

E-mail plans with Handset - For services connected before 7 March 2008

20.34 For services connected during or from the dates shown below, the monthly e-mail fee for the BES Solution will depend on your chosen plan and handset as set out below, subject to the terms of any applicable promotional offer. This fee is for unlimited e-mail usage for the month to and from your handset. The monthly fee is in addition to the charges in relation to the BES software. You may also be

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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required to pay an additional amount upfront for your handset. Additional charges apply for your mobile plan and voice and data usage, including charges for SMS, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing and other non-e-mail data usage.

BES e-mail plan	Available Date	GST excl	GST incl
12 Month BlackBerry e-mail plan with handset as determined by us	From 3 August 2004 until 6 March 2008	\$63.59	\$69.95
24 Month BlackBerry e-mail plan with handset (BlackBerry 7730) as determined by us	From 3 to 31 August 2004	\$81.77	\$89.95
24 Month BlackBerry e-mail plan with handset (BlackBerry 7230) as determined by us	From 13 May 2004 until 31 August 2004	\$72.68	\$79.95
24 Month BlackBerry e-mail plan with handset (BlackBerry 7730) as determined by us	From 13 May 2004 until 2 August 2004 obsolete	\$72.68	\$79.95
12 Month BlackBerry e-mail plan with handset as determined by us	From 13 May until 2 August 2004	\$59.04	\$64.95

E-mail plan – For services connected before 13 May 2004

20.35 For services connected before 13 May 2004, the monthly fee for your BES e-mail plan is set out below. This fee is for unlimited e-mail usage to and from your handset for the month. Additional charges apply for your mobile plan and voice and data usage, including charges for SMS, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing and other non-e-mail data usage.

Old BES e-mail plan (not available to new connections on and from 13 May 2004)	GST excl	GST incl
Monthly fee	\$86.36	\$95.00

20.36 SIM/Service only e-mail plans The monthly e-mail fee for service only BES e-mail plans are set out below. This fee is for unlimited e-mail usage for the month to and from your handset (which you must purchase separately). This is in addition to the charges payable for the BES software. Additional charges apply for your handset, mobile plan and voice and data usage, including charges for SMS, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing and other non-e-mail data usage.

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BES e-mail plan	Available Date	GST excl	GST incl
Monthly BlackBerry SIM/Service only e-mail plan	From 13 May 2004 until 6 March 2008	\$49.95	\$54.95
12 month BlackBerry SIM/Service only e-mail plan	From 13 May 2004 until 6 March 2008	\$47.72	\$52.50

BES BlackBerry Plus Plan Charges

- 20.37 Your BES BlackBerry Plus Plan includes a monthly included hours component for eligible data usage and a special rate for eligible data usage in excess of the monthly included hours, both of which are set out in the charges table below.
- 20.38 Any unused monthly included hours are forfeited at the end of each month.
- 20.39 Eligible data usage does not include, and the monthly included hours cannot be used for, other calls or services, including BlackBerry e-mail, Java, SMS (including Premium SMS), MMS, BigPond Mobile Services (previously known as Telstra Active or WAP), Circuit switched data, voice calls, MessageBank or international roaming. Standard charges will apply for use of these services.

BES BlackBerry Plus Plan with Handset – From 16 November 2005 to 30 November 2006

- 20.40 All BES BlackBerry Plus Plans with handset have a 24 month contract term.
- 20.41 For services connected between 16 November 2005 and 30 November 2006, the monthly access fee for your BES 24 month BlackBerry Plus Plan will depend on your chosen plan as set out below, subject to the terms of any applicable promotional offer. This monthly fee gives you unlimited e-mail usage for the month to and from your handset and eligible data usage within the monthly included hours. The monthly fee is in addition to the charges in relation to the BES software. You may also be required to pay an additional amount upfront for your handset. Additional charges will apply for your mobile plan and voice calls, eligible data usage in excess of the monthly included hours, and non-eligible data usage, including charges for text messages, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing and other non-e-mail data usage.

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BES BlackBerry Plus Plan	\$99		\$129		\$149	
	GST excl.	GST incl	GST excl.	GST incl.	GST excl.	GST incl.
Monthly service fee (24 month contract term applies)	\$90.00	\$99	\$117.29	\$129	\$135.50	\$149
Monthly data allowance for eligible data usage	5 hours		20 hours		40 hours	

When calculating usage time for the purpose of the monthly included hours, usage is calculated in 5 minute blocks so if usage time is less than 5 minutes, it is rounded to 5 minutes.

Charges for excess eligible data usage are calculated per 5 minute block.

SIM/Service only BlackBerry Plus Plans – Available from 16 November 2005 to 30 November 2006

20.42 All BES BlackBerry Plus SIM/Service only plans have a 24 month contract term.

20.43 For services connected between 16 November 2005 and 30 November 2006, the monthly access fee for your BES 24 month BlackBerry Plus SIM/Service only plan will depend on your chosen plan as set out below, subject to the terms of any applicable promotional offer. This monthly fee gives you unlimited e-mail usage for the month to and from your handset and eligible data usage within the monthly included hours. The monthly fee is in addition to the charges in relation to the BES software. Additional charges apply for your handset, mobile plan and voice calls, eligible data usage in excess of the monthly included hours, and non-eligible data usage, including charges for text messages, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing and other non-e-mail data usage.

BES BlackBerry Plus Plan	\$59		\$89		\$109	
	GST excl.	GST incl	GST excl.	GST incl.	GST excl.	GST incl.
Monthly service fee (24 month contract term applies)	\$53.64	\$59	\$80.91	\$89	\$99.10	\$109
Monthly data allowance for eligible data usage	5 hours		20 hours		40 hours	

When calculating usage time for the purpose of the monthly included hours, usage is calculated in 5 minute blocks so if usage time is less than 5 minutes, it is rounded to 5 minutes.

Charges for excess eligible data usage are calculated per 5 minute block.

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BlackBerry Voice Plan

- 20.44 We will charge you the following for the BlackBerry Voice Plan, which includes a connection fee per call, plus a call charge.
- 20.45 We will automatically connect you to the BlackBerry Voice Plan if you fail to elect an eligible Telstra mobile plan.

BlackBerry Voice Plan	GST excl	GST incl
Network Access Charge	Nil	Nil
Connection fee per call	22.72¢	25¢
Charges for calls to an Australian fixed or mobile number – per 30 second block or part thereof	45.45¢	50¢

BlackBerry 10 Plan – only for services connected before 3 August 2004

- 20.46 The BlackBerry 10 Plan is not available to new or upgraded connections on and from 3 August 2004. We will charge you the following for the BlackBerry 10 Plan, which includes a connection fee per call plus a call charge. Any unused included calls at the end of the month will not roll over for use in the next month. You must also pay us for other services you use and for the BES software.

BlackBerry 10 Plan	GST excl	GST incl
Network Access Charge	\$9.09	\$10.00
Monthly included voice, SMS and data calls	\$4.54	\$5.00
Connection fee per call	14.54¢	16¢
Charge for calls to an Australian fixed or mobile number – per second	0.67¢	0.73¢

Additional terms

- 20.47 The following terms also apply to your use of the handsets and your BES service to send or receive e-mail:
- (a) if applicable to your handset, Research in Motion Limited’s (“RIM’s”) standard terms and conditions associated with RIM handsets; and
 - (b) the terms of RIM’s standard BES software licence as advised to you by RIM.

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20.48 Parts of the BES Solution use the internet and an overseas mobile network that we do not own (but which is operated by RIM).

Using your handset overseas

20.49 You could breach the laws of another country (in particular the United States or Canada) if you use, send or take a handset outside of Australia. This is partly due to laws regulating the importation, exportation and use of encryption software contained within a handset.

20.50 You may only use the handset in, or send or take it to or from, other countries approved by us for your network. We will provide a list of approved countries for handset on the telstra.com website. We may update this list from time to time.

Password protection

20.51 Each handset has a password protection function. You must make sure that this function is always activated on your handset, regardless of who is using the handset.

Responsibility for use of BES Solution

20.52 You are solely responsible for your use of the BES Solution and the content and security of any data or information which is sent or received using your BES email plan or BES BlackBerry Plus Plan.

General

20.53 You must use your handset, our services and our networks in accordance with our Acceptable Use Policy available www.telstra.com. We may terminate your access to our networks if you use them to adversely impact the operation and/or other customers' enjoyment of our network or if you breach a material term of these terms, in accordance with the General Terms of Our Customer Terms (to see these terms – home and family customers [click here](#); business and government customers [click here](#)). We will tell you before this happens .

21 Good Mobile Enterprise Solution

Note: This clause sets out the terms that apply to certain Good Mobile Enterprise Solution services that are no longer available for new connections. For the terms that apply to Good Mobile Enterprise Solution services that are currently available for sale, please see [Part G - Data Services](#)

What is the Good Mobile Enterprise Solution?

21.1 Our Good Mobile Enterprise Solution allows eligible customers with a handset which is properly configured and certified by Telstra as compatible with the Good Mobile Enterprise Solution ("**handsets**") and Good Mobile software to send and

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receive e-mail wirelessly and to use our compatible networks for voice calls, SMS and BigPond Mobile Services.

Availability

- 21.2 We supply Good Mobile Enterprise Solutions for business purposes and you must use the Good Mobile Enterprise Solution predominantly for business purposes.
- 21.3 You can only use the Good Mobile Enterprise Solution if you:
- (a) satisfy the minimum hardware and systems requirements and have a compatible email server as advised by Telstra;
 - (b) have a handset for each intended user of the service either at a subsidised price or purchased outright;
 - (c) buy the Good Mobile software (either the Good Mobile Messaging server software or the Good Mobile Enterprise Suite server software as set out in your application form), together with a client access licence for each intended user of the service. The Good Mobile software redirects e-mail from an e-mail account to a handset and vice versa;
 - (d) connect (and keep connected) each intended service to one of the Good Mobile data plans described below; and
 - (e) connect (and keep connected) each intended service to the Good Mobile Voice Plan or an eligible Telstra mobile plan (all Telstra post-paid mobile business plans are eligible Telstra mobile plans, unless stated otherwise):
 - (i) for the same contract term as your Good Mobile data plan, if you have purchased a handset at a subsidised price (which is only available under a 24 month contract), or if you have purchased a handset outright and connected to a Good Mobile SIM/Service only data plan for 24 months; or
 - (ii) on a month to month basis, if you have purchased a handset outright and connected to a Good Mobile data plan on a month to month basis.
- 21.4 The Good Mobile software requires an outbound connection to the Internet.
- 21.5 You will still be able to use your handset for voice calls, SMS and BigPond Mobile Services over our compatible networks if you do not set up the Good Mobile Enterprise Solution provided you have a compatible handset that is set up to use such features.
- 21.6 In some cases, we may provide you with Evaluation Good Mobile software, which allows you to trial the Good Mobile Enterprise Solution for 30 days.

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- 21.7 The Good Mobile Enterprise Solution is not compatible with pre-paid mobile plans or with Telstra's Wireless IP products.
- 21.8 You must only use Good Mobile data plans with Good Technology Inc ("**Good Technology**") software. If you use Good Technology software with a Telstra data plan other than one of the Good Mobile data plans ("**non-Good Telstra data plan**") and Telstra's systems support or allow you to do this, we may, after giving you 14 days notice to move to a Good Mobile data plan, terminate or deny your access to the Good Technology software from the non-Good Telstra data plan, if you fail to move to a Good Mobile data plan within this notice period.

Where Telstra's systems do not support or allow the use of Good Technology software with non-Good Telstra data plans, Telstra will be unable to provide you with any notice to move to a Good Mobile data plan.

This term does not apply to services that were using Good Technology software with a Telstra data plan before 5 July 2006.

Good Mobile software

- 21.9 You may purchase Good Mobile software and client access licences from us. The fees for the Good Mobile software and client access licences are set out in your application form.
- 21.10 You will need to enter into a separate end user licence agreement with the supplier of the Good Mobile software and client access licences, Good Technology (which will be at no further cost to you) before you receive the Good Mobile software and client access licences.
- 21.11 You will need to purchase Good Mobile software for each different premises.
- 21.12 You must purchase client access licences for each Good Mobile data service supported by the Good Mobile software.
- 21.13 To use the Good Mobile Enterprise Solution, you must meet the minimum system requirements as published on our website at <http://www.telstra.com/good/>. Good Mobile Messaging server software, and Good Mobile Enterprise Suite server software are only compatible with specific email servers as notified by Telstra.
- 21.14 Good Mobile Messaging server software will encrypt all e-mails which are redirected from your e-mail server or sent from each handset purchased under the Good Mobile Enterprise Solution. It also allows you to view and modify e-mails, view e-mail attachments, calendars and global address books. Connectivity and specific functionality can vary depending on your e-mail server and the particular handset and network selected.
- 21.15 Good Mobile Enterprise Suite server software will encrypt all e-mails which are redirected from your email server or sent from each handset purchased under the Good Mobile Enterprise Solution. It also allows you to view and modify e-mails,

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view e-mail attachments, calendars and global address books and access corporate data systems using appropriate third party applications and enables you to decide what handset features are available for end users. Connectivity and specific functionality can vary depending on your e-mail server and the particular handset and network selected.

21.16 There are additional licence terms which apply to your use of Good Mobile Enterprise Solution. These terms are described in more detail under “Additional Terms”.

Good Mobile Software Installation Assistance

21.17 You are responsible for installing your Good Mobile software on your server and on all eligible handsets. If you require assistance in installing the Good Mobile software on your server, you may request that we provide Tier 1, Tier 2 or Fee for Service Good Mobile software installation assistance ("**Good Mobile Installation Assistance**"). Good Mobile Installation Assistance does not include us assisting you or your end users in installing Good Mobile software on handsets.

21.18 If you request Tier 1 Good Mobile Installation Assistance, we will:

- (a) conduct a pre-installation briefing with your IT representative by telephone;
- (b) provide reasonable telephone assistance to you during the installation of the Good Mobile software; and
- (c) contact you by phone to confirm whether installation has been successful.

We will not be present during, and will not assist with the actual installation of the Good Mobile software. The installation of the Good Mobile software will be performed solely by your IT representative.

21.19 The fees payable for Tier 1 Good Mobile Installation Assistance are set out below.

Tier 1 Good Mobile Installation Fees	GST excl	GST incl.
<p>Telephone assistance from 9am to 5pm any day except Saturdays, Sundays or public holidays in the State/Territory in which the Good Mobile software is to be installed ("Business Hours").</p> <p>We will provide such telephone assistance as we reasonably consider is necessary (to a maximum of 8 hours).</p>	\$950	\$1,045

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Tier 1 Good Mobile Installation Fees	GST excl	GST incl.
Overtime – telephone assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

21.20 If you request Tier 2 Good Mobile Installation Assistance, we will:

- (a) conduct an on-site pre-installation briefing with your IT representative;
- (b) meet with your IT representative on-site to:
 - assist your IT representative with the installation, integration and deployment of the Good Mobile software;
 - assist in configuring the firewall to allow the computers running the Good Mobile software to initiate TCP/IP connections; and
 - assist with loading and configuring operating systems and email applications as required by the Good Mobile software; and

Please note that our role is limited to advising and assisting your IT representative where necessary. It is your IT representative's responsibility to carry out the actual installation on your servers.

- (c) provide limited post-installation assistance, including telephone or on-site assistance if required, for a period of 10 days post-implementation.

You will be required to formally accept the deployment of the Good Mobile software. A Telstra technical specialist will also make telephone contact with your IT representative to confirm that implementation of the Good Mobile software has been successful.

21.21 The fees payable for Tier 2 Good Mobile Installation Assistance are set out in the table below.

Tier 2 Good Mobile Installation Fees	GST excl	GST incl.
On-site installation assistance during Business Hours in any area up to 50kms from the CBD of any Australian capital city except Darwin (Metro Area). Customers outside the Metro Area will be required to pay this fee for Tier 2 Good Mobile Installation Assistance in addition to the region fees listed below.	\$2,000	\$2,200

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Tier 2 Good Mobile Installation Fees	GST excl	GST incl.
We will provide such on-site installation assistance as we reasonably consider is necessary (to a maximum of 14 hours).		
Region 1 – up to 200kms from the CBD of an Australian capital city (except Darwin)	\$680	\$748
Region 2 – beyond 200kms from the CBD of an Australian capital city (including Darwin)	\$1450	\$1,595
Overtime – installation assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

21.22 If you request Fee for Service Good Mobile Installation Assistance, we will provide you with your choice of installation assistance, whether telephone or on-site assistance, or a combination of both, to meet your requirements. The fees applicable to Fee for Service Good Mobile Installation Assistance are shown below. The total Fee for Service Good Mobile Installation Assistance fee payable by you will vary in accordance with your requirements.

Fee for Service – Good Mobile Installation Fees	GST excl	GST incl.
Telephone assistance during Business Hours. Minimum 1 hour fee is payable and thereafter fees will be calculated on the basis of 30 minute units.	\$140	\$154 per hour
On-site assistance during Business Hours in any Metro Area. Minimum 1 hour fee is payable and thereafter fees will be calculated on the basis of 30 minute units Customers outside the Metro Area are required to pay \$154 per hour plus applicable additional region fees as shown below	\$300 Metro Area call out charge plus \$140 per hour	\$330 Metro Area call out charge, plus \$154 per hour
Region 1 – up to 200kms from the CBD of an Australian capital city (except Darwin)	\$680	\$748
Region 2 – beyond 200kms from the CBD of an Australian capital city (including Darwin)	\$1450	\$1,595
Overtime – installation assistance provided during non-Business Hours	\$200 per hour	\$220 per hour

21.23 You must do all things necessary to assist us to provide you with the Good Mobile Installation Assistance you request including, but not limited to, providing access to the relevant sites, systems and personnel. You agree to obtain any necessary consents for this purpose.

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- 21.24 If we attend your premises on an agreed installation date, and you are not ready to perform the Good Mobile installation, you must reimburse us for all costs and expenses we have reasonably incurred.
- 21.25 Good Mobile Installation Assistance fees are payable for each installation of Good Mobile software with which we assist. For example, if you require our assistance with installation of Good Mobile software on two servers or at two sites, the total Good Mobile Installation Assistance fee payable will be twice the applicable Good Mobile Installation Assistance fee.
- 21.26 You understand that our Good Mobile Installation Assistance service will not guarantee that the Good Mobile software will:
- (a) be compatible with your information, software, hardware or other equipment or systems;
 - (b) be fault free; or
 - (c) function without error.

Contract term

- 21.27 If you choose to purchase a handset at a subsidised price, you can select a 24 month Good Mobile data plan with subsidised handset as set out below. At the end of your 24 month term, your service will remain on the selected Good Mobile data plan (and other selected mobile plan) on a month to month basis.
- 21.28 If you choose to purchase a handset outright, you can select a Good Mobile data plan - SIM/Service only, as set out below. You will remain on the Good Mobile data plan (and other selected mobile plan) either on a month to month basis or for your selected contract term. At the end of your selected contract term, your service will remain on the selected Good Mobile data plan (and other selected mobile plan) on a month to month basis.
- 21.29 If your selected Good Mobile data plan is no longer available to new customers at the end of your contract term, we may transfer your service to any other current plan which is reasonably comparable. We will tell you before this happens.

Cancelling/Changing the service

- 21.30 If you are connected to a Good Mobile data plan which includes purchase of a handset at a subsidised price and you cancel your Good Mobile data plan, or move your data plan to a Good Mobile data plan - SIM/Service only, before the end of your 24 month contract term, you will be deemed to have cancelled your data plan and must pay us an early termination charge per data plan cancelled in accordance with the terms governing that data plan, as reasonably determined by us.

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- 21.31 If you cancel your Good Mobile Voice Plan or eligible Telstra mobile plan connected to any of your handsets and do not move your handset to another eligible mobile plan, the associated Good Mobile data plan for that handset will be automatically cancelled. Each of your Good Mobile data plans will also be automatically cancelled if you cancel your overall Good Mobile Enterprise Solution service at the account level.
- 21.32 You may cancel your Good Mobile data plan, Good Mobile Voice Plan or other eligible Telstra mobile plan connected to any of your handsets at any time, subject to paying the applicable early termination fees (if any) under your Good Mobile data plan or your mobile plan. You do not have to pay the early termination fees if your cancellation was a result of our material breach.
- 21.33 If you do cancel your Good Mobile data or mobile plan (other than as a result of our material breach) we will not refund or waive any fees or charges already paid or incurred by you (including the monthly Good Mobile data plan fee for the month in which you cancel your data plan).

SIM/Service only Data Plans

- 21.34 The monthly data fee for service only Good Mobile data plans are set out below. This fee is for unlimited e-mail usage for the month to and from the handset (which you must purchase separately) of a user of the service when the handset is not roaming. Where you have purchased and installed the Good Mobile Enterprise Suite server software, this fee is also for unlimited access to your intranet for the month to and from the handset of a user of the service when the handset is not roaming. Additional fees will apply for e-mail usage and intranet access when a handset is roaming. This is in addition to the charges payable for the Good Mobile software. Additional charges apply for your handset, mobile plan and voice and data usage (including charges for SMS, Telstra WAP browsing and other non-e-mail data usage).

Good Mobile SIM/Service only Data Plans	GST excl	GST incl
Monthly Good Mobile SIM/Service only data plan (not available for new connections on and from 7 March 2008)	\$49.95	\$54.95
12 month Good Mobile SIM/Service only data plan (not available for new connections on and from 7 March 2008)	\$47.72	\$52.50

You cannot use any additional call entitlements under your eligible Telstra mobile plan or Good Mobile Voice Plan (even if otherwise available for sharing under a group plan) to pay for the Good Mobile data plan fee.

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Good Mobile Voice Plan

- 21.35 We will charge you the following for the Good Mobile Voice Plan, which includes a connection fee per call, plus a call charge.
- 21.36 We will automatically connect you to the Good Mobile Voice Plan if you fail to elect an eligible Telstra mobile plan.

Good Mobile Voice Plan	GST excl	GST incl
Network Access Charge	Nil	Nil
Connection fee per call	22.72¢	25¢
Charges for calls to an Australian fixed or mobile number – per 30 second block or part thereof	45.45¢	50¢

Additional terms

- 21.37 If applicable to your handset, the handset manufacturer's standard terms and conditions associated with those handsets apply.
- 21.38 Parts of the Good Mobile Enterprise Solution use the internet and an overseas network operations centre (NOC) that we do not own (but which is operated by Good Technology).
- 21.39 Telstra does not represent that the Good Mobile Enterprise Solution will work, or that it may legitimately be used, outside of Australia. In particular, you should be aware that you could breach the laws of another country (in particular the United States or Canada) if you use, send or take a handset outside of Australia. This is partly due to laws regulating the importation, exportation and use of encryption software contained within a handset.

Password protection

- 21.40 Each handset has a password protection function. You must make sure that this function is always activated on your handsets, regardless of who is using them.

General

- 21.41 You must use your handset, our services and our networks in accordance with our Acceptable Use Policy available www.telstra.com. We may terminate your access to our networks if you use them to adversely impact the operation and/or other customers' enjoyment of our network or if you breach a material term of these terms, in accordance with the General Terms of Our Customer Terms (to see these terms business and government customers [click here](#)). We will tell you before this happens.

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21.42 If any regulatory consent or exemption that we require to provide the Good Mobile Enterprise Solution to you is not extended or is cancelled or withdrawn, we may terminate our agreement with you. We will tell you before this happens.

22 Telstra 3G Mobile Phone Cap Plan (business) offer

Not available for new connections after 5 March 2006.

Eligibility

22.1 The Telstra 3G Mobile Phone Cap Plans (business) are available to new connections and recontracting (including existing customers recontracting to change their chosen spend) until 5 March 2006. To be eligible you must:

- (a) provide us with proof of your ABN, ACN or ARBN;
- (b) purchase a compatible 3G handset under our Mobile Repayment Option;
- (c) connect this compatible 3G handset to a Telstra 3G Mobile Phone Cap Plan; and
- (d) connect a Mobile Surf and Email Pack.

22.2 We supply the Telstra 3G Mobile Phone Cap Plan (business) for business purposes and you must use this offer predominantly for business purposes.

22.3 The Telstra 3G Mobile Phone Cap Plans (business) are a service only offer with a choice of 12 or 24 month contract term.

Payment

22.4 You must pay us your chosen plan's minimum monthly spend and pack charge each month for your contract term.

(a) Plan

22.5 Your plan's minimum monthly spend includes an amount of included calls equal to the value of your monthly spend. Unused included calls are forfeited each month.

22.6 The calls that are included in your plan's included call component and that count towards the Cap Start and Cap End ("**Cap Amounts**") are most national direct dial voice calls, mobile originating text messages and picture messages (where you have a compatible handset), MessageBank diversion and retrieval, Push to Talk calls (with compatible handsets) and any other calls we decide are eligible ("**eligible calls**"). 3G services such as video calls, video MessageBank and video content are not eligible calls.

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- 22.7 You must pay for any additional call charges beyond your included calls up to your Cap Start. You must also pay for any calls which are not eligible calls.
- 22.8 Once the eligible calls you make in a month reach your Cap Start, you will not have to pay for eligible calls until you reach the Cap End. You must pay for any calls which are above the Cap End.

(b) Pack

- 22.9 Your Pack's monthly charge includes an amount of included data usage equal to the value of your monthly charge. Unused included data usage is forfeited each month.
- 22.10 You must pay for additional data usage beyond your monthly included usage each month.
- 22.11 You must pay for 3G video calls and video MessageBank. The pricing for 3G services is set out in 3G and Next G Video Services in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Packs

- 22.12 Your Pack's included data usage can be used for browsing, downloading and emailing (including some 3G content) but not for content subscription charges or international roaming charges.
- 22.13 You may change your Pack at any time by telling us. If you change your Pack during a month, the monthly data pack amount and included monthly data allowance will not be pro-rated.
- 22.14 You must remain connected to your selected Pack for the term of your plan. If you cancel your Pack during the term of your plan, your plan will be cancelled and you may be required to pay an early termination charge. We will tell you before this happens.

Other promotional offers

- 22.15 Telstra 3G Mobile Phone Cap Plans (business) are not available with any other Telstra mobile offer unless we tell you otherwise.

Changing your plan monthly spend or plan

- 22.16 We may allow you to change your original monthly spend or move to another plan during your contract term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your Telstra 3G Mobile Phone Cap Plan (business) contract term, you may do so only while Telstra 3G Mobile Phone Cap Plans (business) are available for recontracting.

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Change	Terms
If you move to another Telstra 3G Mobile Phone Cap Plan (business) with a lower monthly spend	You will need to restart your contract term. Your plan call rates, included calls and minimum monthly spend will be adjusted on a pro-rata basis to reflect your new minimum monthly spend and new Cap Amounts. We may also charge you a \$50 administration fee.
If you move to another Telstra 3G Mobile Phone Cap Plan (business) with a higher monthly spend	You do not need to restart your contract term. Your plan call rates, included calls and minimum monthly spend will be adjusted on a pro-rata basis to reflect your new minimum monthly spend and new Cap Amounts.
If you move to another Telstra plan with a fixed contract term	You will need to start a new contract term. If your new plan has a lower monthly spend/access fee, we may also charge you a \$50 administration fee.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed contract term	You will need to pay us an early termination charge.

Early termination charges

22.17 The amount of any early termination charge payable is set out in your application form.

At the end of your contract term

22.18 At the end of your contract term your service will remain on your chosen Telstra 3G Mobile Phone Cap Plan (business) and pack. You may cancel your pack at this time and remain on your plan. You cannot move to another Telstra 3G Mobile Phone Cap Plan (business) unless you recontract (which means you may also need to continue to maintain, or take up a new pack).

22.19 If the Telstra 3G Mobile Phone Cap Plans (business) are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Mobile Repayment Option

22.20 The Mobile Repayment Option terms and conditions set out in [Part C - Special Promotions of the Telstra Mobile Section of Our Customer Terms](#) apply to the purchase of your 3G compatible handset under this offer.

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Plan charges and Cap Amounts

22.21 Your plan's call charges and Cap Amounts are set out below. Any unused included calls are forfeited at the end of each month. Included calls and Cap Amounts do not include some call types including operator assisted calls, directory assistance calls to 1223 and, premium numbers, calls made and received while overseas, PocketNews, 1234 service, third party content charges, video calling, and video MessageBank diversion and retrieval.

Telstra 3G Mobile Phone Cap Plan (business)	Telstra 3G \$49 Mobile Phone Cap Plan (business)		Telstra 3G \$79 Mobile Phone Cap Plan (business)	
	GST excl	GST incl	GST excl	GST incl
Cap Start	\$44.5454	\$49.00	\$71.8181	\$79.00
Cap End	\$227.2727	\$250.00	\$500	\$550.00
Minimum monthly spend	\$44.5454	\$49.00	\$27.2727	\$30.00
Monthly included calls	\$44.5454	\$49.00	\$27.2727	\$30.00
Call connection fee	31.82¢	35¢	31.82¢	35¢
Call charges for standard calls to an Australian fixed or mobile number - at all times - per 30 second block or part thereof	36.36¢	40¢	31.82¢	35¢

Pack charges and included data

22.22 The Pack charges and included data usage are set out below. Any unused included data usage is forfeited at the end of each month.

Mobile Surf and Email Pack	\$5 Mobile Surf and Email Pack		\$10 Mobile Surf and Email Pack		\$15 Mobile Surf and Email Pack	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
Monthly included data usage	1MB		3MB		6MB	
Minimum monthly spend	\$4.5454	\$5.00	\$9.0909	\$10.00	\$13.6363	\$15.00
Additional data usage per kilobyte	0.45¢	0.5¢	0.27¢	0.3¢	0.23¢	0.25¢

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Mobile Surf and <u>Email</u> Pack	\$5 Mobile Surf and Email Pack		\$10 Mobile Surf and Email Pack		\$15 Mobile Surf and Email Pack	
Monthly included data usage	1MB		3MB		6MB	
	GST excl	GST incl	GST excl	GST incl	GST excl	GST incl
or part thereof						

23 Telstra Capped Plus Plan (business) offer

Telstra \$49 Cap Plus Plan (business) and Telstra \$79 Cap Plus Plan (business) are not available for new connections after 28 February 2006.

The Telstra \$49 Cap Plus Plan (business) and Telstra \$79 Cap Plus Plan (business) are not available for new connections after 31 May 2006.

- 23.1 The Telstra \$49 Cap Plus Plan (business) and Telstra \$79 Cap Plus Plan (business) are available to eligible existing customers as at 5 September 2005 until 28 February 2006. The Telstra \$49 Cap Plus Plan (business) and Telstra \$79 Cap Plus Plan (business) are available to eligible customers who connect a new post-paid Telstra mobile service, are existing Telstra post-paid customers or who receive an individual invitation from us to take up the Telstra Capped Plus Plans from 1 March 2006 until 31 January 2007.
- 23.2 To be eligible for the Telstra Capped Plus Plan (business) offer you must provide us with proof that you have an ABN, ACN or ARBN. We supply the Telstra Capped Plus Plan (business) offer for business purposes and you must use the Telstra Capped Plus Plan (business) predominantly for business purposes.
- 23.3 The Telstra Capped Plus Plans (business) comprise a service only offer for approved customers with a contract length of 12 months. Under Telstra's Capped Plus Plans (business), where your eligible call spend reaches your plan's Cap Start, you won't pay for these calls until they reach the Cap End ("**cap benefit**").

Payment

- 23.4 Each month during the contract term, you must pay us your chosen monthly spend. Your monthly spend includes an equal amount of monthly included calls. The calls that are included in your included call component and that count towards the Cap Start and Cap End ("Cap Amounts") are most national direct dial voice and MessageBank diversion/retrieval calls, mobile originating text,

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mobile originating picture messaging and push to talk calls (on compatible handsets) (“**eligible calls**”).

- 23.5 You must pay for call charges beyond your included call component and up to your Cap Start.
- 23.6 You must pay for any calls which are not eligible calls.
- 23.7 You must pay for any calls which are above the Cap End.

Other promotional offers

- 23.8 Telstra Capped Plus Plans (Business) are not available with any other Telstra mobile offer unless specified by us.

Changing your monthly spend/plan

- 23.9 We may allow you to change your original monthly spend or move to another plan during your contract term. The terms applying to these changes are set out in the table below. If the change you request requires you to restart your Telstra Capped Plus Plan (business) contract term, you may do so only while Telstra Capped Plus Plans (business) are available for recontracting.

Change	Terms
If you move to another Telstra Capped Plus Plan with a lower monthly spend	You will need to restart your contract term. Your call rates, included calls and minimum monthly spend will be adjusted on a pro-rata basis to reflect your new minimum monthly spend and new Cap Amounts. We may also charge you a \$50 administration fee.
If you move to another Telstra Capped Plus Plan with the same or a higher monthly spend	You do not need to restart your contract term. Your call rates, included calls and minimum monthly spend will be adjusted on a pro-rata basis to reflect your new minimum monthly spend and new Cap Amounts.
If you move to another Telstra plan with a fixed contract term	You will need to start a new contract term. If your new plan has a lower monthly spend/access fee, we may also charge you a \$50 administration fee.
If you or Telstra deactivate your service or you move to a pre-paid or casual plan or Telstra offer without a fixed contract term	You will need to pay us an early termination charge.

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Early termination charges

- 23.10 The amount of any early termination charge payable is set out in your application form.

At the end of your contract term

- 23.11 Your service will remain on your chosen Telstra Capped Plus Plan (business) at the end of your contract term, however you may not continue to receive the cap benefit (we will tell you before this happens). You will not be able to change your plan's monthly spend unless you recontract to a Telstra Capped Plus Plan (business). If the Telstra Capped Plus Plans (business) are no longer available, we may roll your service onto any other current plan that is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Mobile Repayment Option

- 23.12 Eligible Telstra Capped Plus Plan customers may 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](#).

Charges and cap amounts

- 23.13 The call charges and Cap Amounts are set out below. Any unused included calls are forfeited at the end of each month. Included calls and Cap Amounts do not include some call types including operator assisted calls, directory assistance calls to 1223 and, premium numbers, calls made and received while overseas, PocketNews, Sensis 1234 service, third party content charges, video calls, and video MessageBank.

Telstra Capped Plus Plan (Business)	Telstra \$49 Cap Plus Plan (Business)		Telstra \$79 Cap Plus Plan (Business)	
	GST excl	GST incl	GST excl	GST incl
Cap Start	\$44.5454	\$49.00	\$71.8181	\$79.00
Cap End	\$227.2727	\$250.00	\$500	\$550.00
Monthly spend	\$44.5454	\$49.00	\$22.7272	\$25.00
Monthly included calls	\$44.5454	\$49.00	\$22.7272	\$25.00
Charges for calls to an Australian fixed or mobile number - at all times - per 30	36.36¢	40¢	31.82¢	35¢

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Telstra Capped Plus Plan (Business)	Telstra \$49 Cap Plus Plan (Business)		Telstra \$79 Cap Plus Plan (Business)	
	GST excl	GST incl	GST excl	GST incl
second block or part thereof				
Call connection fee	22.73¢	25¢	22.73¢	25¢

24 Telstra Mobile Business Phone Plan (With subsidised handset)

Not available for new connections on and from 8 September 2004.

Recontracting to Telstra Mobile Business Phone Plans (including recontracting to change the chosen monthly spend) not available to existing customers on and from 8 September 2004.

- 24.1 You can buy a handset from us at a subsidised price when you connect to our networks on a Telstra Mobile Business Phone Plan for 24 months.
- 24.2 You must pay us your chosen monthly spend each month for your 24-month contract term. You must also pay us for any call charges beyond your included calls and for other services you use.

Eligibility

- 24.3 To be eligible for the Telstra Mobile Business Phone Plan offers you must provide us with proof that you have an ABN, ACN or ARBN. We supply the Telstra Mobile Business Phone Plan for business purposes and you must use the Telstra Mobile Business Phone Plan predominantly for business purposes.

Not available with other offers

- 24.4 The Telstra Mobile Business Phone Plan is not available with any other Telstra mobile offer unless specified by us.

Business Options

- 24.5 You can choose one of the Business Options described below.
- 24.6 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of all Business Options.
- 24.7 A \$15 charge (GST incl) applies if you change your Business Option more than once within 30 days.

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24.8 The options marked in the table with an **asterisk** do not apply to premium content and information services, and to some calls including calls to numbers beginning with 19, and 12, international and international roaming calls, emergency calls, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), MessageBank deposits and retrievals, Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, MMS Push To Talk, WAP and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Business Options	Description
Business Hours*	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made between 7am and 7pm to any fixed or mobile number within Australia.
Any Mobile*	A call rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls to any mobile number on any network within Australia.
Per Second Saver*	Voice calls charged on a per second basis and not in 30 second blocks (plus applicable connection fee)
Work Group*	Choose any three Telstra fixed or mobile numbers and pay 22 cents (GST incl) (plus connection fee) for the first 5 minute block of each voice call to those numbers. Standard call rates apply after first 5 minutes. A \$3 fee (GST incl) applies to set up (and change) each of the selected three numbers.

At the end of your contract term

24.9 Your service will remain on your chosen Telstra Mobile Business Phone Plan at the end of the contract term and will continue to receive your chosen business option. If your Phone Plan or business option is no longer available to new customers, we may roll your service onto any other current plan or bonus option that we think is reasonably comparable. We will give you prior notice if this will occur.

Changing your monthly spend/plan

24.10 We may allow you to change your original monthly spend or move to another plan during your contract term. However, on and from 8 September 2004, if your change involves restarting your contract term, you will need to move to another available plan. The terms applying to these changes are set out in the table below.

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Change	Terms
If you move to a Phone Plan with a lower monthly spend	You will need to restart your contract term. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to a Phone Plan with a higher monthly spend	You do not need to restart your contract term. Your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.
If you move to another plan with a fixed contract term and a lower monthly spend/access fee	You will need to restart your contract term and pay an early termination charge. You may also be required to pay a \$50 administration fee.
If you move to another plan with a fixed contract term and a higher monthly spend/access fee	You will need to restart your contract term and pay an early termination charge.
If you move to a Telstra Mobile Member Plan with a monthly spend of \$100 or more or a Telstra Mobile Business Plan with a monthly spend of \$150 or more	You will not need to restart your contract term or pay an early termination charge. You will not receive a monthly credit under your new plan.

Early Termination Charges

24.11 You must pay an early termination charge as reasonably determined by us if your mobile service is cancelled, other than as a result of our material breach, or if you take up a pre-paid, casual or other non-approved plan during your contract term.

Disconnecting your service

24.12 We may terminate your Phone Plan at any time, if we reasonably determine that you are ineligible for the offer.

Our Customer Terms

Telstra Mobile Section

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Charges

24.13 The call charges are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Telstra Mobile Business Phone Plans	35		50		65		80	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	\$31.81818	\$35.00	\$45.4545	\$50.00	\$59.0909	\$65.00	\$72.7272	\$80.00
Monthly included national, MessageBank, SMS, MMS, WAP and GPRS calls	\$27.27272	\$30.00	\$36.3636	\$40.00	\$50.00	\$55.00	\$63.6363	\$70.00
Monthly included data calls (MMS, WAP and GPRS)	\$4.54545	\$5.00	\$9.0909	\$10.00	\$9.0909	\$10.00	\$9.0909	\$10.00
Connection fee for calls to an Australian fixed or mobile number	18.6363¢	20.5¢	18.6363¢	20.5¢	18.6363¢	20.5¢	16.8181¢	18.5¢
Call Charges – at all times – per 30 second block or part thereof	27.272¢	30¢	24.5454¢	27¢	21.818¢	24¢	19.090¢	21¢
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.636¢	15¢	13.636¢	15¢	13.636¢	15¢	13.6363¢	15¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option	0.909¢	1¢	0.8181¢	0.9¢	0.7272¢	0.8¢	0.6363¢	0.7¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Our Customer Terms

Telstra Mobile Section

Part B – Old Business Plans

Telstra Mobile Business Phone Plans	35		50		65		80	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option	0.909¢	1¢	0.9091¢	1¢	0.9091¢	1¢	0.9091¢	1¢
Call charges if you choose the Any Mobile Business Option – Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Charges for calls to a chosen Work Group number – For first 5 minutes block of each call. Standard charges apply after the first 5 minutes.	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢

Part B – Old Business Plans

25 Telstra Mobile Business Plan offers

Not available for new connections on and from 8 September 2004.

Recontracting to Telstra Mobile Business Plans (including recontracting to change the chosen monthly spend) not available to existing customers on and from 8 September 2004.

Eligibility

- 25.1 To be eligible for the Telstra Mobile Business Plan offers you must provide us with proof that you have an ABN, ACN or ARBN. We supply the Telstra Mobile Business Plan for business purposes and you must use the Telstra Mobile Business Plan predominantly for business purposes.

Casual Telstra Mobile Business Plans (month to month)

- 25.2 You must pay us your chosen monthly spend. You must also pay us for any call charges beyond your included calls and for other services you use.
- 25.3 You may change your monthly spend or cancel your Casual Plan at any time by telling us.
- 25.4 You may apply for a Mobile Repayment Option set out in [Part C – Special Promotions](#) of the Telstra Mobile section of Our Customer Terms. You are not eligible to receive a Business Option or a Monthly Credit.
- 25.5 If the Telstra Mobile Business Plans are no longer available to new customers at the end of your monthly contract term or when you wish to change your monthly spend, we may move you to any other current plan that we think is reasonably comparable.

Member Telstra Mobile Business Plans (12 or 24 month term)

- 25.6 You must pay us your chosen monthly spend each month of your contract term. You must also pay us for any call charges beyond your included calls and for other services you use.

Monthly Credit and Business Options

- 25.7 You can choose one Business Option and you will receive a Monthly Credit. The benefits are described below.
- 25.8 Our FairPlay Policy (set out in Part [A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of all Business Options.
- 25.9 A \$15 charge (GST incl) applies if you change your Business Option more than once within 30 days.

Part B – Old Business Plans

25.10 The options marked in the table with an **asterisk** do not apply to premium content and information services, and to some calls including calls to numbers beginning with 19, and 12, emergency calls, international and international roaming calls, MessageBank deposits and retrievals, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS,WAP, MMS, Push to Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Member Benefit	Description
Monthly Credit	You will receive a credit on your bill each month. The amount of the monthly credit is different for each monthly spend is set out in the table of charges below. The monthly credit is not transferable and cannot be redeemed for cash. You can: <ul style="list-style-type: none"> • choose between a 12 or 24 month contract term for your plan; and • apply for a Mobile Repayment Option.
Business Options	
Business Hours*	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made between 7am and 7pm to any fixed or mobile number within Australia.
Any Mobile*	A call rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls to any mobile number on any network within Australia.
Per Second Saver*	Voice calls charged on a per second basis and not in 30 second blocks (plus applicable connection fee)
Work Group*	Choose any three Telstra fixed or mobile numbers and pay 22 cents (GST incl) (plus connection fee) for the first 5 minute block of each voice call to those numbers. Standard call rates apply after first 5 minutes. A \$3 fee (GST incl) applies to set up (and change) each of the selected three numbers.

Changing spend levels

25.11 You may change your monthly spend. If you do, your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.

25.12 If you want to move to a higher monthly spend your Monthly Credit will remain unchanged unless you recontract at the new monthly spend on a Telstra Mobile Business Plan. On and from 8 September 2004, if you wish to recontract you will need to move to another current plan.

Part B – Old Business Plans

- 25.13 If you want to move to a lower monthly spend, you will need to recontract to a Telstra Mobile Business Plan. Your new monthly spend will be treated as your minimum monthly spend for your new contract term. Your Monthly Credit will be adjusted on a pro rata basis to reflect your lower monthly spend. On and from 8 September 2004, if you wish to recontract you will need to move to another current plan.
- 25.14 You may move to a member or subscriber offer with a monthly spend/access fee which is the same as or higher than your original monthly spend at any time within your contract term. To do this, you will need to contract to a new member or subscriber offer and start a new contract term.
- 25.15 We may charge you a fee of \$50 (incl. GST) if you choose to move to a member or subscriber offer with a monthly spend/access fee which is lower than your original monthly spend.

Cancelling your plan

- 25.16 We may charge you an early termination fee if during your contract term you cancel your plan or move to a pre-paid plan or a casual plan.

When your contract ends

- 25.17 When your contract term ends, you will remain on your chosen Member Plan with your chosen Business Option but you will not receive a Monthly Credit. If you wish to choose a new monthly spend, you will need to recontract to another current plan.

If your plan is withdrawn

- 25.18 If we withdraw the Telstra Mobile Business Plans, then you will not be able to recontract to a Telstra Mobile Business Plan and will need to contract to another plan available at the time. Instead of remaining on your Member Plan (without the Monthly Credit) at the end of your contract term, we may move you to another plan that is reasonably comparable.

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Telstra Mobile Section

Part B – Old Business Plans

Charges – casual

25.19 The call charges are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Casual Telstra Mobile Business Plan	30		40		55		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum monthly spend	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6363	\$70.00	\$90.9090	\$100.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6363	\$70.00	\$90.9090	\$100.00
Call Charges – at all times – per 30 second block or part thereof	27.27¢	30¢	24.54¢	27¢	21.81¢	24¢	19.09¢	21¢	18.18¢	20¢
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	16.36¢	18¢	16.36¢	18¢

Casual Telstra Mobile Business Plan	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum monthly spend	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Call Charges – at all times – per 30 second block or part thereof	17.27¢	19¢	16.36¢	18¢	15.45¢	17¢	14.54¢	16¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Telstra Mobile Section

Part B – Old Business Plans

Casual Telstra Mobile Business Plan	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee for calls to an Australian fixed or mobile number	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢

Charges – member

25.20 The call charges are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

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Telstra Mobile Section

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Member Telstra Mobile Business Plan	30		40		55		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6363	\$70.00	\$90.9090	\$100.00

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Member Telstra Mobile Business Plan	30		40		55		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6363	\$70.00	\$90.9090	\$100.00
Monthly Credit	\$4.5454	\$5.00	\$6.8181	\$7.50	\$9.0909	\$10.00	\$18.1818	\$20.00	\$27.2727	\$30.00

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Member Telstra Mobile Business Plan	30		40		55		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	16.36¢	18¢	16.36¢	18¢
Call Charges – at all times – per 30 second block or part thereof	27.27¢	30¢	24.54¢	27¢	21.81¢	24¢	19.09¢	21¢	18.18¢	20¢
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.63¢	15¢	13.63¢	15¢	13.63¢	15¢	13.63¢	15¢	13.63¢	15¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	0.9¢	1¢	0.81¢	0.9¢	0.72¢	0.8¢	0.63¢	0.7¢	0.6¢	0.6667¢
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	0.9¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Telstra Mobile Section

Part B – Old Business Plans

Member Telstra Mobile Business Plan	30		40		55		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call charges if you choose the Any Mobile Business Option Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Charges for calls to a chosen Work Group number For first 5 minutes block of each call. Standard charges apply after the first 5 minutes.	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢

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Telstra Mobile Section

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Member Telstra Mobile Business Plan (cont.)	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5454	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5454	\$500.00
Monthly Credit	\$31.8181	\$35.00	\$36.3636	\$40.00	\$45.4545	\$50.00	\$54.5454	60.00
Connection fee for calls to an Australian fixed or mobile number	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢
Call Charges – at all times – per 30 second block or part thereof	17.27¢	19¢	16.36¢	18¢	15.45¢	17¢	14.54¢	16¢
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.63¢	15¢	13.63¢	15¢	13.63¢	15¢	13.63¢	15¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	0.57¢	0.6333¢	0.54¢	0.60¢	0.51¢	0.5676¢	0.48¢	0.5333¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Telstra Mobile Section

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Member Telstra Mobile Business Plan (cont.)	150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢	0.91¢	1¢
Call charges if you choose the Any Mobile Business Option Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Charges for calls to a chosen Work Group number For first 5 minutes block of each call. Standard charges apply after the first 5 minutes.	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Old Business Plans

26 \$20 Mobile Business Starter Plan offers

Not available for new connections on and from 8 September 2004.

Recontracting to \$20 Mobile Business Starter Plans offer (including recontracting to change the chosen monthly spend) not available to existing customers on and from 8 September 2004.

Eligibility

- 26.1 To be eligible for the \$20 Mobile Business Starter Plan offers you must provide us with proof that you have an ABN, ACN or ARBN. We supply the \$20 Mobile Business Starter Plan for business purposes and you must use the \$20 Mobile Business Starter Plan predominantly for business purposes.

Casual Plan (month to month)

- 26.2 You must pay us your monthly spend. You must also pay us for any call charges beyond your included calls and for other services you use.
- 26.3 You may change to any other current plan or cancel your Casual Plan at any time by telling us.
- 26.4 You may apply for a Mobile Repayment Option set out in [Part C – Special Promotions](#) of the Telstra Mobile section of Our Customer Terms. You are not eligible to receive a Business Options or a Monthly Credit.
- 26.5 If the \$20 Mobile Business Starter Plan is no longer available to new customers at the end of your monthly contract term, we may move you to any other current plan that we think is reasonably comparable. If you wish to make any changes to this plan, you may need to recontract to a new plan available at the time.

Charges

- 26.6 The call charges are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Casual \$20 Mobile Business Starter Plan	GST excl.	GST incl.
Minimum Monthly Spend	\$18.1818	\$20.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$13.6364	\$15.00
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢

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Casual \$20 Mobile Business Starter Plan	GST excl.	GST incl.
Call Charges – at all times – per 30 second block or part thereof	45.45¢	50¢

Member Plan (12 or 24 month term)

26.7 You must pay us your chosen monthly spend each month of your contract term. You must also pay us for any call charges beyond your included calls and for other services you use.

Monthly Credit and Business Options

26.8 You can choose one Business Option and you will receive a Monthly Credit. The benefits are described below. You may also apply for a Mobile Repayment Option set out in Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms.

26.9 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of all Business Options.

26.10 A \$15 charge (GST incl) applies if you change your Business Option more than once within 30 days.

26.11 The options marked in the table with an asterisk do not apply to premium content and information services, and to some calls including calls to numbers beginning with 19, and 12, emergency calls, international and international roaming calls, MessageBank deposits and retrievals, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, WAP, MMS, Push To Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Member Benefit	Description
Monthly Credit	You will receive a credit on your bill each month of \$5.00 GST incl (\$4.545454 GST excl).
Business Options	
Business Hours*	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made between 7am and 7pm to any fixed or mobile number within Australia.
Any Mobile*	A call rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls to any mobile number on any network within Australia.

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Member Benefit	Description
Per Second Saver*	Voice calls charged on a per second basis and not in 30 second blocks (plus applicable connection fee)
Work Group*	Choose any three Telstra fixed or mobile numbers and pay 22 cents (GST incl) (plus connection fee) for the first 5 minute block of each voice call to those numbers. Standard call rates apply after first 5 minutes. A \$3 fee (GST incl) applies to set up (and change) each of the selected three numbers.

Changing plans

- 26.12 During your contract term you may move to a Telstra Mobile Business Plan or any other current plan available to new customers that we think is reasonably comparable.
- 26.13 If you recontract to a new plan, you will need to pay the monthly spend for the new plan. Your call rates, included calls and Monthly Credit will be adjusted on a pro-rata basis to reflect the new plan.
- 26.14 If you do not recontract to the new plan, your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect the new month to month plan. Your Monthly Credit will remain unchanged.
- 26.15 You may move to a member or subscriber offer with a monthly spend/access fee which is the same as or higher than your original monthly spend at any time within your contract term. To do this, you will need to contract to a new member or subscriber offer and start a new contract term.
- 26.16 We may charge you a fee of \$50 (incl. GST) if you choose to move to a member or subscriber offer with a monthly spend/access fee which is lower than your original monthly spend.

Cancelling your plan

- 26.17 We may charge you an early termination fee if during your contract term you cancel your plan or move to a pre-paid plan or a casual plan.

When your contract ends

- 26.18 When your contract terms ends, you will remain on your Member Plan with your chosen Business Option but you will not receive a Monthly Credit. If you wish to change your monthly spend, you will need to recontract to a new plan available at the time.
- 26.19 If the \$20 Mobile Business Starter Plan is no longer available to new customers, we may roll you over to any other current plan that we think is reasonably

Part B – Old Business Plans

comparable. If you wish to make any changes to this plan, you may need to recontract to a new plan available at the time.

Charges

26.20 The call charges are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Member \$20 Mobile Business Starter Plan	GST excl.	GST incl.
Minimum Monthly Spend	\$18.1818	\$20.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$13.6364	\$15.00
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢
Call Charges – at all times – per 30 second block or part thereof	45.45¢	50¢
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.63¢	15¢
For customers with a 10-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	1.51¢	1.6667¢
For customers with a 13-digit Telstra account number: Call charges if you choose the Per Second Saver Business Option Each second	1.82¢	2¢
Call charges if you choose the Any Mobile Business Option Per 30 second block or part thereof	10¢	11¢
Charges for calls to a chosen Work Group number For first 5 minutes block of each call. Standard charges apply after the first 5 minutes.	20¢	22¢

27 Telstra Mobile Business Group Offer

Not available for new applications or recontracting and from 8 September 2004.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Old Business Plans

Eligibility

- 27.1 You are eligible to apply for the Telstra Mobile Business Group offer if you provide us with proof that you have an ABN, ACN or ARBN and:
- (a) have two or more Telstra mobile services; or
 - (b) were connected under the more4business Group offer as at 8 October 2003; or
 - (c) were connected under the Business Group Plan as at 23 January 2002,

We supply the Telstra Mobile Business Group offer for business purposes and you must use the Telstra Mobile Business Group offer predominantly for business purposes.

- 27.2 To establish a Telstra Mobile Business Group, you must transfer eligible mobile services to your Group account. If you apply for the Telstra Mobile Business Group offer on and from 22 July 2004, you can have only a maximum of 20 eligible mobile services on a Group account.
- 27.3 Services on a Telstra mobile plan are eligible to be transferred to a Group account. The exceptions are more4you casual and member plans, communic8 pre-paid, Telstra Pre-Paid, Telstra satellite plans, Telstra staff plans and Telstra Talk Plans.

Features of a Business Group

- 27.4 The features of the Business Group offer include:
- (a) all mobile services included in your Group account share in the included monthly calls for those services;
 - (b) all mobile services included in your Group account are charged at one standard call rate.
- 27.5 Calls that are ineligible for the shared included call value are all data bundles (GPRS), international roaming calls, premium SMS, third party content and all calls to and from satellite plans.
- 27.6 Each service on your Group account will continue to receive any Member Bonus or Monthly Credit and any Business or Bonus Option applicable to that service. However, the call connection fee associated with your Group account will apply instead of any call connection fee that applies under the Business or Bonus Option. Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of any Member Bonus, Monthly Credit, Business or Bonus Options.

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Responsibility for fees and charges

- 27.7 You must pay all fees and charges applicable to the mobile services on your Group account.
- 27.8 If one of the services transferred to your Business Group has a Phone Repayment Option or Mobile Repayment Option, you must pay the repayment amounts. The mobile service user will continue to be responsible for any repayments under an equipment financing arrangement.
- 27.9 If one of the services on your Group account is still subject to a fixed contract term and is cancelled before the end of that contract term, you must pay us any applicable early termination charges.

Contract term

- 27.10 A 12-month contract applies to the Group account.

Changing your monthly commitment level

- 27.11 During the contract term, you may change your minimum monthly commitment. If you do, you will need to recontract to a new Telstra Mobile Business Group plan.

Adding new services

- 27.12 During the contract term, you may add new eligible services to your Group account unless we say otherwise.

Removing services

- 27.13 If you choose to remove a service from your Group account the service may go back to the pricing plan that it was on before it was placed on the Group account. All terms and conditions of the previous plan will apply. If the previous plan is no longer available to new customers, you may move to another current service plan.

When we may cancel your Group account

- 27.14 We may cancel your Group account if there is only one eligible service on it during the contract term.

At the end of your contract term

- 27.15 At the end of the contract term, all services on your Group account will continue to receive the benefit of the Business Group offer if it is still available.
- 27.16 If, at the end of your contract term, you wish to change your monthly commitment level, you will need to recontract to a new Group Saver or other current offer. On and from 8 September 2004, existing customers cannot recontract to a Telstra Mobile Business Group.

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If your plan is withdrawn

27.17 If we withdraw the Business Group offer, then you will not be able to recontract to Telstra Mobile Business Group and will need to contract to another plan available at the time. Instead of all services continuing to receive the benefit of the Business Group offer at the end of your contract term, we may move you to another plan that is reasonably comparable.

Charges

27.18 The charges for your Group account are set out below. Any unused included calls (or additional included calls) are forfeited at the end of each month.

27.19 You must pay the higher of the sum of the access fees/monthly spend for all of the services on your Group account and the monthly commitment level. Where the sum of the access fees/monthly spend for the services on your Group account is less than the monthly commitment level, you must pay the difference each month. This difference is referred to as a top up fee.

Telstra Mobile Business Group	100		500	
	GST excl.	GST incl.	GST excl.	GST incl.
Monthly commitment level	\$90.909090	\$100	\$454.545454	\$500
Calls to Australian fixed or mobile number- at all times				
Per 30 second block or part thereof	20.90909¢	23¢	18.1818¢	20¢
Connection fee	18.1818¢	20¢	16.3636¢	18¢

Telstra Mobile Business Group	1500	
	GST excl.	GST incl.
Monthly commitment level	\$1363.636363	\$1500
Calls to Australian fixed or mobile number- at all times		
Per 30 second block or part thereof	16.3636¢	18¢
Connection fee	16.3636¢	18¢

28 Group Saver

Group Saver is not available to new customers on and from 8 June 2005.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Old Business Plans

Eligibility

- 28.1 You are eligible to apply for the Group Saver offer if you provide us with proof that you have an ABN, ACN or ARBN and have at least two Telstra business mobile services, of which at least one is a Telstra Business Member Plan service, Telstra Business Casual Plan service or Telstra Business Phone Plan service. We supply the Group Saver offer for business purposes and you must use the Group Saver offer predominantly for business purposes..
- 28.2 To establish a Group Saver, you must transfer eligible mobile services to one Group account. You can have only a minimum of 2 and a maximum of 20 eligible mobile services on a Group Saver account.
- 28.3 Services on Telstra mobile plans are eligible to be transferred to a Group account. The exceptions are Telstra account-managed plans, more4you casual and member plans, communic8 pre-paid, Telstra Pre-Paid, Telstra Pre-Paid Plus, Telstra satellite plans, Telstra staff plans, Telstra Talk Plans, Telstra Capped Plans and Telstra Capped Plus Plans.

Features of a Group Saver

- 28.4 The features of the Group Saver offer include:
- (a) all mobile services included in your Group account share unused included monthly voice calls for those services (unused calls forfeited each month); and
 - (b) all mobile services included in your Group account can call other mobile services in the Group at one intra-account rate of 5 cents per minute or part thereof (GST incl), 24 hours a day, 7 days a week.
- 28.5 Calls that are ineligible for the shared included call value are all data bundles (GPRS), international and international roaming calls, directory assistance calls to 1223, premium SMS, third party content, Push To Talk, and all calls to and from satellite plans.
- 28.6 Each service on your Group account will continue to receive any Member Bonus or Monthly Credit and any Business or Bonus Option applicable to that service on the relevant terms for that plan. The intra-account rate will apply for calls amongst Group members, in priority to any applicable Business or Bonus Option unless the call cost would be zero under the Business or Bonus Option.
- 28.7 The terms and conditions of the eligible plan for each service in the Group account, continue to apply in addition to the Group Saver terms.

Responsibility for fees and charges

- 28.8 You must pay all fees and charges applicable to the mobile services on your Group account.

Part B – Old Business Plans

- 28.9 If one of the services transferred to your Group account has a Phone Repayment Option or Mobile Repayment Option, you must pay the repayment amounts. The mobile service user will continue to be responsible for any repayments under an equipment financing arrangement.
- 28.10 If one of the services on your Group account is still subject to a fixed contract term and is cancelled before the end of that contract term, you must pay us any applicable early termination charges.

Adding new services

- 28.11 You may add new eligible services to your Group account up to the maximum of twenty services, unless we say otherwise.

Removing services

- 28.12 If you choose to remove a service from your Group account, the Group Saver benefits (including the intra-account rate) will no longer apply to that service and all calls made by that service will be charged in accordance with the standard rates for that plan.

When we may cancel your Group account

- 28.13 You may cancel your Group Saver at any time by telling us.
- 28.14 We may cancel your Group account if there is only one eligible service on it at any time or if you no longer satisfy the eligibility requirements outlined above. We will tell you before this happens.

Withdrawal of Group Saver

- 28.15 All services listed under your Group account will continue to receive the benefit of Group Saver while it is available. If Group Saver is withdrawn or otherwise no longer available, we may roll your Group account over to another current group plan which is reasonably comparable. We will tell you before this happens.

29 more4business offer

(Not available for new connections on and from 8 October 2003)

more4business Casual plans (month to month)

- 29.1 You must pay your chosen monthly spend. You must also pay us for any call charges beyond your included calls and for other services you use. We supply the more4business Casual Plan for business purposes and you must use your more4business Casual Plan predominantly for business purposes.

Part B – Old Business Plans

29.2 You may terminate your more4business Plan at any time by telling us. If you wish to change your monthly spend you will need to move to another current plan.

29.3 You are not eligible to receive a more4business Option or a Monthly Bonus.

more4business Member Customers (12 month term)

29.4 You must pay your chosen monthly spend each month for your contract term. You must also pay us for any call charges beyond your included calls and for other services you use. We supply the more4business Member Plan for business purposes and you must use your more4business Member Plan predominantly for business purposes.

Business Options

29.5 You can choose one Tier 1 Business Option. If you have a monthly spend of \$70 or more, you can also choose one Tier 2 Business Option. The business options are set out in more detail below.

29.6 You are not eligible to choose a Tier 2 Business Option, if you connected to a more4business member plan on our CDMA network under the even more4business offer between 6 March 2002 and 31 July 2002 and have an existing 24 month Phone Repayment Option. After the end of your 24-month Phone Repayment Option, you will automatically receive the Tier 2 Double Monthly Bonus Option if you have connected to a more4business Member Plan 70 and above.

29.7 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of all Business Options.

29.8 You cannot change your chosen Tier 2 Business Option.

29.9 A \$15 charge (GST incl) applies if you change your Business Option more than once within 30 days.

29.10 The bonus options marked in the table with an **asterisk** do not apply to premium content and information services, and to some calls including calls to numbers beginning with 19, and 12, emergency calls, international and international roaming calls, MessageBank deposits and retrievals, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, WAP, MMS, Push To Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Part B – Old Business Plans

Business Option	Description
Tier 1 Business Options	
Business Hours*	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made between 7am and 7pm to any other fixed or mobile number within Australia.
Any Mobile*	A call rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls to any mobile number on any network within Australia.
Per Second Saver*	Voice calls charged on a per second basis and not in 30 second blocks (plus applicable connection fee)
Work Group*	Choose any three Telstra fixed or mobile numbers and pay 22 cents (GST incl) (plus connection fee) for the first 5 minute block of each voice call to those numbers. Standard call rates apply after first 5 minutes. A \$3 fee (GST incl) applies to set up (and change) each of the selected numbers.
Tier 2 Business Options	
Double Monthly Bonus	You receive double the monthly bonus available under your member plan
Per Second Saver*	Voice calls are charged on a per second basis and not in 30-second blocks (plus applicable connection fee).

Changing spend levels

- 29.11 We may allow you to change your minimum monthly spend. If you do so, your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.
- 29.12 You will need to restart your contract term and move to another current plan, if your new monthly spend is lower than your original monthly spend or you wish to receive any monthly bonus associated with your new monthly spend. Your new monthly spend will be treated as your original monthly spend for your new contract term. You cannot renew your more4business member plan.
- 29.13 You may move to a member or subscriber offer with a monthly spend/access fee which is the same as or higher than your original monthly spend at any time within your contract term. We may charge you a fee of \$50 (incl. GST) if you choose to move to a member or subscriber offer with a monthly spend/access fee which is lower than your original monthly spend.

When your contract ends

- 29.14 If you do not enter into another current plan before your contract ends, your service will roll over onto Casual Telstra Mobile Business plan.

Our Customer Terms Pricing Plans

Part B – Old Business Plans

Charges – casual

29.15 The following charges apply to more4business casual plans. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

more4business casual plans	20		30		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum monthly spend	\$18.1818	\$20.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$18.1818	\$20.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Call Charges – at all times – per 30 second block or part thereof	45.45¢	50¢	27.27¢	30¢	22.73¢	25¢	20¢	22¢	19.09¢	21¢
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	16.36¢	18¢

more4business casual plans	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum monthly spend	\$90.9091	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$90.9091	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250	\$318.1818	\$350.00	\$454.5455	\$500.00

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Our Customer Terms Pricing Plans

Part B – Old Business Plans

more4business casual plans	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call Charges – at all times – per 30 second block or part thereof	18.18¢	20¢	17.27¢	19¢	16.36¢	18¢	15.45¢	17¢	14.55¢	16¢
Connection fee for calls to an Australian fixed or mobile number	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢

Our Customer Terms

Telstra Mobile Section

Part B – Old Business Plans

Charges – member

29.16 The following charges apply to more4business member plans. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

more4business member plans	20		30		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$18.1818	\$20.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$18.1818	\$20.00	\$27.2727	\$30.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Monthly Bonus	\$4.5455	\$5.00	\$4.5455	\$5.00	\$6.8182	\$7.50	\$9.0909	\$10.00	\$13.6364	\$15.00
Connection fee for calls to an Australian fixed or mobile number	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	18.18¢	20¢	16.36¢	18¢
Call Charges – at all times – per 30 second block or part thereof	13.64¢	15¢	27.27¢	30¢	22.73¢	25¢	20¢	22¢	19.09¢	21¢
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.64¢	15¢	27.27¢	30¢	22.73¢	25¢	20¢	22¢	19.09¢	21¢
Call charges if you choose the Per Second Saver Business Option Each second	1.52¢	1.67¢	0.91¢	1¢	0.76¢	0.83¢	0.67¢	0.73¢	0.64¢	0.7¢

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Telstra Mobile Section

Part B – Old Business Plans

more4business member plans	20		30		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call charges if you choose the Any Mobile Business Option Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Charges for calls to a chosen Work Group number For first 5 minutes block at each call. Standard charges apply after the first 5 minutes.	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢

more4business member plans	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum monthly spend	\$90.9091	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$90.9091	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly Bonus	\$18.1818	\$20.00	\$22.7273	\$25.00	\$27.2727	\$30.00	\$31.8182	\$35.00	\$36.3636	\$40.00
Call Charges for calls to an Australian fixed or mobile number – at all times Per 30 second block or part thereof	18.18¢	20¢	17.278¢	19¢	16.36¢	18¢	15.45¢	17¢	14.55¢	16¢

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Telstra Mobile Section

Part B – Old Business Plans

more4business member plans	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call charges if you choose the Business Hours Option Per 30 second block or part thereof	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢
Call charges if you choose the Per Second Saver Business Option Each second	0.61¢	0.67¢	0.58¢	0.63¢	0.55¢	0.6¢	0.52¢	0.57¢	0.48¢	0.53¢
Call charges if you choose the Any Mobile Business Option Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Charges for calls to a chosen Work Group number For first 5 minutes block at each call. Standard charges apply after the first 5 minutes.	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢	20¢	22¢
Connection fee for calls to an Australian fixed or mobile number	16.36¢	18¢	16.36¢	18¢	16.36¢	18¢	13.63¢	18¢	16.36¢	18¢

Part B – Old Business Plans

30 more4business Offer

(Not available for new connections on and from 7 May 2003)

more4business Casual plans (month to month)

- 30.1 You must pay your chosen monthly spend each month. You must also pay us for any call charges beyond your included calls and for other services you use. We supply the more4business Casual Plan for business purposes and you must use your more4business Casual Plan predominantly for business purposes.
- 30.2 You may terminate your more4business Plan at any time by telling us. If you change your monthly spend, you will need to move to another current plan.
- 30.3 You are not eligible to receive a more4business Option or a Monthly Bonus.

more4business Member plans (12 month term)

- 30.4 You must pay your chosen monthly spend each month. You must also pay us for any call charges beyond your included calls and for other services you use. We supply the more4business Member Plan for business purposes and you must use your more4business Member Plan predominantly for business purposes.

more4business options

- 30.5 You may choose one more4business option. The more4business options are described in more detail below. If you do not choose a bonus option, you will be deemed to have chosen the Telstra Mobile to Mobile more4business option. Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of any bonus option.
- 30.6 You may change your chosen more4business option at any time without charge by telling us.
- 30.7 The Business Hours bonus option does not apply to premium content and information services, and to some calls including calls to numbers beginning with 19 and 12, emergency calls, international and international roaming calls, MessageBank deposits and retrievals, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, WAP, MMS, Push To Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Bonus Option	Description
Intra-Account	Special rate for voice calls to any other mobile service which is on the same account

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Part B – Old Business Plans

Bonus Option	Description
Off Peak Saver*	Special rate for voice calls that begin and end between 7pm and 7am Monday to Saturday and between 7pm Saturday and 7am Monday.
Telstra Mobile to Mobile	Special rate for voice calls from your more4business service to any other Telstra mobile service.
5 to 9 Saver*	25% discount for all voice calls (except international calls to fixed and mobile numbers) between 5am and 9am and between 5pm and 9pm.
Per Second Saver*	Voice call charges calculated on a per second basis and not in 30 second blocks.
Business Hours* From 24 February 2002 until 15 April 2003 inclusive (unless otherwise determined by us)	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus 18 cent flagfall) for voice calls made between 7am and 7pm to any other fixed or mobile number within Australia.
Any other bonus option you are eligible to receive on connection to a more4business Member Plan	

Changing your monthly spend

- 30.8 We may allow you to change your monthly spend at any time. If you do so, your call rates, included calls and monthly spend will be adjusted on a pro-rata basis to reflect your new monthly spend.
- 30.9 You will need to restart your contract term and move to another current plan, if your new monthly spend is lower than your original monthly spend or you wish to receive the monthly bonus associated with the new monthly spend. Your new monthly spend will be treated as your original monthly spend for your new contract term. You cannot renew your more4business member plan.
- 30.10 You may reduce your original monthly spend by one level once in any 12-month period without charge. For any other reduction, we may charge you a fee of \$50 (incl. GST).

Cancelling your plan

- 30.11 We may charge you a fee of \$150 (incl. GST) if during your contract term you cancel your more4business member plan or move to a pre-paid plan, more4business Casual Plan or an offer that is not approved. The approved offers are the more4you member offer and any other offer which we may determine from time to time. This means that you can move to the approved plans without being charged the fee.

Part B – Old Business Plans

When your contract ends

- 30.12 If you do not enter into another current plan before your contract ends, your service will roll over onto Casual Telstra Mobile Business plan.

Sliding scale for voice calls – member and casual customers

- 30.13 more4business plans have voice call rates which automatically reduce in a month after your monthly voice call spend reaches the next highest more4business monthly spend in a month. This applies only to voice calls that start after the higher monthly spend is reached. Calls that start before a particular monthly spend has been reached will not be re-rated after the spend level is reached.
- 30.14 At the end of each month, your voice call rates will go back to those applicable under your chosen more4business monthly spend.
- 30.15 The call rates under the \$55 and \$350 more4business monthly spends are not available to you under the sliding scale if you connected to a more4business member plan on our CDMA network between 6 March 2002 and 31 July 2002 under the even more4business offer.

Our Customer Terms

Telstra Mobile Section

Part B – Old Business Plans

Charges – casual

30.16 The charges for more4business casual plans are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

more4business casual plans (not available for new connections on and from 7 May 2003)	20		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$18.1818	\$20.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$18.1818	\$20.00	\$36.3636	\$40.00	\$50.0000	\$55.00	\$63.6364	\$70.00
Call Charges – at all times – per 30 second block or part thereof	40.9090¢	45¢	20¢	22¢	19.0909¢	21¢	18.6364¢	20.5¢
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢

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Part B – Old Business Plans

more4business casual plans (not available for new connections on and from 7 May 2003)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Call Charges – at all times – Per 30 second block or part thereof	18.1818¢	20¢	17.2727¢	19¢	16.3636¢	18¢	15.4545¢	17¢	14.5455¢	16¢
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢

Part B – Old Business Plans

Charges – member

- 30.17 The charges for more4business member plans are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.
- 30.18 The asterisks in the following tables indicate the pricing that applies if you connected to the more4business Plan on the CDMA network between 6 March 2002 and 31 July 2002 under the even more4business offer

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Part B – Old Business Plans

more4business member plans (not available for new connections on and from 7 May 2003)	20		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$18.1818	\$20.00	36.3636	\$40.00	50.0000	\$55.00	63.6363	\$70.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$18.1818	\$20.00	36.3636	\$40.00	50.0000	\$55.00	63.6364	\$70.00
Monthly Bonus	\$4.55 OR Nil*	\$5.00 OR Nil*	\$6.8181	\$7.50	\$9.09	\$10.00	\$13.6363 OR \$9.0909*	\$15.00 OR \$10.00*
Call Charges – at all times	40.9090¢	45¢	20¢	22¢	19.0909¢	21¢	18.6364¢ OR 19.0909¢*	20.5¢ OR 21¢*
Off Peak Period Call Charges if you choose the Off Peak Saver more4business Option (7pm Mon-Sat, all day Sun) – Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Call charges if you choose the Per Second Saver more4business Option – each second	1.3636¢	1.5¢	0.6666¢	0.7333¢	0.6363¢	0.7¢	0.6212¢ OR 0.6363¢*	0.68¢ OR 0.7¢*
Call charges if you choose the Intra-Account more4business Option – per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢

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Telstra Mobile Section

Part B – Old Business Plans

more4business member plans (not available for new connections on and from 7 May 2003)	20		40		55		70	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Call charges if you choose the Telstra Mobile to Mobile more4business Option – Per 30 second block or part thereof	12.7272¢	14¢	12.7272¢	14¢	12.7272¢	14¢	12.7272¢	14¢
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢

more4business member plans (not available for new connections on and from 7 May 2003)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum Monthly Spend	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$90.9090	\$100.00	\$136.3636	\$150.00	\$227.2727	\$250.00	\$318.1818	\$350.00	\$454.5455	\$500.00
Monthly Bonus	\$18.1818 OR \$13.6363*	\$20.00 OR \$15.00*	\$22.73 OR \$18.1818*	\$25.00 OR \$20.00*	\$27.27 OR \$22.7272*	\$30.00 OR \$25.00*	\$31.82	\$35.00	\$36.3636	\$40.00
Call Charges – at all times subject to your sliding scale for voice calls – per 30 second block or part thereof*	18.1818¢ OR 18.6363¢*	20¢ OR 20.5¢*	17.2727¢ OR 18.1818¢*	19¢ OR 20¢*	16.3636¢ OR 17.2727¢*	18¢ OR 19¢*	15.4545¢	17¢	14.5455¢ OR 16.3636¢*	16¢ OR 18¢*

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Telstra Mobile Section

Part B – Old Business Plans

more4business member plans (not available for new connections on and from 7 May 2003)	100		150		250		350		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Off Peak Period Call Charges (7pm Mon-Sat, all day Sun) if you choose the Off Peak Saver more4business Option – Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Call charges if you choose the Per Second Saver more4business Option – Each second	0.6061¢ OR 0.6211¢*	0.6667¢ OR 0.6833¢*	0.5758¢ OR 0.6060¢*	0.6333¢ OR 0.6666¢*	0.5455¢ OR 0.5758¢*	0.6¢ OR 0.6333¢*	0.5152¢	0.5667¢	0.4848¢ OR 0.5454¢	0.533¢ OR 0.6¢*
Call charges if you choose the Intra-Account more4business Option – Per 30 second block or part thereof	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Call charges if you choose the Telstra Mobile to Mobile more4business Option – per 30 second block or part thereof	12.7272¢	14¢	12.7272¢	14¢	12.7272¢	14¢	12.7272¢	14¢	12.7272¢	14¢
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢	16.3636¢	18¢

Part B – Old Business Plans

31 more4business Groups Offer

(Not available for new connections on and from 8 October 2003)

Adding services

- 31.1 Existing more4business Group customers can add eligible mobile services to their existing more4business Group account until the end of their contract term. We supply the more4business Groups offer for business purposes and you must use the more4business Groups offer predominantly for business purposes.
- 31.2 The following services are eligible to be transferred to a more4business Group Account:
- (a) services on a more4business member or casual plan; and
 - (b) services that are connected under the following pricing plans and remain subject to a contract term: Flexi-Plan 10-500; New Flexi-Plan 10-500; Business Rate 40-500 and any other plan chosen by us.
- 31.3 Mobile services that are connected under one of the above pricing plans and are no longer subject to a contract term must be changed to a more4business member or casual plan before they can be included on a more4business Group.

Features of a more4business Group

- 31.4 The features of the more4business Group offer include:
- (a) all mobile services included on the more4business Group share in the included monthly calls for those services;
 - (b) you will receive one itemised account for all services included on the more4business Group; and
 - (c) all mobile services included on the more4business Group are charged at one standard call rate.

Responsibility for fees and charges

- 31.5 You must pay all fees and charges applicable to the mobile services listed on the more4business Group.
- 31.6 If one of the services transferred to your more4business Group has a Phone Repayment Option or Mobile Repayment Option, you must pay the repayment amounts. The mobile service user will continue to be responsible for any repayments under an equipment financing arrangement.

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31.7 If one of the services listed on your more4business Group is still subject to a fixed contract term and is cancelled before the end of that contract term, you must pay us any applicable early termination charges.

Contract term and early termination

31.8 A 12-month contract applies to the more4business Group Account.

31.9 We may charge you a fee of \$150 (incl. GST) if during your contract term you cancel your more4business group account.

Contract extra fees

31.10 You may need to pay a contract extra fee. This fee ensures that the total of the monthly access fees for the more4business Group is at least equal to the total of the monthly spends/network access fees payable on all of the individual mobile services listed on your more4business Group that remain subject to a contract term.

31.11 You will receive the amount of the contract extra fee in monthly included calls. You must also pay for any additional calls you make and other services you use.

Charges

31.12 The charges for the more4business group account are set out below. Any unused included calls (or additional included calls) are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

more4business Group	GST excl.	GST incl.
more4business Group monthly access fee	\$72.7272	\$80.00
Monthly included calls shared across all the services under the more4business Group	\$72.7272	\$80.00
Additional Group Access Fees per month for every additional service after the initial service	\$18.1818	\$20.00
Additional Monthly included calls per additional service shared across all the services under the more4business Group Account	\$18.1818	\$20.00
Minimum number of services per account allowed to connect under a more4business Group Account	Two	
Charges for calls to an Australian fixed or mobile number (These call charges apply at all times)		
Per 30 second block (or part thereof)	18.6363¢	20.5¢

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more4business Group	GST excl.	GST incl.
Connection fee for calls to an Australian fixed or mobile number	16.3636¢	18¢

32 \$50 Business Phone Plan (with subsidised handset)

32.1 Until 4 November 2003 (or such other date as determined by us), you can buy a handset from us at a subsidised price when you connect to our networks on a \$50 Business Phone Plan Offer for 24 months.

Eligibility

32.2 To be eligible for the \$50 Business Phone Plan, you must provide us with proof of your Australian Business Number (ABN), Australian Company Number (ACN) or Australian Registered Business Number (ARBN) and be an approved new or existing customer whose service is no longer subject to a contract term.

32.3 We supply the \$50 Business Phone Plan for business purposes and you must use the \$50 Business Phone Plan predominantly for business purposes. We may disconnect you from the \$50 Business Phone Plan at any time if we reasonably determine that you are ineligible for the \$50 Business Phone Plan offer.

32.4 The \$50 Business Phone Plan is not available with any other offer unless specified by us. Unless otherwise approved by us, you are limited to a maximum of three connections under \$50 Business Phone Plan (except in South Australia), unless we approve an application for more.

Early termination charges

32.5 You must pay an early termination charge as reasonably determined by us if you (or we) cancel your mobile service (other than as a result of our material breach) or if you take up any other Telstra Mobile plan with a lower monthly payment.

Business Options

32.6 You will receive a choice of one of the Business Options set out below.

32.7 If you do not choose a Business Option, you are deemed to have chosen Business Hours.

32.8 A charge of \$15 (GST incl) applies if you change your Business Options more than once within 30 days. Our Fair Play policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of all Business Options.

32.9 The bonus options marked in the table with an asterisk do not apply to premium content and information services, and to some calls including calls beginning with 19 and 12, emergency calls, international and international roaming calls,

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MessageBank deposits and retrievals, calls to Optus satellite phones (except where the customer has selected Per Second Saver), diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data calls (such as SMS, WAP, MMS, Push To Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Business Hours*	A call rate of 15 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made between 7am and 7pm to any other fixed or mobile number within Australia
Per Second Saver*	Your voice calls are charged on a per second basis and not in 30 second blocks (plus applicable connection fee)
Any Mobile*	A call rate of 11 cents (GST incl) per 30 second block or part thereof (plus connection fee) for voice calls made from your \$50 Business Phone Plan Service to any mobile number on any network within Australia
Work Group*	Choose any three Telstra fixed or mobile numbers and pay 22 cents (GST incl) (plus connection fee) for the first 5 minute block of each voice call to those numbers. Standard rates apply after the first 5 minutes. A \$3 fee (GST incl) applies to set up (and change) each of the selected numbers.

Eligibility for more4business Group

32.10 If you have an ABN, ACN, or ARBN and two or more eligible Telstra mobile services, including a service that is connected under the \$50 Business Phone Plan, you may apply to have your eligible mobile services transferred to a more4business Group Account. The terms and conditions for more4business Group are described in this document.

When your contract ends

32.11 At the end of 24 months, the \$50 Business Phone Plan will roll over onto a month-by-month plan on the same terms and conditions.

Charges

32.12 The charges for the \$50 Business Phone Plan are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

\$50 Business Phone Plan	GST excl.	GST incl.
Monthly Access Charge	\$45.45	\$50
Monthly included national, MessageBank, SMS and circuit switched WAP calls	\$45.45	\$50
Charges for calls to an Australian fixed or mobile number – these apply at all times		

Part B – Old Business Plans

\$50 Business Phone Plan	GST excl.	GST incl.
On connection	18¢	20¢
Per 30 second block or part thereof	22¢	24¢

33 Group Plans

Availability

- 33.1 The Group Plans are not available for new connections from 23 January 2002. We supply the Group Plans for business purposes and you must use the Group Plans predominantly for business purposes.

Charges

- 33.2 The charges for Group Plans are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

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Part B – Old Business Plans

Group Plans	Monthly network access charge		Monthly Included calls (shared across all the services under the Group-Plan)		Additional monthly network access charge for each service after the initial service		All call charges and surcharges are calculated in accordance with Flexi-Plan 20 except for the connection fee for calls to an Australian fixed or mobile number which is as follows		Maximum number of services permitted under this Group-Plan
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	
25	\$25.00	\$27.50	\$15.00	\$16.50	\$5.00	\$5.50	18.18¢	20¢	2
30	\$30.00	\$33.00	\$25.00	\$27.50	\$5.00	\$5.50	18.18¢	20¢	2
40	\$40.00	\$44.00	\$35.00	\$38.50	\$5.00	\$5.50	18.18¢	20¢	2
50	\$50.00	\$55.00	\$50.00	\$55.00	\$5.00	\$5.50	18.18¢	20¢	5
60	\$60.00	\$66.00	\$60.00	\$66.00	\$5.00	\$5.50	18.18¢	20¢	5
75	\$75.00	\$82.50	\$60.00	\$66.00	\$10.00	\$11.00	18.18¢	20¢	5
100	\$100.00	\$110.00	\$100.00	\$110.00	\$10.00	\$11.00	18.18¢	20¢	5
150	\$150.00	\$165.00	\$150.00	\$165.00	\$10.00	\$11.00	18.18¢	20¢	10
200	\$200.00	\$220.00	\$200.00	\$220.00	\$10.00	\$11.00	18.18¢	20¢	10
250	\$250.00	\$275.00	\$250.00	\$275.00	\$10.00	\$11.00	18.18¢	20¢	10
300	\$300.00	\$330.00	\$300.00	\$330.00	\$10.00	\$11.00	18.18¢	20¢	10
400	\$400.00	\$440.00	\$400.00	\$440.00	\$10.00	\$11.00	18.18¢	20¢	10
500	\$500.00	\$550.00	\$500.00	\$550.00	\$10.00	\$11.00	18.18¢	20¢	10
600	\$600.00	\$660.00	\$600.00	\$660.00	\$10.00	\$11.00	18.18¢	20¢	10
700	\$700.00	\$770.00	\$700.00	\$770.00	\$10.00	\$11.00	18.18¢	20¢	10
800	\$800.00	\$880.00	\$800.00	\$880.00	\$10.00	\$11.00	18.18¢	20¢	10
900	\$900.00	\$990.00	\$900.00	\$990.00	\$10.00	\$11.00	18.18¢	20¢	10

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Our Customer Terms

Telstra Mobile Section

Part B – Old Business Plans

Group Plans	Monthly network access charge		Monthly Included calls (shared across all the services under the Group-Plan)		Additional monthly network access charge for each service after the initial service		All call charges and surcharges are calculated in accordance with Flexi-Plan 20 except for the connection fee for calls to an Australian fixed or mobile number which is as follows		Maximum number of services permitted under this Group-Plan
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	
1000	\$1,000.00	\$1,100.00	\$1,000.00	\$1,100.00	\$10.00	\$11.00	18.18¢	20¢	10
1200	\$1,200.00	\$1,320.00	\$1,200.00	\$1,320.00	\$10.00	\$11.00	18.18¢	20¢	10
1400	\$1,400.00	\$1,540.00	\$1,400.00	\$1,540.00	\$10.00	\$11.00	18.18¢	20¢	10
1600	\$1,600.00	\$1,760.00	\$1,600.00	\$1,760.00	\$10.00	\$11.00	18.18¢	20¢	10
1800	\$1,800.00	\$1,980.00	\$1,800.00	\$1,980.00	\$10.00	\$11.00	18.18¢	20¢	10
2000	\$2,000.00	\$2,200.00	\$2,000.00	\$2,200.00	\$10.00	\$11.00	18.18¢	20¢	10

Part B – Old Business Plans

34 Business Rate Program

Availability

34.1 The Business Rate Plans are not available for new connections from 23 January 2002. We supply the Business Rate Plans for business purposes and you must use the Business Rate Plans predominantly for business purposes.

Plan features and bonus options

34.2 On a Business Rate Plan, you will receive:

- (a) MessageBank Premium with no monthly access fee; and
- (b) the choice of one of the following bonus options:

"Intra-Account"	A special call rate for voice calls from your Business Rate Plan service to any other Mobile service which is on the same account
"Off-Peak Voice" *	A special voice call rate for voice calls from your Business Rate Plan service that begin and end between 7pm and 7am Monday to Saturday and between 7pm Saturday and 7am Monday
"MobileNet to MobileNet"	A special call rate for voice calls from your Business Rate Plan service to any other Mobile service
"5 to 9 Saver" *	A 25% discount for all voice calls (except International calls) made from your Business Rate Plan service between 5am and 9am and between 5pm and 9pm. For the purpose of determining what is an International call pursuant to this clause only, a Basic Telephone Service shall include a mobile telephone service
Any other bonus option you are eligible to receive on connection to a Business Rate Plan	

34.3 If you do not choose a bonus option, you are deemed to have selected the "MobileNet to MobileNet" bonus option. You may change your applicable bonus option at any time without charge by notifying us.

34.4 The bonus options marked in the table with an asterisk do not apply to premium content and information services, and to some calls including calls beginning with 19 and 12, emergency calls, international and international roaming calls, MessageBank deposits and retrievals, calls to Optus satellite phones, diversion calls, value added services (such as reminder and wakeup calls), Dial It services (weather and time), Operator Assisted Calls, Memo and PocketNews and all data

Part B – Old Business Plans

calls (such as SMS, WAP, MMS, Push To Talk; and GPRS). We will not charge you for any calls to numbers commencing with 1800.

Included calls

- 34.5 Charges for diversion to, and retrieval from, MessageBank can be paid from your monthly included voice and MessageBank calls. Where you have used all of your included SMS and circuit switched WAP calls but have not used all of your monthly included voice and MessageBank calls, charges for additional SMS and circuit switched WAP calls can be paid from your included voice and MessageBank calls.
- 34.6 Only SMS text messages and the carriage component of circuit switched WAP calls can be paid from your included SMS and circuit switched WAP calls. Any other charges cannot be paid from your SMS and circuit switched WAP calls (eg charges for access to, or use of, content services or charges relating to transactional services or transactional value). All such charges will be charged at the rates set out elsewhere in Our Customer Terms or as notified by third party content providers.

Changing plans

- 34.7 If you connected under a Business Rate Plan (other than Business Rate 20) for a contract term of 12, 18 or 24 months, you may move to an approved flexi-plan during your contract term without incurring any early termination charges. The approved flexi-plans are set out below.

Business Rate Plan	Approved Flexi-Plans
Business Rate 40	Business Rate 40, Business Rate 70, Business Rate 100, Business Rate 150, Business Rate 250, Business Rate 500
Business Rate 70	Business Rate 70, Business Rate 100, Business Rate 150, Business Rate 250, Business Rate 500
Business Rate 100	Business Rate 100, Business Rate 150, Business Rate 250, Business Rate 500
Business Rate 150	Business Rate 150, Business Rate 250, Business Rate 500
Business Rate 250	Business Rate 250, Business Rate 500
Business Rate 500	Business Rate 500

- 34.8 If you connected under a PocketSaver, Frontrunner, Mobile Plan Flexi-Plan, Gold BYO or BYO Saver Flexi-Plan, you may move to an approved flexi-plan during your contract term without incurring any early termination charges. The approved flexi-plans are set out below.

Part B – Old Business Plans

Offer	Approved Flexi-Plans					
FP 10+, 15+, 20+, 30+	BR40	BR70	BR100	BR150	BR250	BR500
FP 35+	BR40	BR70	BR100	BR150	BR250	BR500
FP 55+		BR70	BR100	BR150	BR250	BR500
FP 75+		BR70	BR100	BR150	BR250	BR500
FP 100+			BR100	BR150	BR250	BR500
FP 150+				BR150	BR250	BR500
FP 250+					BR250	BR500
FP 500+						BR500
Bus 35+	BR40	BR70	BR100	BR150	BR250	BR500
Bus 55+		BR70	BR100	BR150	BR250	BR500
Bus 75+		BR70	BR100	BR150	BR250	BR500
Bus 100+			BR100	BR150	BR250	BR500
MP25 (12 & 24 mths)	BR40	BR70	BR100	BR150	BR250	BR500
MP45 (12 mths)		BR70	BR100	BR150	BR250	BR500
MP45 (24 mths)			BR100	BR150	BR250	BR500
MP65 (12 & 24 mths)				BR150	BR250	BR500
communic8 BYO (12 mths)	BR40	BR70	BR100	BR150	BR250	BR500
Gold BYO	BR40	BR70	BR100	BR150	BR250	BR500
BYO Saver	BR40	BR70	BR100	BR150	BR250	BR500

Compatibility with other offers

34.9 If you connected under a Business Rate Plan, you may move to a Group Plan. The contractual commitment under your original Business Rate Plan must be maintained and the applicable Group Plan pricing and features will apply.

34.10 If you connected under a Group Plan, you may move to a Business Rate Plan. The contractual commitment under your original Group Plan must be maintained and the applicable Business Rate Plan pricing and features will apply.

Part B – Old Business Plans

34.11 Except for the Business Rate BYO Offer and Group Plan Offer, the Business Rate Program is not available with any other Telstra offer.

Business Rate BYO Offer

34.12 On connection under the Business Rate BYO offer, you will receive a monthly credit on your account. The amount of the credit is different for each Business Rate Plan and is set out below. The credit cannot be redeemed for cash.

34.13 If you move to a different Business Rate Plan under the Business Rate BYO Offer, the credit will be adjusted on a pro-rata basis so that you receive the credit applicable to your new Business Rate Plan.

Charges

34.14 The charges for the Business Rate Plans are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223. The monthly credit applies to Business Rate BYO customers only.

Our Customer Terms

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Part B – Old Business Plans

Business Rate Plans	Business Rate 20		Business Rate 40		Business Rate 70		Business Rate 100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Contract Term	12 months		12 (Business Rate BYO), 18 or 24 months		12 (Business Rate BYO), 18 or 24 months		12 (Business Rate BYO), 12 or 24 months	
Monthly network Access Charge	\$18.18	\$20.00	\$36.36	\$40.00	\$63.64	\$70.00	\$90.91	\$100.00
Monthly Included national and MessageBank calls	\$13.63	\$15.00	\$27.27	\$30.00	\$54.55	\$60.00	\$81.82	\$90.00
Included circuit switched WAP and SMS calls	\$4.54	\$5.00	\$9.09	\$10.00	\$13.64	\$15.00	\$18.18	\$20.00
Monthly Credit	\$Nil	\$Nil	\$6.36	\$7.00	\$9.09	\$10.00	\$13.63	\$15.00
Call charges (these apply at all times) – each second	0.91¢	1¢	0.67¢	0.73¢	0.64¢	0.7¢	0.62¢	0.68¢
Call Charges where you select the Off Peak Period option – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Call Charges where you select the Intra-Account option – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Call charges where you select the MobileNet to MobileNet option – each second	0.43¢	0.47¢	0.43¢	0.47¢	0.43¢	0.47¢	0.43¢	0.47¢
Connection fee to an Australian fixed or mobile number	16.36¢	18¢	16.363¢6	17.9999¢	16.3636¢	17.9999¢	16.363¢6	17.9999¢

Business Rate Plans	Business Rate 150		Business Rate 250		Business Rate 500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Contract Term	12 (Business Rate BYO), 18 or 24 months		12 or 18 months		12 or 18 months	

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Our Customer Terms

Telstra Mobile Section

Part B – Old Business Plans

Business Rate Plans	Business Rate 150		Business Rate 250		Business Rate 500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Network Access Charge	\$136.36	\$150.00	\$227.27	\$250.00	\$454.55	\$500.00
Monthly Included national and MessageBank calls	\$127.27	\$140.00	\$218.18	\$240.00	\$445.45	\$490.00
Included circuit switched WAP and SMS calls	\$27.27	\$30.00	\$36.36	\$40.00	\$45.45	\$50.00
Monthly Credit	\$18.18	\$20.00	\$22.72	\$25.00	\$36.36	\$40.00
Call charges (these apply at all times) – each second	0.61¢	0.67¢	0.57¢	0.63¢	0.54¢	0.6¢
Call Charges where you select the Off Peak Period Call Charges option – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Call Charges where you select the Intra-Account Call Charges option – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Call charges where you select the MobileNet to MobileNet option	0.43¢	0.47¢	0.43¢	0.47¢	0.43¢	0.47¢
Connection fee to an Australian fixed or mobile number	16.3636¢	17.9999¢	16.3636¢	17.9999¢	16.3636¢	17.9999¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Our current and recent business pricing plans

35 Business Group Plan

Availability

35.1 Not available for new connections or new Business Group Plan customers on and from 23 January 2002. We supply Business Group Plan for business purposes and you must use the Business Group Plan predominantly for business purposes.

Charges

35.2 The charges for Business Group Plan are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Business Group Plan	GST excl.	GST incl.
Contract Term – 12 Months		
Monthly Network Access Charge	\$81.8181	\$90.00
Monthly Included calls shared across all services under the Business Group Plan.	\$81.8181	\$90.00
Additional Monthly Network Access Charge for every additional service after the initial service	\$9.0909	\$10.00
Additional included calls per additional service shared across all the services under the Business Group Plan.	\$9.0909	\$10.00
Minimum number of services per account allowed to connect to Business Group Plan	2	
All call charges and surcharges are calculated in accordance with Business Rate 100		

Part B – Our current and recent business pricing plans

36 Flat Rate FlexiPlan 12, 18, 24 and 32

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

For Telstra Direct customers only

Availability

36.1 These plans are not available for new connections on and from 23 January 2002. We supply the Flat Rate Flexi-Plan 12, 18, 24 and 32 for business purposes and you must use these plans predominantly for business purposes.

Charges

36.2 The charges for Flat Rate Flexi-Plan 12, 18 and 24 are set out below. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Flat Rate Flexi-Plan	Flat Rate Flexi-Plan 12		Flat Rate Flexi-Plan 18	
	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Network Access Charge	\$10.91	\$12.00	\$16.36	\$18.00¢
Monthly Included calls	Nil	Nil	\$16.36	\$18.00¢
Flat Rate call charges (seven days a week – no off-peak) – each second	1.82¢	2¢	1.67¢	1.83¢
Connection fee for calls to an Australian fixed or mobile number	22.72¢	25¢	22.72¢	25¢

Flat Rate Flexi-Plan	Flat Rate Flexi-Plan 24		Flat Rate Flexi-Plan 32	
	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Network Access Charge	\$21.82	\$24.00	\$29.09	\$32.00
Monthly Included calls	\$21.82	\$24.00	\$29.09	\$32.00
Flat Rate call charges (seven days a week – no off-peak) – each second	1.67¢	1.83¢	1.36¢	1.5¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Our current and recent business pricing plans

Flat Rate Flexi-Plan	Flat Rate Flexi-Plan 24		Flat Rate Flexi-Plan 32	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee for calls to an Australian fixed or mobile number	22.72¢	25¢	22.72¢	25¢

37 Online SMS Business

Availability

37.1 These pricing plans are not available for new connections on and from 6 April 2005.

Access charge

37.2 We charge you the following:

- a monthly access charge (which includes a specified amount of included SMS); and
- a separate charge for each SMS message sent in excess of the included SMS (which depends upon the monthly access charge paid).

Monthly access Charge		Value of Included Monthly SMS (GST incl)	Charge for each SMS	
GST Excl	GST Incl		GST Excl	GST Incl
\$0	\$0	\$0	22.72¢	25¢
\$45.45	\$50	\$50	22.72¢	25¢
\$90.91	\$100	\$100	21.81¢	24¢
\$227.27	\$250	\$250	20.90¢	23¢
\$454.55	\$500	\$500	20¢	22¢
\$2,272.73	\$2,500	\$2,500	19.09¢	21¢
\$4,545.45	\$5,000	\$5,000	18.18¢	20¢
\$9,090.91	\$10,000	\$10,000	17.27¢	19¢
\$18,181.82	\$20,000	\$20,000	16.36¢	18¢

The \$0 plan is also referred to as the 'Pay As You Go' payment option available from 28 May 2004.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Our current and recent business pricing plans

- 37.3 The feature known as ‘Company Inbox’ is not available to you if you choose to pay the \$0 – PAYG option.
- 37.4 We will treat an SMS sent to a group of people as an individual SMS sent to each of the group of people and we will charge you on this basis.
- 37.5 When you apply for this service, you will receive some terms and conditions. The terms and conditions will set out charges for the service.
- 37.6 We will take reasonable steps to deliver SMS messages. However, in some circumstances the message may be undeliverable due to the following: technological difficulties; the receiving phone is not working properly, is switched off, is out of range or the message storage space on the phone is full; the destination number is invalid or barred to SMS; the person is overseas and the overseas phone company has blocked SMS from us. In such cases Telstra will be unable to deliver the message. The charges for SMS Business are based on SMS sent, regardless of whether they have been delivered to the people you are sending them to.
- 37.7 Any unused portion of included SMS in any given month will not carry over to the next month.

38 Telstra Business Choice Capped Plans

Not available for new connections after 30 June 2008.

Eligibility

- 38.1 To be eligible for the Business Choice Capped Plan offers you must provide us with proof that you have an ABN, ACN or ARBN. We supply the Business Choice Capped Plans for business purposes and you must use the Business Choice Capped Plans predominantly for business purposes.
- 38.2 The Business Choice Capped Member Plans are available to eligible customers until 30 June 2008.
- 38.3 The Business Choice Capped Phone & Casual Plans are available to eligible customers until 31 December 2007.

Additional eligibility criteria for customers connecting services to a Business Choice Capped Plan after 8 June 2006

- 38.4 To be eligible to receive the Business Choice Capped Plan offers after 8 June 2006, you must have at least 5 mobile services connected with Telstra at all times.

Part B – Our current and recent business pricing plans

38.5 If the number of your Telstra mobile services falls below 5 services at any time, we may cancel any of your services that are connected to a Business Choice Capped Plan and migrate those services to the closest equivalent casual Telstra Business Mobile Plan or Telstra Capped Plus Plan or other comparable plan of our choosing. We may also charge you an early termination charge (if applicable).

38.6 Sections 38.4 and 38.5 do not apply to customers who have connected services to a Business Choice Capped Plan before 8 June 2006.

Connecting existing mobiles services

38.7 To connect your existing Telstra mobile service to a Business Choice Capped Plan, you will need to cancel your existing plan and pay us any applicable early termination charges, administration charges and/or migration charges.

38.8 You may not have mobile services connected to a Business Choice Capped Plan on the same account as mobile services connected to any other Telstra mobile plan.

Not available with other offers

38.9 Business Choice Capped Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

(a) Business Choice Capped Phone Plan (24 month plan with subsidised handset)

38.10 You can buy a handset from us at a subsidised price when you connect to our network under a Business Choice Capped Phone Plan for a minimum term of 24 months.

38.11 You must pay us your chosen monthly spend each month for the minimum term of your Business Choice Capped Phone Plan. You must also pay us for any call charges beyond your included calls and for other services you use.

Bonus Option

38.12 Under a Business Choice Capped Phone Plan, you will receive the Bonus Option described below.

Part B – Our current and recent business pricing plans

Bonus Option	Description
10c for 10 min Intra-Account	You will be charged 10 cents (plus call connection fee) for the first 10 minutes (or part thereof) of each voice call made to any other mobile service on the same account. After the first 10 minutes, the standard call rates for your Business Choice Capped Plan apply.

38.13 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to the Bonus Option. The Bonus Option does not apply to international roaming calls.

Changing your monthly spend or plan

38.14 We may allow you to change your chosen monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below.

38.15 If you change your chosen monthly spend or move to another plan during your minimum term in accordance with the terms in the table set out below, we will apply your new monthly spend, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.

38.16 If while you are connected to one of the Business Choice Capped Phone Offers:

Change	Terms
You wish to move to a Business Choice Capped Phone Plan with a lower monthly spend	You will need to cancel your Business Choice Capped Phone Plan and restart your minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to a Business Choice Capped Phone Plan with the same or a higher monthly spend.	You do not need to restart your Business Choice Capped Phone Plan minimum term. You may also move back to your original monthly spend (or a higher monthly spend) at any time without restarting your minimum term.
You move to a Business Choice Capped Member Plan with a lower monthly spend	You will need to cancel your Business Choice Capped Phone plan and restart your minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to a Business Choice Capped Member Plan with the same or a higher monthly spend.	You will need to cancel your Business Choice Capped Phone Plan and restart your minimum term. You will also need to pay an early termination charge.
You move to a Business Choice Capped Casual Plan	You will need to cancel your Business Choice Capped Phone Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Part B – Our current and recent business pricing plans

Change	Terms
You move to another plan with a fixed term and a lower monthly spend/access fee	You will need to cancel your Business Choice Capped Phone Plan and restart the new minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to another plan with a fixed term and the same or a higher monthly spend/access fee	You will need to cancel your Business Choice Capped Phone Plan and restart the new minimum term. You will also need to pay an early termination charge.
You move to another plan with a casual term	You will need to cancel your Business Choice Capped Phone Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Cancelling your plan (Early Termination Charges)

38.17 You may cancel your Business Choice Capped Phone Plan at any time by telling us.

38.18 We will credit your account with the amount of your monthly spend that relates to the period between the date you cancel your Business Choice Capped Phone Plan and the end of the current billing cycle.

38.19 If you or we cancel your Business Choice Capped Phone Plan (or mobile service) during your minimum term, other than as a result of your material breach, you must pay an early termination charge (ETC) as reasonably determined by us and set out below. You may also be required to pay a \$50 (incl GST) administration fee.

38.20 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.

38.21 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Business Choice Capped Phone Plan monthly spend	Base ETC (incl. GST)
\$99	\$975
\$129	\$975
\$169	\$1470
\$199	\$1470

Part B – Our current and recent business pricing plans

When your plan ends

38.22 At the end of your minimum term, your mobile service will continue on your chosen Business Choice Capped Phone Plan on a month by month basis.

38.23 If your Business Choice Capped Phone Plan is no longer available to new customers at the end of your minimum term (or a monthly term), we may roll your mobile service onto another current month to month plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

38.24 You are not eligible for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with your Business Choice Capped Phone Plan.

Group Offer

38.25 You may aggregate and share your included calls across all mobile services connected to a Business Choice Capped Plan on one account. Any unused portion of the aggregate of your included calls will not be rolled over to be used in the next month.

(b) Business Choice Capped Member Plan (24 month plan)

38.26 You must pay us your chosen monthly spend each month for the 24 month minimum term of your Business Choice Capped Member Plan. You must also pay us for any call charges beyond your included calls and for other services you use.

Bonus Option

38.27 Under a Business Choice Capped Member Plan, you will receive the Bonus Option described below.

Bonus Option	Description
10c for 10 min Intra-Account	You will be charged 10 cents (plus call connection fee) for the first 10 minutes (or part thereof) of each voice call made to any other mobile service on the same account. After the first 10 minutes, the standard call rates for your Business Choice Capped Plan apply.

38.28 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to the Bonus Option. The Bonus Option does not apply to international roaming calls.

Part B – Our current and recent business pricing plans

Changing your monthly spend or plan

38.29 We may allow you to change your chosen monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below.

38.30 If you change your chosen monthly spend or move to another plan during your minimum term in accordance with the terms in the table set out below, we will apply your new monthly spend, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.

38.31 If while you are connected to one of the Business Choice Capped Member Plan Offers:

Change	Terms
You move to a Business Choice Capped Member Plan with a lower monthly spend	You will need to cancel your Business Choice Capped Member Plan and restart your minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to a Business Choice Capped Phone Plan with the same or a higher monthly spend.	You do not need to restart your minimum term. You may also move back to your original monthly spend (or a higher monthly spend) at any time without restarting your minimum term.
You move to a Business Choice Capped Phone Plan with a lower monthly spend	You will need to cancel your Business Choice Capped Member Plan and restart your minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to a Business Choice Capped Member Plan with the same or a higher monthly spend.	You do not need to restart your Business Choice Capped Member Plan minimum term. You may also move back to your original monthly spend (or a higher monthly spend) at any time without restarting your minimum term. Alternatively, you can cancel your existing Business Choice Capped Member Plan if you restart your minimum term. You will not need to pay an early termination or administration fee.
You move to a Business Choice Capped Casual Plan	You will need to cancel your Business Choice Capped Member Plan. You will also need to pay an early termination charge and a \$50 administration fee.
You move to another plan with a fixed term and a lower monthly spend/access fee	You will need to cancel your Business Choice Capped Member Plan and re-establish the new minimum term. You will also need to pay an early termination charge and a \$50 administration fee.
You move to another plan with a fixed term and the same or a higher monthly spend/access fee	You will need to cancel your Business Choice Capped Member Plan and restart your new minimum term. You will also need to pay an early termination.

Part B – Our current and recent business pricing plans

Change	Terms
You move to another plan with a casual term	You will need to cancel your Business Choice Capped Member Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Cancelling your plan (Early Termination Charges)

38.32 You may cancel your Business Choice Capped Member Plan at any time by telling us.

38.33 We will credit your account with the amount of your monthly spend that relates to the period between the date you cancel your Business Choice Capped Member Plan and the end of the current billing cycle.

38.34 If you or we cancel your Business Choice Capped Member Plan (or mobile service) during your minimum term, (other than as a result of our material breach), you must pay an early termination charge (ETC) as reasonably determined by us and set out below. You may also be required to pay a \$50 (incl GST) administration fee.

38.35 The amount of any early termination charge payable is calculated in accordance with the formula in section 3 of this part.

38.36 The Base ETC for your plan is set out in the table below. The Base ETC is the maximum payable and decreases over the minimum term. Please contact us or your dealer for the amount of ETC payable.

Business Choice Capped Member Plan monthly spend	Base ETC (incl. GST)
\$49	\$170
\$79	\$370
\$99	\$520
\$129	\$670
\$169	\$720
\$199	\$975

When your plan ends

38.37 At the end of your minimum term, your mobile service will continue on your chosen Business Choice Capped Member Plan on a month by month basis.

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38.38 If your Business Choice Capped Member Plan is no longer available to new customers at the end of your minimum term (or a monthly term), we may roll your mobile service onto another current month to month plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

38.39 You are eligible for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with your Business Choice Capped Member Plan.

Group Offer

38.40 You may aggregate and share your included calls across all mobile services connected to a Business Choice Capped Plan on one account. Any unused portion of the aggregate of your included calls will not be rolled over to be used in the next month.

(c) Business Choice Capped Casual Plan (month by month)

38.41 You must pay us your chosen monthly spend each month for the minimum term of your Business Choice Capped Casual Plan. You must also pay us for any call charges beyond your included calls, which will not be rolled over to be used in the next month.

Bonus Option

38.42 Under a Business Choice Capped Casual Plan, you will receive the Bonus Option described below.

Bonus Option	Description
10c for 10 min Intra-Account	You will be charged 10 cents (plus a call connection fee) for the first 10 minutes (or part thereof) of each voice call made to any other mobile service on the same account. After the first 10 minutes, the standard call rates for your Business Choice Capped Casual Plan apply.

38.43 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to the Bonus Option. The Bonus Option does not apply to international roaming calls.

Changing your monthly spend

38.44 You may change your monthly spend at any time by telling us.

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38.45 Your new monthly spend and included calls will be effective from implementation into our billing systems. We will apply your new monthly spend and included calls on a pro rata basis until the beginning of the next billing cycle.

Cancelling your plan

38.46 You may cancel your Business Choice Capped Casual Plan at any time by telling us.

38.47 We will credit your account with the amount of your monthly spend that relates to the period between the date you cancel your Business Choice Capped Casual Plan and the end of the current billing cycle.

When your plan ends

38.48 If your chosen Business Choice Capped Casual Plan is no longer available to new customers at the end of your monthly term, we may roll your service onto another current month to month plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

38.49 You are not eligible for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with your Business Capped Casual Plan.

Group Offer

38.50 You may aggregate and share your included calls across all mobile services connected to a Business Choice Capped Plan on one account. Any unused portion of the aggregate of your included calls expire at the end of each month and cannot be rolled over.

(d) Charges

Included Calls

38.51 You can use your included calls for most types of national direct dial voice calls (which includes calls to fixed and mobile numbers in Australia) and video calls. You cannot use your included calls for other call types including SMS, MMS, MessageBank calls, calls to a 13 number (including a 1300 or 1345 number), calls to 1234 service, directory assistance calls to 1223, third party content charges and international roaming calls. Unused included calls expire at the end of each month.

Part B – Our current and recent business pricing plans

Charges – Business Choice Capped Phone Plans

Business Choice Capped Phone Plans	99		129		169		199	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST excl.
Monthly Spend	\$90.00	\$99.00	\$117.272 7	\$129.00	\$153.63 63	\$169.00	\$180.909 0	\$199.00
Monthly included calls (national direct dial calls only)	\$454.545 4	\$500.00	\$545.454 5	\$600.00	\$727.27 27	\$800.00	\$818.181 8	\$900.00
Connection fee for calls to a fixed or mobile number in Australia	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢
Charges for calls to a mobile number in Australia - at all times - per 30 second block or part thereof	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢	27.27¢	30¢
Charges for calls to a fixed number in Australia - at all times - per 30 second block or part thereof	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢

Charges – Business Choice Capped Member Plans

i) Charges for Business Choice Capped Member Plans prior to 8 June 2006

Member Plans	99		129		169		199	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST excl.
Monthly Spend	\$90.00	\$99.00	\$117.272 7	\$129.00	\$153.63 63	\$169.00	\$180.909 0	\$199.00
Monthly included calls (national direct dial calls only)	\$454.545 4	\$500.00	\$545.454 5	\$600.00	\$727.27 27	\$800.00	\$818.181 8	\$900.00
Connection fee for calls to a fixed or mobile number in Australia	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢

Part B – Our current and recent business pricing plans

Member Plans	99		129		169		199	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Charges for calls to a fixed or mobile number in Australia - at all times - per 30 second block or part thereof	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢

(ii) Charges for Business Choice Capped Member Plans on and from 8 June 2006

Member Plans	49		79		99		129	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	\$44.55	\$49.00	\$71.82	\$79.00	\$90.00	\$99.00	\$117.27 27	\$129.00
Monthly included calls (national direct dial calls only)	\$181.818 1	\$200.00	\$272.727 2	\$300.00	\$454.545 4	\$500.00	\$545.45 45	\$600.00
Connection fee for calls to a fixed or mobile number in Australia	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢
Charges for calls to a fixed or mobile number in Australia - at all times - per 30 second block or part thereof	27.27¢	30¢	27.27¢	30¢	22.72¢	25¢	22.72¢	25¢

Member Plans	169		199	
	GST excl.	GST incl.	GST excl.	GST incl.
Monthly Spend	\$153.6363	\$169.00	\$180.9090	\$199.00
Monthly included calls (national direct dial calls only)	\$727.2727	\$800.00	\$818.1818	\$900.00
Connection fee for calls to a fixed or mobile number in Australia	22.72¢	25¢	22.72¢	25¢
Charges for calls to a fixed or mobile number in Australia - at all times - per 30 second block or part thereof	22.72¢	25¢	22.72¢	25¢

Part B – Our current and recent business pricing plans

Charges - Business Choice Capped Casual Plans

Member Plans and Casual Plans	99		129		169		199	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST excl.
Monthly Spend	\$90.00	\$99.00	\$117.272 7	\$129.00	\$153.63 63	\$169.00	\$180.909 0	\$199.00
Monthly included calls (national direct dial calls only)	\$454.545 4	\$500.00	\$545.454 5	\$600.00	\$727.27 27	\$800.00	\$818.181 8	\$900.00
Connection fee for calls to a fixed or mobile number in Australia	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢
Charges for calls to a fixed or mobile number in Australia - at all times - per 30 second block or part thereof	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢	22.72¢	25¢

GPRS, 3G and HSDPA charges

38.52 If you use GPRS, 3G or HSDPA capabilities with your Business Choice Capped Plan mobile service, the following charges will apply. The session fee is payable every time you access the service. An additional session fee will apply after each 24 hours of continuous connection or if your session goes down or disconnects and you need to reconnect.

GPRS PAYG option	GST excl.	GST incl.
Session Fee	18.1818¢	20¢
For each kilobyte sent or received in a particular session (per kilobyte)		
\$49 Business Choice Capped Member Plan	0.50¢	0.55¢
\$79 Business Choice Capped Member Plan	0.50¢	0.55¢
\$99 Business Choice Capped Plan	0.50¢	0.55¢
\$129 Business Choice Capped Plan	0.4090¢	0.45¢
\$169 Business Choice Capped Plan	0.3909¢	0.43¢
\$199 Business Choice Capped Plan	0.3636¢	0.40¢

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When calculating data volumes:

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

- 38.53 These charges also apply if you use BigPond Mobile Services (previously known as Telstra Active/WAP) or access Circuit Switched data using GPRS.
- 38.54 For more information on these services, see [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#).
- 38.55 You may be eligible to take up a monthly subscription option or a monthly data bundles option (as described in [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#)) with your Business Choice Capped Plan mobile service.

3G and Next G Video Service

- 38.56 If you have an approved 3G or Next G compatible handset and a compatible SIM, you may use Telstra's 3G or Next G Video Service on a Telstra Business Choice Capped Plan if you are in a 3G or Next G coverage area. See [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#) for details (including details of the charges payable for use of Telstra's Video Service).

39 BlackBerry Individual Solution

What is the BlackBerry Individual Solution?

- 39.1 Our BlackBerry Individual Solution (“**BIS**”) allows eligible customers with a properly configured BlackBerry compatible handset (“handset”) to send and receive e-mail over the internet, browse the internet using the BlackBerry HTML browser and to use our compatible networks for voice calls, text messages and BigPond Mobile Services (previously known as Telstra Active or WAP).

Availability

- 39.2 You can only use the BIS service if you:
 - (a) buy an eligible handset for each intended user of the service, either under a Mobile Repayment Option (for approved customers), a BIS Mobile Repayment Option (for approved customers), a subsidised phone plan (for selected handsets only) or purchased outright;
 - (b) set-up BlackBerry Web Client (internet) to redirect e-mails from your e-mail account to your handset and vice versa; and

Part B – Our current and recent business pricing plans

- (c) connect (and stay connected to) the BlackBerry Voice Plan or an eligible post-paid mobile plan.

Eligible e-mail addresses

- 39.3 You may redirect e-mail from a web-based e-mail address, a POP e-mail address (like Hotmail or Yahoo), or another e-mail address using any other form of protocol approved by us and listed on the telstra.com website.
- 39.4 To do this, a BlackBerry handset and BlackBerry plan and then you can set up email either via your PC or directly from your handheld by entering email address and password for up to 10 email accounts.

BlackBerry Web Client

- 39.5 BlackBerry Web Client is a part of the BIS service which allows you to view e-mail attachments. On most devices you can open your e-mail attachments using BlackBerry Web Client. E-mail sent via BlackBerry Web Client will not be encrypted. Specific functionality can vary depending on the particular handset and network selected.
- 39.6 BlackBerry Web Client operates over the internet and works even if your PC is not switched on. You do not need to buy any software to use BlackBerry Web Client.
- 39.7 You may still be able to use your handset for voice calls, text messages and BigPond Mobile Services (previously known as Telstra Active or WAP) over our compatible networks if you do not set-up BlackBerry Web Client.
- 39.8 There are additional licence terms which apply to your use of BlackBerry Web Client. These terms are described in more detail on page 114 under “Additional Blackberry Terms”. If you do not accept these licence terms, you will have 10 days from when you sign the application form to call us and cancel your BIS service.

Contract Term

- 39.9 You can connect to the BIS service on a month to month basis or, you can select a 24 month BIS e-mail plan as set out below.

BlackBerry Individual Solution e-mail plan charges – For contract terms that expire before 18 October 2008

- 39.10 If you select a 24 month BIS e-mail plan, at the end of your 24 month e-mail plan contract term:

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- (a) your e-mail service will revert to our then standard BIS month to month e-mail plan and thereafter you will be charged the applicable monthly e-mail fee (currently \$49.95 per month) unless you recontract to a then available BIS fixed term e-mail plan;
- (b) however, you will remain on the same Telstra mobile plan or BlackBerry Voice Plan you selected as part of your 24 month BIS e-mail plan.

BlackBerry Individual Solution e-mail plan charges – For contract terms that expire on and after 18 October 2008

39.11 If you select a 24 month BIS e-mail plan, at the end of your 24 month e-mail plan contract term:

- (a) your e-mail service will revert to a casual email plan and thereafter you will be charged a monthly email fee the same as that paid during the contract term, unless you recontract to a then available BIS fixed term e-mail plan;
- (b) you will remain on the same Telstra mobile plan or BlackBerry Voice Plan you selected as part of your 24 month BIS e-mail plan.

39.12 During your 24 month BIS e-mail plan:

- (a) Subject to the terms of any applicable promotional offer, if you are connected to a 24 month BIS e-mail plan, you may:
 - move to another then available 24 month BIS e-mail plan within your existing 24 month e-mail plan contract and an early termination charge will not apply; or
 - move to a BIS month to month e-mail plan and an early termination charge will not apply provided you stay connected to the Telstra mobile service or BlackBerry Voice Plan connected to your BlackBerry device for the remainder of your original 24 month BIS e-mail plan contract term.
- (b) If you move to a 24 month BIS e-mail plan, you will be required to restart your 24 month contract term.

39.13 If your selected BIS 24 month e-mail plan is no longer available to new customers, we may transfer your plan to any other current plan which is reasonably comparable. We will tell you before this happens.

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Cancelling the service

- 39.14 You may cancel your BIS e-mail plan or BlackBerry Voice Plan or other eligible mobile plan connected to your handset at any time. However, if you selected a 24 month BIS e-mail plan you must pay us any applicable early termination charge per e-mail cancelled (other than as a result of our material breach) in accordance with the terms governing that plan, as reasonably determined by us and the early termination charges set out under your mobile plan (and the balance of the Mobile Repayment Amount outstanding, if applicable) may become payable if you cancel your mobile service.
- 39.15 If you do cancel your BIS service or mobile plan (other than as a result of our material breach), we will not refund or waive any of the charges already paid or incurred by you (including the BlackBerry e-mail plan monthly fee for the month in which you cancel your e-mail plan).
- 39.16 If you cancel your BlackBerry Voice Plan or other eligible mobile plan and do not move your handset to another one of these mobile plans, your associated BIS e-mail for that handset will also be cancelled.

BlackBerry Individual Solution e-mail plan charges – For services connected after 27 May 2005 and before 25 August 2008

- 39.17 For services connected after 27 May 2005 and before 25 August 2008, the monthly e-mail fee for your BIS e-mail plan will depend on your chosen plan as set out below, subject to the terms of any applicable promotional offer. This monthly fee lets you send and receive an unlimited number of e-mails to and from your handset (experience may vary where the e-mail has large attachments or embedded content) and provides unlimited browsing via the BlackBerry browser. Additional charges apply for your handset, mobile plan, voice and data usage, including charges for text messages, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing outside the BlackBerry Browser, use of video streaming applications, content/subscriptions and other non-e-mail data usage.

BIS monthly fee	GST excl	GST incl
Month to Month E-mail Plan - monthly fee	\$45.41	\$49.95
24 Month E-mail Plan – monthly fee	\$36.32	\$39.95
24 Month E-mail Plan - reduced monthly fee (if BlackBerry handset connected to a Telstra Mobile Member Plan, Telstra Business Member Plan, Telstra Mobile Phone Plan, Telstra Business Mobile Phone Plans and CNR Plans with a \$150 or greater monthly spend)	\$27.23	\$29.95

Part B – Our current and recent business pricing plans

BlackBerry Individual Solution 24 month BlackBerry Plus Plan charges – For services connected before 30 November 2006

39.18 We charge you the following monthly fee for the BIS service. This monthly fee lets you send and receive an unlimited number of e-mails to and from your handset (experience may vary where the e-mail has large attachments or embedded content) and provides unlimited browsing via the BlackBerry browser. Additional charges apply for your handset, mobile plan, voice and data usage, including charges for text messages, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing outside the BlackBerry Browser, use of video streaming applications, content/subscriptions and other non-e-mail data usage..

BIS monthly fee	GST excl	GST incl
Monthly fee	\$45.41	\$49.95
Reduced Monthly fee (if BlackBerry 7100g handset is connected to a Telstra Member Plan with a \$150 or greater monthly spend)	\$36.32	\$39.95

BlackBerry Individual Solution 24 month BlackBerry Plus Plan charges – For services connected before 30 November 2006

39.19 Your BIS BlackBerry Plus Plan includes a monthly included hours component for eligible data usage and a special rate for eligible data usage in excess of the monthly included hours, both of which are set out in the charges table below.

39.20 All BIS BlackBerry Plus Plans have a 24 month contract term.

39.21 Any unused monthly included hours are forfeited at the end of each month.

39.22 Eligible data usage does not include, and the monthly included hours cannot be used for, other calls or services, including BlackBerry e-mail, Java, SMS (including Premium SMS), MMS, BigPond Mobile Services (previously known as Telstra Active or WAP), Circuit switched data voice calls, MessageBank or international roaming. Standard charges will apply for use of these services.

39.23 For services connected before 30 November 2006, the monthly access fee for your 24 month BIS BlackBerry Plus Plan will depend on your chosen plan as set out below, subject to the terms of any applicable promotional offer. This monthly fee lets you send and receive an unlimited number of e-mails to and from your handset (experience may vary where the e-mail has large attachments or embedded content) and eligible data usage within the monthly included hours. Additional charges apply for your handset, mobile plan, voice and data usage, including charges for text messages, BigPond Mobile Services (previously known as Telstra Active or WAP) browsing outside the BlackBerry Browser, use of video streaming applications, content/subscriptions and other non-e-mail data usage...

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BlackBerry Plus Plan	\$49		\$79		\$99	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Monthly service fee (24 month contract term applies)	\$44.55	\$49	\$71.82	\$79	\$90.00	\$99
Monthly data allowance for eligible data usage	5 hours		20 hours		40 hours	

When calculating usage time for the purpose of the monthly included hours, usage is calculated in 5 minute blocks so if usage time is less than 5 minutes, it is rounded to 5 minutes.

Charges for excess eligible data usage are calculated per 5 minute block.

BlackBerry Voice Plan – charges

39.24 We charge you the following for the BlackBerry Voice Plan, including a connection fee per call, plus a call charge.

BlackBerry Voice Plan	GST excl	GST incl
Network Access Charge	Nil	Nil
Connection fee per call	22.72¢	25¢
Charges for calls to an Australian fixed or mobile number – per 30 second block or part thereof	45.45¢	50¢

Additional BlackBerry terms

39.25 The following terms also apply to your use of the handset and BlackBerry Web Client to send or receive e-mail:

- (a) if applicable to your handset, Research in Motion Limited’s (“RIM”) standard terms and conditions associated with RIM handsets; and
- (b) the terms of RIM’s standard BlackBerry Web Client and BIS software licence as advised to you by RIM.

39.26 Parts of the BIS service use the internet and an overseas mobile network that we do not own (but which is operated by RIM).

Using your handset overseas

39.27 You could breach the laws of another country (in particular the United States or Canada) if you use, send or take a handset outside of Australia. This is partly

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due to laws regulating the importation, exportation and use of encryption software contained within a handset.

- 39.28 You may only use the handset in, or send or take it to, other countries approved by us for your network. We will provide a list of approved countries for handsets on the telstra.com website. We may update this list from time to time.

Password protection

- 39.29 Each handset has a password protection function. You must make sure that this function is always activated on your handset, regardless of who is using the handset.

Special E-Mail Plan Offer

- 39.30 From 16 January 2006 to 31 March 2006 inclusive (unless extended by Telstra), if you connect to a \$29.95 or \$39.95 BIS e-mail plan for 24 months ("**Eligible Plan**"), you will receive a credit for the monthly email fee you pay under your BIS email plan on your Telstra bill each month in the first 3 months ("**Email Fee Credit**").

- 39.31 If you cancel your Eligible Plan within the first 3 months of your contract term, in addition to any early termination charges payable, you will forfeit the right to any further E-mail Fee Credit.

- 39.32 The E-mail Fee Credit is not transferable or redeemable for cash.

- 39.33 Our FairPlay Policy applies.

Special Data Offer

- 39.34 From 16 November 2005 to 30 November 2006 inclusive (unless extended by us), if you connect to a \$29.95 or \$39.95 BIS e-mail plan for 24 months ("**Eligible Plan**"), and connect an eligible data capable handset to your Eligible Plan, you will receive a credit of 5 hours of eligible data usage each month in the first 3 months ("**Data Credit**").

- 39.35 The Data Credit cannot be used for other calls or services, including BlackBerry e-mail, Java, SMS (including Premium SMS), MMS, BigPond Mobile Services (previously known as Telstra Active or WAP), Circuit switched data, voice calls, MessageBank or international roaming. Standard charges will apply for use of these services.

- 39.36 If you cancel your Eligible Plan within the first 3 months of your contract term, in addition to any early termination charges payable, you will forfeit the right to any further Data Credit.

- 39.37 The Data Credit is not transferable or redeemable for cash.

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39.38 Our FairPlay Policy applies.

40 Telstra Business Mobile Maximiser Plans

Eligibility

- 40.1 To be eligible for a Telstra Business Mobile Maximiser Plan (**Maximiser Plan**) you must have a 10 digit account number and an ABN, ACN or ARBN. We supply Maximiser Plans for business purposes and you must use your Maximiser Plans predominantly for business purposes.
- 40.2 You cannot have a Telstra Business Phone Plan, Telstra Business Member Plan, Telstra Business FleetSelect Plan, Consumer Mobile Plan, Telstra BusinessMobile Select Plan, Enterprise Fleet Plan or Telstra Business Mobile PLUS plan on the same account as your Maximiser Plan.

Availability

- 40.3 Maximiser Plans are available until they are withdrawn by us. If you want to connect your existing Telstra mobile service to a Maximiser Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.

Plan options

- 40.4 The available Maximiser Plans are set out in the table below:

Maximiser Plans		Minimum Term	Handset Option	Minimum Monthly Spend
Handset Plans	MRO	12 or 24 months	You acquire an eligible handset under Telstra's Mobile Repayment Option (MRO) MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms . Your available MRO terms are 12 or 24 months	\$49, \$59, \$79, \$99 or \$129
	Subsidy	24 months	Your plan includes a subsidised handset. If there is a charge for your handset (Handset Charge) you have to pay us the Handset Charge in monthly instalments for 24 months, in addition to your minimum monthly spend. If your Maximiser Subsidy Plan is cancelled, terminated or you recontract with us before the end of the 24 month term, you must pay any remaining Handset Charge, in addition to any other amounts payable to us	

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BYO Plan	12 or 24 months	You bring your own compatible handset or purchase a compatible handset outright	\$49, \$59, \$79 or \$99
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Payment

40.5 Each month for the minimum term you must pay us:

- (a) the minimum monthly spend for the Maximiser Plan you take up;
- (b) for all usage in excess of or not eligible to draw from your included allowances; and
- (c) any Handset charges or repayments (if any).

Monthly Call Allowance

40.6 All Maximiser Plans include an amount of included standard calls and messages made from Australia (**Monthly Call Allowance**) as set out in the table below. Your unused Monthly Call Allowance expires monthly.

Maximiser Handset Plans	
Minimum Monthly Spend	Monthly Call Allowance
\$49	\$450
\$59	\$550
\$79	\$800
\$99	\$1,200
\$129	Unlimited standard calls and MMS in Australia

Maximiser BYO Plans	
Minimum Monthly Spend	Monthly Call Allowance
\$49	\$550

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\$59	\$800
\$79	\$1,200
\$99	Unlimited standard calls and MMS in Australia

- 40.7 The types of standard calls and messages included in your Monthly Call Allowance and SMS Bonus are most types of national direct dial voice calls, video calls and messages made from Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls and any other calls or messages as determined by us (**standard calls and messages**).
- 40.8 Calls and messages that are not included in your Monthly Call Allowance are third party content calls, calls and messages to international numbers (except where the International Bonus applies), international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo and PhonePage and any other calls or messages as determined by us. Calls to Pivotel mobiles are not available.

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Monthly Data Allowance

40.9 All Maximiser Plans include an amount of included data for use in Australia (**Monthly Data Allowance**) as set out in the table below. Your unused Monthly Data Allowance expires monthly.

Maximiser Handset Plans	
Minimum Monthly Spend	Monthly Data Allowance
\$49	1GB
\$59	1.5GB
\$79	2GB
\$99	2.5GB
\$129	3GB

Maximiser BYO Plans	
Minimum Monthly Spend	Monthly Data Allowance
\$49	1.5GB
\$59	2GB
\$79	2.5GB
\$99	3GB

40.10 The types of data usage that are not eligible to draw from your Monthly Data Allowance are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

40.11 You must pay us for your data use in excess of or not eligible to draw from your Monthly Data Allowance, at a rate of \$0.25/MB, up to the excess usage monthly cap of \$100 (**Excess Cap**). Amounts we charge you for data usage for international roaming will incur an additional cost and do not count towards the Excess Cap amount.

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- 40.12 For all Maximiser Plans other than the \$129 Maximiser Handset Plan or the \$99 Maximiser BYO Plan, where your data usage reaches the Monthly Data Allowance limit, we will draw from your Monthly Call Allowance to pay for any excess data usage until you reach your Monthly Call Allowance limit. If you have the \$129 Maximiser Handset Plan or the \$99 Maximiser BYO Plan you have to pay for any excess data usage separately, up to the Excess Cap amount of \$100.
- 40.13 You may choose to acquire an additional data service with your Maximiser 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 Maximiser Plan Monthly 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](#).

MRO Bonus

- 40.14 If you:
- (a) purchase an eligible handset on a 12 or 24 month MRO; and
 - (b) your Maximiser MRO Plan and your MRO have the same length term and commence on the same day,

you are eligible to receive a MRO bonus on your bill each month (**MRO Bonus**).

- 40.15 If your Maximiser MRO Plan is cancelled or you cancel your MRO, you will no longer be entitled to the MRO Bonus and you must pay back the remaining repayments on your MRO. The amount of the MRO Bonus varies according to the value of your Maximiser MRO Plan and is described in clause 40. If you increase your minimum monthly spend, your MRO Bonus will continue to be calculated according to your original minimum monthly spend.

SMS Bonus

- 40.16 All Maximiser Plans other than the \$49 Maximiser Handset Plan include a SMS bonus which allows you to send unlimited standard SMS from Australia to Australian mobile numbers (including satellite mobiles) (**SMS Bonus**). The SMS Bonus won't count towards your Monthly Call Allowance.
- 40.17 The types of standard SMS that are included in your SMS Bonus are set out in clause 40.16.
- 40.18 The SMS Bonus does not apply to MMS, international or premium SMS, 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 and you will need to pay for these separately.

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- 40.19 A single SMS is up to 160 characters. For longer SMSs, we charge the SMS fee for each 153 standard characters or part thereof.
- 40.20 You will cease to receive the SMS Bonus if you cancel your Maximiser Plan, move to a \$49 Maximiser Handset Plan or move to any other Telstra Mobile plan.
- 40.21 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS Bonus 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.

MessageBank® Bonus

- 40.22 If you take up a \$79, \$99 or \$129 Maximiser Handset Plan or a \$59, \$79 or \$99 Maximiser BYO Plan you will receive unlimited MessageBank® connection, diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.
- 40.23 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, Memo, or MessageBank® Plus and you will need to pay for these separately.
- 40.24 You will cease to receive the MessageBank® Bonus if you cancel your Maximiser Plan, move to a \$49 or \$59 Maximiser Handset Plan, move to a \$49 Maximiser BYO Plan, or move to any other Telstra Mobile plan.

International Bonus

- 40.25 If you take up a \$129 Maximiser Handset Plan or a \$99 Maximiser BYO Plan, you will receive an allowance of \$50 each month for voice and video calls, SMS and MMS made from Australia to international numbers (**International Bonus**).
- 40.26 The International Bonus does not apply to international roaming calls and messages. The call rates and terms that apply to international calls and international roaming services are set out in [Part D – Other Call Types](#) of the Telstra Mobile Section of Our Customer Terms. Any unused International Bonus expires monthly and cannot be shared with other services.

BlackBerry® Individual Solution Bonus

- 40.27 You are eligible to receive a BlackBerry® Individual Solution at no additional charge if you have a compatible BlackBerry® handset and you take up a \$99 or \$129 Maximiser Handset Plan or a \$79 or \$99 Maximiser BYO Plan (**BIS Bonus**).

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40.28 You will cease to receive your BIS Bonus if you move to a \$49, \$59 or \$79 Maximiser Handset Plan or to a \$49 or \$59 Maximiser BYO Plan.

Other promotional offers

40.29 Maximiser Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Free Intra-Account calls

40.30 As a Maximiser Plan customer, you can make free voice calls from Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).

40.31 Eligible Telstra mobile services are services connected to a Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G@ Capped Plans (Business) or Telstra Ultimate Mobile Plan.

40.32 Free Intra-Account calls do not apply to video calls, international calls or international roaming calls.

40.33 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$129 Maximiser Handset Plan and \$99 Maximiser BYO Plan

40.34 The Business FairPlay Policy applies to the \$129 Maximiser Subsidy Plan, \$129 Maximiser MRO Plan and \$99 Maximiser BYO Plan except that the provisions pertaining to Excessive Use do not apply.

40.35 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$129 Maximiser Subsidy Plan, \$129 Maximiser MRO Plan and \$99 Maximiser BYO 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.

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Changing your plan or your minimum monthly spend

40.36 We may allow you to change your original minimum monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Maximiser Plan minimum term, you may do so only if the Maximiser Plans are still available for recontracting.

Change	Terms
<p>If you move from a Maximiser Plan to another Maximiser Plan with a lower minimum monthly spend</p>	<p>You will need to restart your minimum term, pay an early termination fee and you may need to pay a \$50 Administration Fee.</p> <p>You will need to pay the balance of your MRO or Handset Charge (if applicable).</p>
<p>If you move from a Maximiser BYO Plan to a Maximiser Handset Plan with the same or higher minimum monthly spend</p>	<p>You will need to restart your minimum term.</p>
<p>If you move from a Maximiser BYO Plan to another Maximiser BYO Plan with a higher minimum monthly spend</p>	<p>You do not need to restart your minimum term or pay an early termination charge.</p> <p>Your call rates and monthly allowances will be adjusted on a pro-rata basis to reflect your new plan.</p>
<p>If you move from a Maximiser MRO Plan to another Maximiser Plan (except another MRO Plan) with the same or higher minimum monthly spend</p>	<p>You will need to restart your minimum term, pay us an early termination charge and you may need to pay a \$50 Administration Fee.</p> <p>You will need to pay the balance of your MRO and your MRO Bonus will cease.</p>
<p>If you move from a Maximiser MRO Plan to another Maximiser MRO Plan with a higher monthly spend</p>	<p>You do not need to restart your minimum term or pay an early termination charge.</p> <p>Your call rates and monthly allowances will be adjusted on a pro-rata basis to reflect your new plan.</p> <p>The amount of your MRO Bonus will remain the same.</p>

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Change	Terms
<p>If you move from a Maximiser Subsidy Plan to another Maximiser Plan (except another Subsidy Plan) with the same or higher minimum monthly spend</p>	<p>You will need to restart your minimum term, pay us an early termination charge and you may need to pay a \$50 Administration Fee.</p> <p>You will need to pay the balance of your Handset Charge.</p>
<p>If you move from a Maximiser Subsidy Plan to another Maximiser Subsidy Plan with a higher minimum monthly spend</p>	<p>You do not need to restart your minimum term or pay an early termination charge.</p> <p>Your call rates and monthly allowances will be adjusted on a pro-rata basis to reflect your new plan.</p>
<p>If you move from a Maximiser Subsidy Plan, Maximiser MRO Plan or a Maximiser BYOPlan to a Business Performance Plan</p>	<p>You will need to restart your minimum term and pay a \$50 Administration Fee. You will need to pay the balance of your MRO charge (if applicable).</p> <p>You may also need to pay an early termination charge.</p>
<p>If you or Telstra deactivate your service, you cancel your plan or you move to another Telstra plan or Telstra offer</p>	<p>You will need to pay us an early termination charge and pay the balance of your Mobile Repayment Option or Handset Charge (if applicable).</p>

Early termination charges

If you need to pay an ETC under the terms of your Maximiser Plan, it will be calculated according to the following formula:

$$\text{Minimum monthly spend} \times 0.9 \times \text{number of months (or part thereof) remaining in your minimum term}$$

If you have taken up a MRO, any MRO Bonus you were receiving will end when your Business Mobile Maximiser MRO Plan is cancelled and you must pay back the remaining repayments.

40.37 The ETC decreases over the minimum term. The maximum ETC for each Maximiser Plan is set out in the table below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable..

Maximiser Plan	Maximum ETC (incl. GST)	
	12 months	24 months

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\$49 Maximiser Plan	\$529	\$1,058
\$59 Maximiser Plan	\$637	\$1,274
\$79 Maximiser Plan	\$853	\$1,706
\$99 Maximiser Plan	\$1,069	\$2,138
\$129 Maximiser Plan	\$1,393	\$2,786

At the end of your minimum term

40.38 At the end of your minimum term your service will remain on your chosen Maximiser Plan, however you will no longer be entitled to any MRO Bonus you were receiving as a result of taking up an eligible MRO. You cannot move to another Maximiser Plan unless the plans are still available for recontracting and you recontract for another minimum term.

If, at the end of your minimum term, the Maximiser Plans are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

Plan charges and monthly allowances

40.39 The plan charges and the monthly call, message and data allowances for your plan are set out below. Any unused monthly allowances are forfeited at the end of each month. All prices are GST inclusive.

Maximiser Handset Plans

Maximiser Handset Plans	\$49 Plan	\$59 Plan	\$79 Plan	\$99 Plan	\$129 Plan
Minimum monthly spend	\$49.00	\$59.00	\$79.00	\$99.00	\$129.00
Minimum cost for 12 months (plus usage in excess of or excluded from the monthly allowances and any handset repayments)	\$588.00	\$708.00	\$948.00	\$1,188.00	\$1,548.00
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances and any handset repayments)	\$1,176.00	\$1,416.00	\$1,896.00	\$2,376.00	\$3,096.00

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Monthly Call Allowance for standard calls and messages in Australia	\$450	\$550	\$800	\$1,200	Unlimited standard calls and messages in Australia
Call connection fee for eligible voice or video calls to an Australian fixed or mobile number	35¢	35¢	35¢	35¢	Unlimited standard calls and messages in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof	90¢	90¢	90¢	90¢	Unlimited standard calls and messages in Australia
Standard SMS rate (per 160 characters to recipients in Australia)	25¢	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard calls and messages in Australia
MMS rate (per standard MMS to recipients in Australia)	50¢	50¢	50¢	50¢	Unlimited standard calls and messages in Australia
Monthly Data Allowance for use in Australia	1GB	1.5GB	2GB	2.5GB	3GB
Excess data rate (per MB)	25¢	25¢	25¢	25¢	25¢
Monthly International Bonus for calls and messages in Australia to International numbers	\$0	\$0	\$0	\$0	\$50
MessageBank® call connection fee	35¢	35¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
MessageBank® retrieval rate – per 60 second	90¢	90¢	Unlimited MessageBank® diversion and	Unlimited MessageBank® diversion and	Unlimited MessageBank® diversion and

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block or part thereof			retrieval in Australia	retrieval in Australia	retrieval in Australia
Monthly MRO Bonus (Maximiser MRO Plan only, if eligible)	\$10	\$15	\$20	\$25	\$30
BlackBerry® Individual Solution (BIS) Bonus (if you have a compatible Blackberry® handset)	N/A	N/A	N/A	Included (optional)	Included (optional)

Maximiser BYO Plans

Maximiser BYO Plan	\$49 Plan	\$59 Plan	\$79 Plan	\$99 Plan
Minimum monthly spend	\$49.00	\$59.00	\$79.00	\$99.00
Minimum cost for 12 months (plus usage in excess of or excluded from the monthly allowances)	\$588.00	\$708.00	\$948.00	\$1,188.00
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances)	\$1,176.00	\$1,416.00	\$1,896.00	\$2,376.00
Monthly Call Allowance for standard calls and messages in Australia	\$550	\$800	\$1,200	Unlimited standard calls and messages in Australia
Call connection fee for eligible voice or video calls to an Australian fixed or mobile number	35¢	35¢	35¢	Unlimited standard calls and messages in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof	90¢	90¢	90¢	Unlimited standard calls and messages in Australia

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Standard SMS rate (per 160 characters to recipients in Australia)	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard calls and messages in Australia
MMS rate (per standard MMS to recipients in Australia)	50¢	50¢	50¢	Unlimited standard calls and messages in Australia
Monthly Data Allowance for use in Australia	1.5GB	2GB	2.5GB	3GB
Excess data rate (per MB)	25¢	25¢	25¢	25¢
Monthly International Bonus for calls and messages in Australia to International numbers	\$0	\$0	\$0	\$50
MessageBank® call connection fee	35¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
MessageBank® retrieval rate – per 60 second block or part thereof	90¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
BlackBerry Individual Solution (BIS) Bonus, (if you have a compatible Blackberry® handset)	N/A	N/A	Included (optional)	Included (optional)

41 Telstra Business Mobile Advantage Plan

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Not available for new connections after 26 March 2012

Eligibility

- 41.1 To be eligible for a Telstra Business Mobile Advantage Plan (“**Advantage Plan**”) you must have an ABN, ACN or ARBN. We supply Advantage Plans for business purposes and you must use Advantage Plans predominantly for business purposes.

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41.2 You cannot have a Telstra Corporate Plan, Telstra Government and Customised Plan, Telstra Business Cap Plan (including without limitation, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra 3G Mobile Plan, Telstra 3G Cap Plan, Telstra Next G Cap Plan, Telstra Business Choice Cap Plan, Telstra Mobile Ultimate Plan, Telstra Business and Smartphone Plan), Telstra Business Talk Plan, Telstra Business Talk Saver Plan, Telstra Business Untimed Plan, Telstra Business Mobile Select Plan, Telstra Share Data Plan, Telstra All-4-Biz Plan or Telstra Consumer Plan on the same account as your Advantage Plan.

Availability

41.3 The Advantage Plan is available as a:

- (a) fixed 24 month plan with a subsidised handset ("**Phone Plan**");
- (b) fixed 12 or 24 month plan with a SIM only ("**Member Plan**"); or
- (c) month-by-month Casual Plan ("**Casual Plan**").

41.4 If you want to connect your existing Telstra mobile service to an Advantage Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.

41.5 Advantage Plans are not available with any other Telstra mobile offer unless specified by us.

Tiered Pricing

41.6 The charges for your Advantage Plan services, except plans with a \$10 Monthly Fee, depend on the number of eligible mobile services you have connected to your Advantage Plan account at any one time.

41.7 Advantage Plans have six different pricing tiers as set out below:

- (a) Tier 1 for customers who have 1 to 10 eligible Telstra mobile plan services;
- (b) Tier 2 for customers who have 11 to 19 eligible Telstra mobile plan services;
- (c) Tier 3 for customers who have 20 to 39 eligible Telstra mobile plan services;
- (d) Tier 4 for customers who have 40 to 79 eligible Telstra mobile plan services;

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- (e) Tier 5 for customers who have 80 to 149 eligible Telstra mobile plan services; and
- (f) Tier 6 for customers who have 150 or more eligible Telstra mobile plan services.

41.8 Mobile services connected to other eligible Telstra plans which are on your Advantage Plan account can count towards the number of services for the purposes of tiering. The other eligible Telstra plans are Telstra Business Mobile PLUS Plans, Telstra Business Mobile Plans (Member/Phone), Telstra Business Mobile Fleet Select Plans, Telstra Mobile Broadband Plans and Telstra Mobile Broadband Shared Data Plans taken up after 2 August 2011.

41.9 The services on your other eligible plans (other than the Advantage Plan) will not receive the Advantage Plan charges or Service Level Packs, Loyalty Bonus Credit or Free Intra-Account calls and will continue to receive the pricing and benefits of the existing plan attached to those services.

41.10 If you add or remove Telstra mobile services from your account, and, as a result, qualify for a different Advantage Plan pricing tier, the prices you are charged for all Telstra Advantage Plan services on your Advantage Plan account will change automatically.

Monthly Call Allowance

41.11 For all Advantage Plans, except Advantage Plans with a \$10, \$130 or \$150 Monthly Fee or the \$135 Casual Plan, your plan's Monthly Fee includes an amount of included standard calls and messages ("**Monthly Call Allowance**") as set out in the table below. Unused Monthly Call Allowances expire at the end of each month.

Monthly Fee	Monthly Call Allowance
\$10	\$0
\$30	\$20
\$40	\$40
\$50	\$50

Monthly Fee	Monthly Call Allowance
\$70	\$70
\$90	\$90
\$55 Casual Plan	\$40

4.13 You will not pay for calls and messages of the type that are included in your Monthly Call Allowance which are most types of national direct dial voice calls, calls and SMS to most satellite phones, SMS, MMS, MessageBank® diversion and retrieval calls, Directory Assistance, voice calls to 13, 1300, 11xx and 12xx

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numbers (excluding calls to Sensis 1234, 12455, 12456), video calls in Australia, and 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 (**standard calls and messages**). We will not charge you for any calls to numbers commencing with 1800.

41.14 You cannot use your included standard calls and messages for other call types including information calls, Call Answers, Memo and PhonePage, third party content calls, international calls and messages, international roaming calls and messages, premium SMS and MMS, reverse charge calls, calls to Sensis 1234, 12455, 12456 and calls to 19xx numbers. Calls to Pivotel mobiles are not available. You cannot apply your included Monthly Call Allowance towards data usage.

41.15 If you have an Advantage Plan with a \$130 Monthly Fee or a \$135 Casual Plan, your plan's Monthly Fee includes:

- d) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy as amended by this Section;
- e) a choice of unlimited MessageBank® diversion and retrieval or unlimited MessageBank® Plus in Australia; and
- f) an allowance of \$50 each month for voice and video calls, SMS and MMS to international numbers.

41.16 If you have an Advantage Plan with a \$150 Monthly Fee, your plan's Monthly Fee includes:

- f) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy as amended by this Section;
- g) a choice of unlimited MessageBank® diversion and retrieval, unlimited MessageBank® Plus, or unlimited Voice2Text in Australia;
- h) an allowance of \$100 each month for voice and video calls, SMS and MMS to international numbers; and
- i) an allowance of \$100 each month for international roaming voice calls and SMS.

41.17 The included allowances on your Advantage Plan with a \$130 or \$150 Monthly Fee or the \$135 Casual Plan, including unlimited standard calls and messages, unlimited MessageBank® diversion and retrieval, unlimited MessageBank® Plus,

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unlimited Voice2Text and any included allowance for international voice and video calls, SMS, MMS and international roaming cannot be shared between any other services connected on your Advantage Plan 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.

Share Unused Monthly Call Allowance

- 41.18 You can share your unused Monthly Call Allowance on your Advantage Plan services between your Advantage Plan services and with Telstra Business Mobile PLUS Plan and Telstra Business Mobile Fleet Select Plan services on the same Telstra account, except plans with a \$10, \$130 and \$150 Monthly Fee or with the \$135 Casual Plan. Any unused Monthly Call Allowance expires at the end of each month.

Free Intra-Account calls

- 41.19 As an Advantage Plan customer, you can make national voice and video calls, and send SMS messages, in Australia from your Advantage Plan service to other eligible services on the same Telstra account for free. Eligible services are Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan and Telstra Business Mobile Fleet Select Plan services. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.
- 41.20 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Timed and Untimed Call Options

- 41.21 For each Advantage Plan other than plans with a Monthly Fee of \$10, the Plan 130, Plan 150 and the Casual Plan 135, you can choose either the Timed Call Option or Untimed Call Option for national voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers. Timed Call Option rates will be charged per second for all eligible calls. Untimed Call Option rates will be charged a flat rate for all eligible calls. No call connection fees apply. The default call option is the Timed Call Option.
- 41.22 You can change your call rate option once in each 30 day period without incurring any fees. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

FairPlay Policy - \$135 Casual and \$130 and \$150 Advantage Plans

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- 41.23 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 any unlimited component of the Advantage Plans except that the provisions pertaining to Excessive Use do not apply.
- 41.24 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to an Advantage Plan:
- (a) as a point of interconnect for calls from overseas into Australia;
 - (b) 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);
 - (c) to establish any point to point data connections with another modem: or
 - (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.
- 4.25 Any use of an Advantage Plan in these ways is a material breach incapable of remedy, and we may immediately suspend or cancel your service without notice to you.

Contract term

- 41.26 Your Telstra Business Mobile Advantage Member Plan has a fixed 12 or 24 month term. Your Telstra Business Mobile Advantage Phone Plan has a fixed 24 month term. Your Telstra Business Mobile Advantage Casual Plan is a month-to-month plan with no fixed term.
- 41.27 Unless you make alternative arrangements, at the end of the minimum term your service will remain on an Advantage Member or Phone Plan on a month-to-month basis. You will continue to be eligible for Advantage Member or Phone Plan call rates and benefits. However, if you have an Advantage Member Plan your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to an Advantage Member Plan. You may recontract for a new Advantage Member or Phone Plan while those plans are available for recontracting.
- 41.28 If Advantage Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

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Handset Options

- 41.29 Advantage Plans are only available with an approved compatible handset and a compatible SIM.
- 41.30 Advantage Phone Plans are available for a Monthly Fee of \$30 or more, on a 24 month term with a subsidised handset. If there is a charge for your handset (**Handset Charge**) you have to pay us the Handset Charge in monthly instalments for 24 months, in addition to your Monthly Fee. If your Telstra Business Mobile Advantage Phone Plan is cancelled, terminated or you recontract with us before the end of the 24 month term, you must pay any remaining Handset Charge, in addition to any other amounts payable to us.
- 41.31 Advantage Member Plans are available for a Monthly Fee of \$10 or more, on a 12 or 24 month term with a bring your own handset or, for eligible customers, with a Mobile Repayment Option (“**MRO**”) handset. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). The MRO terms available with an Advantage Member Plan are 12 or 24 months.
- 41.32 Advantage Casual Plans are available as a SIM Only Option with a bring-your-own-handset only.

Email Solution Pack

- 41.33 If you have an Advantage Plan with a Monthly Fee of \$30 or more, you may select one of the following Email Solution Packs:
- (a) BlackBerry Individual Solution (**BlackBerry BIS Pack**);
 - (b) BlackBerry Enterprise Server Solution SIM/Service only (**BlackBerry BES Pack**); or
 - (c) Telstra Mobile Connect Solution (**TMCS Pack**).
- 41.34 You cannot select more than one Email Solution Pack per service and you cannot add a BlackBerry BIS Pack or BlackBerry BES Pack if you already have a BIS or BES plan on your relevant service. If you have an Advantage Member Plan with a \$10 Monthly Fee you are not eligible for any of the Email Solution Packs, but you may be eligible for a BIS \$10 Month to Month Email Plan (see [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#)).
- 41.35 If your Advantage Plan service with a Monthly Fee of \$30 or more is connected to a compatible BlackBerry handset, you may take up a:
- (a) BlackBerry BIS Pack; or

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(b) BlackBerry BES Pack.

41.36 If your Advantage Plan service with a Monthly Fee of \$30 or more is connected to a handset properly configured and certified by us as compatible with Microsoft ActiveSync you may take up a TMCS Pack.

41.37 If you choose a BlackBerry BIS Pack and your Monthly Fee is less than \$70, we will charge you an Email Solution Pack fee each month. If you choose a BlackBerry BES Pack and your Monthly Fee is less than \$150, we will charge you an Email Solution Pack fee each month. If you chose a TMCS Pack and your Monthly Fee is less than \$70, we will charge you an Email Solution Pack fee each month.

41.38 The terms that apply to your Email Solution Pack are set out in the BlackBerry BIS, BlackBerry BES or Telstra Mobile Connect section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#), whichever is relevant to your Email Solution Pack. However, the fees and the rules relating to your Email Solution Pack are set out below. This section of Our Customer Term applies to your Email Solution 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](#).

Plan Charges

41.39 For all Advantage Plans, you must pay us:

- (a) your chosen Monthly Fee each month;
- (b) for all standard calls and messages made over your Monthly Call Allowance;
- (c) for all calls and messages that are not standard calls and messages;
- (d) a monthly Email Solution Pack fee each month if you have selected:
 - (i) a BlackBerry BIS Pack and your Monthly Fee is less than \$70; or
 - (ii) a BlackBerry BES Pack and your Monthly Fee is less than \$150; or
 - (iii) a TMCS Pack and your Monthly Fee is less than \$70; and
- (e) for all data usage in excess of or not eligible to draw from your Included Data. For data you use in excess of your monthly included data, you must pay us the excess charges up to the excess usage monthly cap of \$100 (“**Excess Cap**”). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.

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41.40 We will also charge you for other services you use which are not included in your Advantage Plan.

41.41 If you have selected an Email Solution Pack, depending on your Monthly Fee, we may charge you an Email Solution Pack fee each month as set out in the table below.

Monthly Fee	Email Solution Pack	Monthly Email Solution Pack fee	Monthly Fee	Email Solution Pack	Monthly Email Solution Pack fee
\$10	Not available on this plan	N/A	\$90	BlackBerry BES	\$20
				BlackBerry BIS	No Monthly Email Solution Pack fee payable
				TMCS	
\$30	BlackBerry BES	\$40	\$130	BlackBerry BES	\$10
	BlackBerry BIS	\$10		BlackBerry BIS	No Monthly Email Solution Pack fee payable
	TMCS	\$10		TMCS	
\$40	BlackBerry BES	\$40	\$150	BlackBerry BES	No Monthly Email Solution Pack fee payable
	BlackBerry BIS	\$10		BlackBerry BIS	
	TMCS	\$10		TMCS	
\$50	BlackBerry BES	\$30	\$55 Casual Plan	BlackBerry BES	\$40
	BlackBerry BIS	\$10		BlackBerry BIS	\$10
	TMCS	\$10		TMCS	\$10
\$70	BlackBerry BES	\$30	\$135 Casual Plan	BlackBerry BES	\$10
	BlackBerry BIS	No Monthly Email Solution Pack fee payable		BlackBerry BIS	No Monthly Email Solution Pack fee payable
	TMCS			TMCS	

41.42 The charges for data usage that is not eligible data usage for the purposes of your Included Data and for eligible data usage in excess of your Included Data are:

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- (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 Business Mobile Datapack, if you have a Business Mobile Datapack;
- (b) if you have no Business Mobile Datapack and you have a Advantage Plan with a Monthly Fee of \$30 or more, 10c per MB usage charged per kilobyte.or
- (c) if you have an Advantage Plan with a Monthly Fee of \$10, \$2 per MB usage charged per kilobyte.

41.43 If you have an Advantage Plan with a Monthly Fee of \$30 or more, the charges for national voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx, calls to most satellite phones, 13 numbers and to 1225, 124124, 12488 and 1268, and for these types of calls if made in excess of your Monthly Call Allowance depend on your pricing Tier, your Monthly Fee, and whether you choose the Timed Call Option or Untimed Call Option and are set out in the table below. You will not be charged a call connection fee. All amounts are inclusive of GST.

Tier	Rates			SMS rate per message
	Monthly Fee	\$30, \$40, \$50, \$70 and \$90 Plans and \$55 Casual Plan	\$130 and \$150 Plans and \$135 Casual Plan	
Tier	Timed Rate Option (per 30sec and charged per second)	Untimed Rate Option (charged per call)	Rate	All Plans except \$130 and \$150 Plans and \$135 Casual Plan
Tier 1	29¢	99¢	0¢	25¢
Tier 2	26¢	95¢		
Tier 3	21¢	85¢		
Tier 4	17¢	74¢		
Tier 5	15¢	63¢		
Tier 6	13¢	57¢		20¢

41.44 If you have an Advantage Plan with a Monthly Fee of \$10, you will be charged:
Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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- (a) 30c per 30 seconds (charged per second) for voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers;
- (b) A 20c call connection fee; and
- (c) 25c per national standard SMS message, per recipient.

41.45 The charges for MMS messages to recipients in Australia, call diversion and MessageBank® services that are not eligible for the purposes of your Monthly Call Allowance and for standard calls and messages made in excess of your Monthly Call Allowance are set out in the table below.

Type	Charge
MMS to recipients in Australia	50c per message per recipient
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
MessageBank® Retrieval	14c per 30 seconds
MessageBank® Call Forward	6c per 30 seconds

41.46 If you have an Advantage Plan with a \$130 or \$150 Monthly Fee or a \$135 Casual Plan, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance. 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.

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

Included Data

41.47 Advantage Plans with a Monthly Fee of \$30 or more are provided with an amount of included data based on the Monthly Fee as set out in the table below.

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Monthly Fee	Included Data
\$10	0MB
\$30	50MB
\$40	200MB
\$50	600MB
\$70	1GB

Monthly Fee	Included Data
\$90	2GB
\$130	3GB
\$150	5GB
Casual \$55 Plan	200MB
Casual \$135 Plan	3GB

- 41.48 You can share the monthly Included Data with other Advantage Plan services on the same account, except plans with a \$10 Monthly Fee, and with Telstra Mobile Broadband Shared Data Plans taken up after 2 August 2011. You cannot share your Included Data with any other services or plans.
- 41.49 The terms that apply to your included data are set out in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). This Advantage section of Our Customer Terms applies to your Included Data 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](#).
- 41.50 Eligible data usage for the purposes of the Included Data is described in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). Unused Included Data expires at the end of each month.
- 41.51 You may choose to acquire an additional Data Service with your Advantage Plan (**Business Mobile Datapack**). If you acquire a Business Mobile Datapack, the data usage prices for that Business Mobile Datapack will apply to any data usage in excess of your Advantage Plan included data. The terms (including price) that apply to any Business Mobile Datapack are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Service Level Packs

- 41.52 If you have an Advantage Plan, excluding the Advantage Plan with a Monthly Fee of \$10, you may choose one or more of the Service Level Packs described below. If you have an Advantage Plan with a Monthly Fee of \$10 you are not eligible for any Service Level Packs.

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Service Level Packs	Description
Unlimited SMS	For an additional monthly charge, you will receive unlimited national standard SMS messages to recipients in Australia.
MessageBank®	For an additional monthly fee, you can choose to receive one of the following: (i) Unlimited MessageBank® Diversion and Retrieval; (ii) Unlimited MessageBank® Plus; or (iii) Unlimited Voice2Text, in Australia. Any MessageBank® service subscription charges will still apply.

41.53 If you select the Unlimited SMS Service Level Pack, the additional monthly charge based on your Monthly Fee is set out in the table below.

Monthly Fee	Unlimited SMS Pack Monthly Charge	Monthly Fee	Unlimited SMS Pack Monthly Charge
\$10	Not available on this plan	\$90	Not applicable
\$30	\$15	\$130	Not applicable
\$40	\$10	\$150	Not applicable
\$50	\$10	\$55 Casual Plan	\$10
\$70	Not applicable	\$135 Casual Plan	Not applicable

41.54 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.

41.55 If you select a MessageBank® Service Level Pack, the additional monthly charge based on your Monthly Fee is set out in the table below.

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Monthly Fee	MessageBank® Diversion and Retrieval Pack Monthly Charge	MessageBank® Plus Pack Monthly Charge	Voice2Text Pack Monthly Charge
\$10	Not available on this plan	Not available on this plan	Not available on this plan
\$30	\$10	\$5	\$10
\$40	\$10	\$5	\$10
\$50	\$10	\$5	\$10
\$70	\$10	\$5	\$10
\$90	Not applicable	\$0	\$10
\$130	Not applicable	\$0	\$10
\$150	Not applicable	\$0	\$0
Casual \$55 Plan	\$10	\$5	\$10
Casual \$135 Plan	Not applicable	\$0	\$10

41.56 If you have a \$135 Casual Plan or a \$90 or \$130 Advantage Member or Phone Plan, you can choose either the MessageBank® Diversion and Retrieval Service Level Pack or MessageBank® Plus Service Level Pack for free. If you have a \$150 Advantage Member or Phone Plan, you can choose one MessageBank® Diversion and Retrieval Service Level Pack, MessageBank® Plus Service Level Pack, or Voice2Text Service Level Pack for free.

41.57 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.

41.58 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 Advantage Plan service at any one time.

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41.59 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Service Level Packs.

Loyalty Bonus Credit

41.60 If you connect to a 24 month term Advantage Member Plan with a Monthly Fee or \$30 or more, you are eligible for the Loyalty Bonus Credit as a monthly credit.

41.61 The amount of your monthly Loyalty Bonus Credit depends on your Monthly Fee and is set out in the table below.

Monthly Fee	Monthly Loyalty Bonus Credit	Monthly Fee	Monthly Loyalty Bonus Credit
\$10	Not available on this plan	\$70	\$15
\$30	\$5	\$90	\$20
\$40	\$10	\$130	\$25
\$50	\$12	\$150	\$30

41.62 The Loyalty Bonus Credit will appear on your Advantage Member Plan bill and will be credited against your monthly charges.

41.63 The Loyalty Bonus Credit ceases at the end of your 24 month term, unless you recontract to an Advantage Member Plan for a further 24 month term.

41.64 The Loyalty Bonus Credit is applied to each eligible individual 24 month term Advantage Member Plan service. It cannot be shared with other Advantage services or between any of your other Telstra mobile services and is not redeemable for cash.

41.65 The Loyalty Bonus Credit is not available on Casual Plans, if your Advantage Member Plan is for a 12 month term or if your Monthly Fee is \$10.

Port In Credit

41.66 If you port an existing mobile phone number from another mobile service provider and connect to a 24 month term Advantage Member or Phone Plan with a Monthly Fee of \$40 or more you will be eligible for the Port In Credit. The amount of your Port In Credit is equal to three times your Advantage Member or Phone Plan Monthly Fee. The Port In Credit is not redeemable for cash.

41.67 The Port In Credit is not available with Casual Plans or with any other Telstra port in credit offer unless specified by us.

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41.68 If during your minimum term you cancel (other than as a result of our material breach) or we cancel your Advantage Member or Phone Plan, you must reimburse us for an amount of your Port In Credit calculated in accordance with the following formula.

$$\frac{\text{Port In Credit amount paid by us} \times \text{number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in your minimum term}}$$

Changing your monthly spend or plan

41.69 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Advantage Member or Phone Plan minimum term, you may do so only if the Advantage Member or Phone Plans are still available for recontracting.

Change	Terms
If you move from an Advantage Member Plan to another Advantage Member Plan with a lower monthly spend	You will need restart you minimum term and pay us a \$50 Administration Fee. Your call rates, included allowances and Loyalty Bonus Credit (if applicable) will be adjusted on a pro-rata basis to reflect your new plan.
If you move from an Advantage Member Plan to another Advantage Member Plan with same or higher monthly spend	You do not need to restart your minimum term. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. The amount of your Loyalty Bonus Credit (if applicable) will remain the same.
If you move from an Advantage Member Plan to an Advantage Phone Plan with a lower monthly spend	You will need restart you minimum term and pay us any early termination charges and a \$50 Administration Fee. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You will cease to receive a Loyalty Bonus Credit (if applicable).
If you move from an Advantage Member Plan to an Advantage Phone Plan with a higher monthly spend	You will need restart you minimum term. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You will cease to receive a Loyalty Bonus Credit (if applicable).
If you move from an Advantage Phone Plan to another Advantage Phone	You will need restart you minimum term and pay us any early termination charges and a \$50 Administration Fee. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You will need to pay the balance of your Handset Charge (if

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Change	Terms
Plan with a lower monthly spend	any). You are not eligible for a new handset with your new Advantage Phone Plan.
If you move from an Advantage Phone Plan to another Advantage Phone Plan with a higher monthly spend	You do not need to restart your minimum term. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You are not eligible for a new handset with your new Advantage Phone Plan.
If you move from an Advantage Phone Plan to an Advantage Member Plan with a lower monthly spend	Your contract will be cancelled and you will be required to pay us any early termination charges and a \$50 Administration Fee. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You will need to pay the balance of your Handset Charge (if any).
If you move from an Advantage Phone Plan to an Advantage Member Plan with a higher monthly spend	You will need restart you minimum term and pay us any early termination charges. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. You will receive a Loyalty Bonus Credit (if applicable).
If you move from an Advantage Phone Plan or an Advantage Member Plan to a Business Performance Plan	You will need to restart your minimum term and pay a \$50 Administration Fee. You will need to pay the balance of your MRO charge (if applicable). You may also need to pay an early termination charge.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your Handset Charge or Mobile Repayment Option (if applicable).

Early termination charges

41.70 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 your Advantage Member or Phone Plan; or
- (b) you move to a lower Monthly Fee, a different Advantage Member or Phone Plan, or take up an Advantage Casual Plan or other non-approved plan.

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

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 90\%$$

41.72 The ETC decreases over the minimum term. The maximum ETC for each Advantage Member or Phone Plan is set out in the table below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable.

Monthly Fee	Maximum ETC		
	Phone Plan	Member Plan – 12 months	Member Plan – 24 months
\$10	Not applicable	\$108	\$216
\$30	\$648	\$324	\$648
\$40	\$864	\$432	\$864
\$50	\$1,080	\$540	\$1,080
\$70	\$1,512	\$756	\$1,512
\$90	\$1,944	\$972	\$1,944
\$130	\$2,808	\$1,404	\$2,808
\$150	\$3,240	\$1,620	\$3,240

Cancelling your Casual Plan

41.73 You may cancel your Advantage Casual Plan at the end of any month by telling us. If you do so before the end of a billing month, you will be charged your monthly subscription fee on a pro-rata basis.

If you are an Advantage Casual Plan customer and the Advantage Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

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42 Telstra Business Mobile Advantage Plan

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

For new connections on and from 27 March 2012

Eligibility

- 42.1 On and from 12 November 2013, Telstra Business Mobile Advantage Plans are no longer available for new connections unless we specifically agree for you to take up a Telstra Mobile Advantage Plan.
- 42.2 To be eligible for a Telstra Business Mobile Advantage Plan (“**Advantage Plan**”) you must have an ABN, ACN or ARBN. We supply Advantage Plans for business purposes and you must use Advantage Plans predominantly for business purposes.
- 42.3 You cannot have a Telstra Corporate Plan, Telstra Government and Customised Plan, Telstra Business Cap Plan (including without limitation, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra 3G Mobile Plan, Telstra 3G Cap Plan, Telstra Next G Cap Plan, Telstra Business Choice Cap Plan, Telstra Mobile Ultimate Plan, Telstra Business and Smartphone Plan), Telstra Business Talk Plan, Telstra Business Talk Saver Plan, Telstra Business Untimed Plan, Telstra Business Mobile Select Plan, Telstra Share Data Plan, Telstra All-4-Biz Plan or Telstra Consumer Plan on the same account as your Advantage Plan.

Availability

- 42.4 The Advantage Plan is available as a:
- (a) fixed 12 or 24 month plan with a SIM only or Mobile Repayment Option (“**Member Plan**”); or
 - (b) month-by-month Casual Plan (“**Casual Plan**”).
- 42.5 If you want to connect your existing Telstra mobile service to an Advantage Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.
- 42.6 Advantage Plans are not available with any other Telstra mobile offer unless specified by us.

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Tiered Pricing

- 42.7 The charges for your Advantage Plan services, except plans with a \$10 Monthly Fee, depend on the number of eligible mobile services you have connected to your Advantage Plan account at any one time.
- 42.8 Advantage Plans have six different pricing tiers as set out below:
- (a) Tier 1 for customers who have 1 to 10 eligible Telstra mobile plan services;
 - (b) Tier 2 for customers who have 11 to 19 eligible Telstra mobile plan services;
 - (c) Tier 3 for customers who have 20 to 39 eligible Telstra mobile plan services;
 - (d) Tier 4 for customers who have 40 to 79 eligible Telstra mobile plan services;
 - (e) Tier 5 for customers who have 80 to 149 eligible Telstra mobile plan services; and
 - (f) Tier 6 for customers who have 150 or more eligible Telstra mobile plan services.
- 42.9 Mobile services connected to other eligible Telstra plans which are on your Advantage Plan account can count towards the number of services for the purposes of tiering. The other eligible Telstra plans are Telstra Business Mobile PLUS Plans, Telstra Business Mobile Plans (Member/Phone), Telstra Business Mobile Fleet Select Plans, Telstra Mobile Broadband Plans and Telstra Mobile Broadband Shared Data Plans taken up after 2 August 2011.
- 42.10 The services on your other eligible plans (other than the Advantage Plan) will not receive the Advantage Plan charges or Service Level Packs, Loyalty Bonus Credit or Free Intra-Account calls and will continue to receive the pricing and benefits of the existing plan attached to those services.
- 42.11 If you add or remove Telstra mobile services from your account, and, as a result, qualify for a different Advantage Plan pricing tier, the prices you are charged for all Telstra Advantage Plan services on your Advantage Plan account will change automatically.

Monthly Call Allowance

- 42.12 For all Advantage Plans, except Advantage Plans with a \$10, \$130 or \$150 Monthly Fee or the \$135 Casual Plan, your plan's Monthly Fee includes an amount of included standard calls and messages ("**Monthly Call Allowance**") as

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set out in the table below. Unused Monthly Call Allowances expire at the end of each month.

Monthly Fee	Monthly Call Allowance
\$10	\$0
\$30	\$20
\$40	\$40
\$50	\$50

Monthly Fee	Monthly Call Allowance
\$70	\$70
\$90	\$90
\$55 Casual Plan	\$40

4.13 You will not pay for calls and messages of the type that are included in your Monthly Call Allowance which are most types of national direct dial voice calls, calls and SMS to most satellite phones, SMS, MMS, MessageBank® diversion and retrieval calls, Directory Assistance, voice calls to 13, 1300, 11xx and 12xx numbers (excluding calls to Sensis 1234, 12455, 12456), video calls in Australia, and 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 (**standard calls and messages**). We will not charge you for any calls to numbers commencing with 1800.

42.13 You cannot use your included standard calls and messages for other call types including information calls, Call Answers, Memo and PhonePage, third party content calls, international calls and messages, international roaming calls and messages, premium SMS and MMS, reverse charge calls, calls to Sensis 1234, 12455, 12456 calls to 19xx numbers and calls to Pivotel mobiles. You cannot apply your included Monthly Call Allowance towards data usage.

42.14 If you have an Advantage Plan with a \$130 Monthly Fee or a \$135 Casual Plan, your plan's Monthly Fee includes:

- g) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy as amended by this Section;
- h) a choice of unlimited MessageBank® diversion and retrieval or unlimited MessageBank® Plus in Australia; and
- i) an allowance of \$50 each month for voice and video calls, SMS and MMS to international numbers.

42.15 If you have an Advantage Plan with a \$150 Monthly Fee, your plan's Monthly Fee includes:

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- j) unlimited **standard calls and messages** in Australia to Australian fixed and mobile numbers, subject to our FairPlay Policy as amended by this Section;
- k) a choice of unlimited MessageBank® diversion and retrieval, unlimited MessageBank® Plus, or unlimited Voice2Text in Australia;
- l) an allowance of \$100 each month for voice and video calls, SMS and MMS to international numbers; and
- m) an allowance of \$100 each month for international roaming voice calls and SMS.

42.16 The included allowances on your Advantage Plan with a \$130 or \$150 Monthly Fee or the \$135 Casual Plan, including unlimited standard calls and messages, unlimited MessageBank® diversion and retrieval, unlimited MessageBank® Plus, unlimited Voice2Text and any included allowance for international voice and video calls, SMS, MMS and international roaming cannot be shared between any other services connected on your Advantage Plan 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.

Share Unused Monthly Call Allowance

42.17 You can share your unused Monthly Call Allowance on your Advantage Plan services between your Advantage Plan services and with Telstra Business Mobile PLUS Plan and Telstra Business Mobile Fleet Select Plan services on the same Telstra account, except plans with a \$10, \$130 and \$150 Monthly Fee or with the \$135 Casual Plan. Any unused Monthly Call Allowance expires at the end of each month.

Free Intra-Account calls

42.18 As an Advantage Plan customer, you can make national voice and video calls, and send SMS messages, in Australia from your Advantage Plan service to other eligible services on the same Telstra account for free. Eligible services are Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan and Telstra Business Mobile Fleet Select Plan services. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.

42.19 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

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Timed and Untimed Call Options

- 42.20 For each Advantage Plan other than plans with a Monthly Fee of \$10, the Plan 130, Plan 150 and the Casual Plan 135, you can choose either the Timed Call Option or Untimed Call Option for national voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers. Timed Call Option rates will be charged per second for all eligible calls. Untimed Call Option rates will be charged a flat rate for all eligible calls. No call connection fees apply. The default call option is the Timed Call Option.
- 42.21 You can change your call rate option once in each 30 day period without incurring any fees. Any change you make within 30 days of your previous change will incur a \$15.00 (GST incl) fee.

FairPlay Policy - \$135 Casual and \$130 and \$150 Advantage Plans

- 42.22 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 any unlimited component of the Advantage Plans except that the provisions pertaining to Excessive Use do not apply.
- 42.23 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to an Advantage Plan:
- (a) as a point of interconnect for calls from overseas into Australia;
 - (b) 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);
 - (c) to establish any point to point data connections with another modem: or
 - (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.
- 4.25 Any use of an Advantage Plan in these ways is a material breach incapable of remedy, and we may immediately suspend or cancel your service without notice to you.

Contract term

- 42.24 Your Telstra Business Mobile Advantage Member Plan has a fixed 12 or 24 month term. Your Telstra Business Mobile Advantage Casual Plan is a month-to-month plan with no fixed term.

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42.25 Unless you make alternative arrangements, at the end of the minimum term your service will remain on an Advantage Member on a month-to-month basis. You will continue to be eligible for Advantage Member call rates and benefits. However, if you have an Advantage Member Plan your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to an Advantage Member Plan. You may recontract for a new Advantage Member while those plans are available for recontracting.

42.26 If Advantage Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Handset Options

42.27 Advantage Plans are only available with an approved compatible handset and a compatible SIM.

42.28 Advantage Member Plans are available for a Monthly Fee of \$10 or more, on a 12 or 24 month term with a bring your own handset or, for eligible customers, with a Mobile Repayment Option (“**MRO**”) handset. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). The MRO terms available with an Advantage Member Plan are 12 or 24 months.

42.29 Advantage Casual Plans are available as a SIM Only Option with a bring-your-own-handset only.

Email Solution Pack

42.30 If you have an Advantage Plan with a Monthly Fee of \$30 or more and connect to a handset properly configured and certified by us as compatible with Microsoft ActiveSync may take up a Telstra Mobile Connect Solution (**TMCS Pack**).

42.31 Unless you are an existing customer with an existing agreement with us to purchase the BlackBerry BIS Pack or the BlackBerry BES Pack under an Advantage Plan Service Schedule that was entered into prior to 26 March 2013, from 26 March 2013:

- (a) if you have an Advantage Plan with a Monthly Fee of \$30 or more and you bring your own compatible BlackBerry® handset, you may select one of the following Email Solution Packs:
 - (i) BlackBerry Individual Solution (**BlackBerry BIS Pack**); or
 - (ii) BlackBerry Enterprise Server Solution SIM/Service only (**BlackBerry BES Pack**).

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- (b) the BlackBerry BIS Pack and BlackBerry BES Pack are not available to customers with an Advantage Plan with a Monthly Fee of \$30 or more with an MRO.
- 42.32 If you are existing customer with an existing agreement with us to purchase the BlackBerry BIS Pack or the BlackBerry BES Pack under an Advantage Plan Service Schedule that was entered into prior to 26 March 2013, from 26 March 2013 until 1 July 2013, you may select a BlackBerry BIS Pack or a BlackBerry BES Pack with an Advantage Plan with a Monthly Fee of \$30 or more with an MRO for a compatible BlackBerry handset.
- 42.33 The BlackBerry® 10 handset is not a compatible BlackBerry® handset for the BlackBerry BIS Pack or the BlackBerry BES Pack. Only BlackBerry handsets with an OS7 (or lower) operating system are compatible BlackBerry handsets for the BlackBerry BIS Pack or the BlackBerry BES Pack.
- 42.34 You cannot select more than one Email Solution Pack per service and you cannot add a BlackBerry BIS Pack or BlackBerry BES Pack if you already have a BIS or BES plan on your relevant service. If you have an Advantage Member Plan with a \$10 Monthly Fee you are not eligible for any of the Email Solution Packs, but you may be eligible for a BIS \$10 Month to Month Email Plan (see [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#)).
- 42.35 If your Advantage Plan service with a Monthly Fee of \$30 or more is connected to a compatible BlackBerry handset, you may take up a:
- (a) BlackBerry BIS Pack; or
- (b) BlackBerry BES Pack.
- 42.36 If your Advantage Plan service with a Monthly Fee of \$30 or more is connected to a handset properly configured and certified by us as compatible with Microsoft ActiveSync you may take up a TMCS Pack.
- 42.37 If you choose a BlackBerry BIS Pack and your Monthly Fee is less than \$70, we will charge you an Email Solution Pack fee each month. If you choose a BlackBerry BES Pack and your Monthly Fee is less than \$150, we will charge you an Email Solution Pack fee each month. If you chose a TMCS Pack and your Monthly Fee is less than \$70, we will charge you an Email Solution Pack fee each month.
- 42.38 The terms that apply to your Email Solution Pack are set out in the BlackBerry BIS, BlackBerry BES or Telstra Mobile Connect section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#), whichever is relevant to your Email Solution Pack. However, the fees and the rules relating to your Email Solution Pack are set out below. This section of Our Customer Term applies to

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your Email Solution 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](#).

Plan Charges

42.39 For all Advantage Plans, you must pay us:

- (a) your chosen Monthly Fee each month;
- (b) for all standard calls and messages made over your Monthly Call Allowance;
- (c) for all calls and messages that are not standard calls and messages;
- (d) a monthly Email Solution Pack fee each month if you have selected:
 - (i) a BlackBerry BIS Pack and your Monthly Fee is less than \$70; or
 - (ii) a BlackBerry BES Pack and your Monthly Fee is less than \$150; or
 - (iii) a TMCS Pack and your Monthly Fee is less than \$70; and
- (e) for all data usage in excess of or not eligible to draw from your Included Data. For data you use in excess of your monthly included data, you must pay us the excess charges up to the excess usage monthly cap of \$100 (“**Excess Cap**”). Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount.

42.40 We will also charge you for other services you use which are not included in your Advantage Plan.

42.41 If you have selected an Email Solution Pack, depending on your Monthly Fee, we may charge you an Email Solution Pack fee each month as set out in the table below.

Monthly Fee	Email Solution Pack	Monthly Email Solution Pack fee	Monthly Fee	Email Solution Pack	Monthly Email Solution Pack fee
\$10	Not available on this plan	N/A	\$90	BlackBerry BES	\$20
				BlackBerry BIS	No Monthly Email Solution Pack fee payable
				TMCS	

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\$30	BlackBerry BES	\$40	\$130	BlackBerry BES	\$10
	BlackBerry BIS	\$10		BlackBerry BIS	No Monthly Email Solution Pack fee payable
	TMCS	\$10		TMCS	
\$40	BlackBerry BES	\$40	\$150	BlackBerry BES	No Monthly Email Solution Pack fee payable
	BlackBerry BIS	\$10		BlackBerry BIS	
	TMCS	\$10		TMCS	
\$50	BlackBerry BES	\$30	\$55 Casual Plan	BlackBerry BES	\$40
	BlackBerry BIS	\$10		BlackBerry BIS	\$10
	TMCS	\$10		TMCS	\$10
\$70	BlackBerry BES	\$30	\$135 Casual Plan	BlackBerry BES	\$10
	BlackBerry BIS	No Monthly Email Solution Pack fee payable		BlackBerry BIS	No Monthly Email Solution Pack fee payable
	TMCS			TMCS	

42.42 The charges for data usage that is not eligible data usage for the purposes of your Included Data and for eligible data usage in excess of your Included Data 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 Business Mobile Datapack, if you have a Business Mobile Datapack;
- (b) if you have no Business Mobile Datapack and you have a Advantage Plan with a Monthly Fee of \$30 or more, 10c per MB usage charged per kilobyte.or
- (c) if you have an Advantage Plan with a Monthly Fee of \$10, \$2 per MB usage charged per kilobyte.

42.43 If you have an Advantage Plan with a Monthly Fee of \$30 or more, the charges for national voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx, calls to most satellite phones, 13 numbers and to 1225, 124124, 12488 and 1268, and for these types of calls if made in excess of your Monthly Call Allowance depend on your pricing

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Tier, your Monthly Fee, and whether you choose the Timed Call Option or Untimed Call Option and are set out in the table below. You will not be charged a call connection fee. All amounts are inclusive of GST.

Tier	Rates			SMS rate per message
	Monthly Fee	\$30, \$40, \$50, \$70 and \$90 Plans and \$55 Casual Plan	\$130 and \$150 Plans and \$135 Casual Plan	
Tier	Timed Rate Option (per 30sec and charged per second)	Untimed Rate Option (charged per call)	Rate	All Plans except \$130 and \$150 Plans and \$135 Casual Plan
Tier 1	29¢	99¢	0¢	25¢
Tier 2	26¢	95¢		20¢
Tier 3	21¢	85¢		
Tier 4	17¢	74¢		
Tier 5	15¢	63¢		
Tier 6	13¢	57¢		

42.44 If you have an Advantage Plan with a Monthly Fee of \$10, you will be charged:

- (a) 30c per 30 seconds (charged per second) for voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers;
- (b) A 20c call connection fee; and
- (c) 25c per national standard SMS message, per recipient.

42.45 The charges for MMS messages to recipients in Australia, call diversion and MessageBank® services that are not eligible for the purposes of your Monthly Call Allowance and for standard calls and messages made in excess of your Monthly Call Allowance are set out in the table below.

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Type	Charge
MMS to recipients in Australia	50c per message per recipient
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
MessageBank® Retrieval	14c per 30 seconds
MessageBank® Call Forward	6c per 30 seconds

42.46 If you have an Advantage Plan with a \$130 or \$150 Monthly Fee or a \$135 Casual Plan, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance. 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.

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

Included Data

42.47 Advantage Plans with a Monthly Fee of \$30 or more are provided with an amount of included data based on the Monthly Fee as set out in the table below.

Monthly Fee	Included Data
\$10	0MB
\$30	50MB
\$40	200MB
\$50	600MB
\$70	1GB

Monthly Fee	Included Data
\$90	2GB
\$130	3GB
\$150	5GB
Casual \$55 Plan	200MB
Casual \$135 Plan	3GB

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- 42.48 You can share the monthly Included Data with other Advantage Plan services on the same account, except plans with a \$10 Monthly Fee, and with Telstra Mobile Broadband Shared Data Plans taken up after 2 August 2011. You cannot share your Included Data with any other services or plans.
- 42.49 The terms that apply to your included data are set out in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). This Advantage section of Our Customer Terms applies to your Included Data 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](#).
- 42.50 Eligible data usage for the purposes of the Included Data is described in the Telstra Mobile Broadband section of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). Unused Included Data expires at the end of each month.
- 42.51 You may choose to acquire an additional Data Service with your Advantage Plan (**Business Mobile Datapack**). If you acquire a Business Mobile Datapack, the data usage prices for that Business Mobile Datapack will apply to any data usage in excess of your Advantage Plan included data. The terms (including price) that apply to any Business Mobile Datapack are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Service Level Packs

- 42.52 If you have an Advantage Plan, excluding the Advantage Plan with a Monthly Fee of \$10, you may choose one or more of the Service Level Packs described below. If you have an Advantage Plan with a Monthly Fee of \$10 you are not eligible for any Service Level Packs.

Service Level Packs	Description
Unlimited SMS	For an additional monthly charge, you will receive unlimited national standard SMS messages to recipients in Australia.
MessageBank®	For an additional monthly fee, you can choose to receive one of the following: (iv) Unlimited MessageBank® Diversion and Retrieval; (v) Unlimited MessageBank® Plus; or (vi) Unlimited Voice2Text, in Australia. Any MessageBank® service subscription charges will still apply.

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42.53 If you select the Unlimited SMS Service Level Pack, the additional monthly charge based on your Monthly Fee is set out in the table below.

Monthly Fee	Unlimited SMS Pack Monthly Charge	Monthly Fee	Unlimited SMS Pack Monthly Charge
\$10	Not available on this plan	\$90	Not applicable
\$30	\$15	\$130	Not applicable
\$40	\$10	\$150	Not applicable
\$50	\$10	\$55 Casual Plan	\$10
\$70	Not applicable	\$135 Casual Plan	Not applicable

42.54 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.

42.55 If you select a MessageBank® Service Level Pack, the additional monthly charge based on your Monthly Fee is set out in the table below.

Monthly Fee	MessageBank® Diversion and Retrieval Pack Monthly Charge	MessageBank® Plus Pack Monthly Charge	Voice2Text Pack Monthly Charge
\$10	Not available on this plan	Not available on this plan	Not available on this plan
\$30	\$10	\$5	\$10
\$40	\$10	\$5	\$10
\$50	\$10	\$5	\$10
\$70	\$10	\$5	\$10
\$90	Not applicable	\$0	\$10
\$130	Not applicable	\$0	\$10
\$150	Not applicable	\$0	\$0

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Monthly Fee	MessageBank® Diversion and Retrieval Pack Monthly Charge	MessageBank® Plus Pack Monthly Charge	Voice2Text Pack Monthly Charge
Casual \$55 Plan	\$10	\$5	\$10
Casual \$135 Plan	Not applicable	\$0	\$10

42.56 If you have a \$135 Casual Plan or a \$90 or \$130 Advantage Member Plan, you can choose either the MessageBank® Diversion and Retrieval Service Level Pack or MessageBank® Plus Service Level Pack for free. If you have a \$150 Advantage Member Plan, you can choose one MessageBank® Diversion and Retrieval Service Level Pack, MessageBank® Plus Service Level Pack, or Voice2Text Service Level Pack for free.

42.57 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.

42.58 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 Advantage Plan service at any one time.

42.59 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to these Service Level Packs.

Loyalty Bonus Credit

42.60 If you connect to a 24 month term Advantage Member Plan with a Monthly Fee or \$30 or more, you are eligible for the Loyalty Bonus Credit as a monthly credit.

42.61 The amount of your monthly Loyalty Bonus Credit depends on your Monthly Fee and is set out in the table below.

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Monthly Fee	Monthly Loyalty Bonus Credit
\$10	Not available on this plan
\$30	\$5
\$40	\$10
\$50	\$12

Monthly Fee	Monthly Loyalty Bonus Credit
\$70	\$15
\$90	\$20
\$130	\$25
\$150	\$30

- 42.62 The Loyalty Bonus Credit will appear on your Advantage Member Plan bill and will be credited against your monthly charges.
- 42.63 The Loyalty Bonus Credit ceases at the end of your 24 month term, unless you recontract to an Advantage Member Plan for a further 24 month term.
- 42.64 The Loyalty Bonus Credit is applied to each eligible individual 24 month term Advantage Member Plan service. It cannot be shared with other Advantage services or between any of your other Telstra mobile services and is not redeemable for cash.
- 42.65 The Loyalty Bonus Credit is not available on Casual Plans, if your Advantage Member Plan is for a 12 month term or if your Monthly Fee is \$10.

Port In Credit

- 42.66 If you port an existing mobile phone number from another mobile service provider and connect to a 24 month term Advantage Member Plan with a Monthly Fee of \$40 or more you will be eligible for the Port In Credit. The amount of your Port In Credit is equal to three times your Advantage Member Plan Monthly Fee. The Port In Credit is not redeemable for cash.
- 42.67 The Port In Credit is not available with Casual Plans or with any other Telstra port in credit offer unless specified by us.
- 42.68 If during your minimum term you cancel (other than as a result of our material breach) or we cancel your Advantage Member Plan, you must reimburse us for an amount of your Port In Credit calculated in accordance with the following formula.

$$\frac{\text{Port In Credit amount paid by us} \times \text{number of months (or part thereof) remaining in your minimum term}}{\text{Total number of months in your minimum term}}$$

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Changing your monthly spend or plan

42.69 We may allow you to change your original monthly spend or move to another plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Advantage Member Plan minimum term, you may do so only if the Advantage Member Plans are still available for recontracting.

Change	Terms
<p>If you move from an Advantage Member Plan to another Advantage Member Plan with a lower monthly spend</p>	<p>You will need restart you minimum term and pay us a \$50 Administration Fee. Your call rates, included allowances and Loyalty Bonus Credit (if applicable) will be adjusted on a pro-rata basis to reflect your new plan.</p>
<p>If you move from an Advantage Member Plan to another Advantage Member Plan with same or higher monthly spend</p>	<p>You do not need to restart your minimum term. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. The amount of your Loyalty Bonus Credit (if applicable) will remain the same.</p>
<p>If you move from an Advantage Member Plan to an Advantage Casual Plan with a higher Monthly Service Fee.</p>	<p>You will need to pay an early termination charge.</p> <p>You will also need to pay the balance of your MRO charge (if applicable).</p>
<p>If you move from an Advantage Member Plan to an Advantage Casual Plan with a lower Monthly Service Fee.</p>	<p>You will need to pay an early termination charge and pay a \$50 Administration Fee.</p> <p>You will also need to pay the balance of your MRO charge (if applicable).</p>
<p>If you move from an Advantage Member Plan to a Business Performance Plan</p>	<p>You will need to restart your minimum term and pay a \$50 Administration Fee. You will need to pay the balance of your Mobile Repayment Option charge (if applicable).</p> <p>You may also need to pay an early termination charge.</p>
<p>If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or</p>	<p>You will need to pay us any early termination charges and pay the balance of your Mobile Repayment Option (if applicable).</p>

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Change	Terms
Telstra offer without a fixed term	

Early termination charges

42.70 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 your Advantage Member; or
- (b) you move to a lower Monthly Fee, a different Advantage Member, or take up an Advantage Casual Plan or other non-approved plan.

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

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 90\%$$

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42.72 The ETC decreases over the minimum term. The maximum ETC for each Advantage Member is set out in the table below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable.

Monthly Fee	Maximum ETC	
	Member Plan – 12 months	Member Plan – 24 months
\$10	\$108	\$216
\$30	\$324	\$648
\$40	\$432	\$864
\$50	\$540	\$1,080
\$70	\$756	\$1,512
\$90	\$972	\$1,944
\$130	\$1,404	\$2,808
\$150	\$1,620	\$3,240

Cancelling your Casual Plan

42.73 You may cancel your Advantage Casual Plan at the end of any month by telling us. If you do so before the end of a billing month, you will be charged your monthly subscription fee on a pro-rata basis.

If you are an Advantage Casual Plan customer and the Advantage Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

43 Telstra Business Performance Data Share Packages

What is the Telstra Business Performance Data Share Package

43.1 The Telstra Business Performance Data Share Package (**Data Share Package**) includes:

- (a) a Business Performance Data Share Plan (**Data Share Plan**) for your Telstra mobile voice service; and
- (b) one Business Performance Data Share SIM Plan (**Data Share SIM Plan**).

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43.2 You can share the monthly data allowance that comes with your Data Share Plan and Data Share SIM Plan with other Data Share Packages, Data Share Plans, Data Share SIM Plans and Business Mobile Data Packs – Shareable on your account while in Australia (**Eligible Services**).

Eligibility

43.3 To be eligible for a Data Share Package you must have a 10 digit account number and an ABN, ACN or ARBN. We supply Data Share Packages for business purposes and you must use your Data Share Packages predominantly for business purposes.

43.4 You cannot have a Telstra Business Mobile Advantage Plan, Telstra Business All-4-Biz Plan, Telstra Mobile Broadband Shared Data Plan, Business Mobile Data Pack Non-Shareable, Telstra Business Phone Plan, Telstra Business Member Plan, Telstra Business FleetSelect Plan, Consumer Mobile Plan, Telstra Business Mobile Select Plan, Enterprise Fleet Plan or Telstra Business Mobile PLUS plan or Digital Business Plan on the same account as your Data Share Package.

43.5 You may only have a maximum of:

- (a) five Data Share Packages; and
 - (b) three Data Share SIM Plans for each Data Share Package,
- on the same account.

Availability

43.6 Data Share Packages are available until they are withdrawn by us. If you want to connect your existing Telstra mobile service to a Data Share Package, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.

Plan options

43.7 The available Data Share Packages are set out in the table below:

Package name	Package overview	Minimum term	Minimum Monthly Spend (GST incl)
Business Performance Data Share Package	You acquire an eligible handset under Telstra's Mobile Repayment Option (MRO) together with your Business	12 or 24 months (MRO term must be the same as the package term)	\$80, \$100, \$120 or \$150

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	Performance Data Share Package. MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .		
Business Performance Data Share BYO Package	You bring your own compatible handset or purchase a compatible handset outright.	12 or 24 months	\$70, \$80, \$100 or \$120

Payment

43.8 Each month you must pay us:

- (a) the minimum monthly spend for the Data Share Package you take up; and
- (b) for all usage in excess of or not eligible to draw from your included allowances; and
- (c) any handset repayments under your MRO.

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Inclusions

43.9 The following table provides an overview of Data Share Packages.

Telstra Business Performance Data Share Packages								
				Data Share Plan			Data Share SIM Plan	Total Monthly Data Allowance to share between Eligible Services
	Minimum Monthly Spend	Min cost (12 mnths)	Min Cost (24 mnths)	Monthly Call Allowance	SMS Bonus	Monthly Data Allowance	Monthly Data Allowance	
Business Performance Data Share Package	\$80	\$960.00	\$1, 920.00	\$600	Unlimited standard SMS in Australia	1GB	100MB	1.1 GB
	\$100	\$1,200.00	\$2,400.00	\$800		1.5GB		1.6GB
	\$120	\$1,440.00	\$2,880.00	\$900		2GB		2.1GB
	\$150	\$1,800.00	\$3,600.00	Unlimited standard calls and messages in Australia		3GB		3.1GB
Business Performance Data Share BYO Package	\$70	\$840.00	\$1,680.00	\$600	Unlimited standard SMS in Australia	1GB		1.1GB
	\$80	\$960.00	\$1,920.00	\$800		1.5GB		1.5GB
	\$100	\$1,200.00	\$2,400.00	\$900		2GB		2.1GB
	\$120	\$1,800.00	\$2,880.00	Unlimited standard calls and messages in Australia		3GB		3.1 GB

43.10 Any unused Monthly Call Allowance and Monthly Data Allowance expires each month.

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43.11 Your Monthly Call Allowance and can't be shared with your other services or any other plans or services on your account. You are allowed to share the Monthly Data Allowances between Eligible Services on the same account as your Business Performance Data Share Plan.

Data Share Plan charges

43.12 The plan charges and the monthly call, message and data allowances for your Data Share Plan are set out below. All prices are GST inclusive.

Data Share Plan inclusions	\$80 Business Performance Data Share Package	\$100 Business Performance Data Share Package	\$120 Business Performance Data Share Package	\$150 Business Performance Data Share Package	\$70 Business Performance Data Share BYO Package	\$80 Business Performance Data Share BYO Package	\$100 Business Performance Data Share BYO Package	\$120 Business Performance Data Share BYO Package
Monthly Call Allowance for standard calls and messages in Australia	\$600	\$800	\$900	Unlimited standard calls and messages in Australia	\$600	\$800	\$900	Unlimited standard calls and messages in Australia
Standard national voice and video calls	40¢ call connection fee plus 99¢ per 60 second block or part				40¢ call connection fee plus 99¢ per 60 second block or part			
SMS	Unlimited standard SMS in Australia				Unlimited standard SMS in Australia			
MMS rate	50¢ per standard MMS in Australia				50¢ per standard MMS in Australia			
Monthly Data Allowance for	1GB	1.5GB	2GB	3GB	1GB	1.5GB	2GB	3GB

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Data Share Plan inclusions	\$80 Business Performance Data Share Package	\$100 Business Performance Data Share Package	\$120 Business Performance Data Share Package	\$150 Business Performance Data Share Package	\$70 Business Performance Data Share BYO Package	\$80 Business Performance Data Share BYO Package	\$100 Business Performance Data Share BYO Package	\$120 Business Performance Data Share BYO Package
use in Australia								
Excess data rate (per MB)	10¢ capped at \$100 per month (Excess Cap Amount)							
MessageBank® retrieval	40c call connection fee plus 99¢ per 60 second block	Unlimited MessageBank® diversion and retrieval in Australia			40 c call connection fee plus 99¢ per 60 second block	Unlimited MessageBank® diversion and retrieval in Australia		
Unlimited Business Hours	Not applicable		Included	Not applicable	Not applicable	Included		Not applicable
Untimed Business Calls	Not applicable	Included	Included	Not applicable	Not applicable	Included	Not applicable	
Monthly MRO Bonus	\$10	\$15	\$20	\$25	Not applicable			
BlackBerry® Individual Solution (BIS)	\$10 per month (optional)		Included (optional)		\$10 per month (optional)		Included (optional)	
MessageBank Plus for iPhones	\$5 per month (optional)	Included (optional)			\$5 per month (optional)	Included (optional)		

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General

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43.13 The call and message inclusions set out in the table in paragraph 43.12 above and referred to in paragraphs 43.14 to 43.50 below apply to the Data Share Plan for your Telstra mobile voice service. The Data Share SIM Plan does not include an allowance towards calls and messages. The SIM Card we will provide you with the Data Share SIM Plan will be barred from making calls or sending messages and must only be used in a data-only device (such as a tablet or mobile broadband dongle). The SIM Card connected to your Data Share SIM Plan must not be used in a mobile handset to access data over Telstra's Next G network (or any other Telstra mobile network). If you insert your SIM Card in a mobile handset, we will block your access to data from that mobile handset. If this occurs, you will need to return the SIM Card to your data-only device to resume data access. The terms (including price) that apply to Data Share SIM Plans are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Standard calls and messages

43.14 The types of standard calls and messages included in your Monthly Call Allowance and SMS Bonus are most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls, Telstra Online Text Buddy and any other calls or messages as determined by us (**standard calls and messages**).

43.15 Calls and messages that are not included in your Monthly Call Allowance and SMS Bonus are third party content calls, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotel mobiles and any other calls or messages as determined by us.

Data usage

43.16 The types of data usage that are excluded from your Monthly Data Allowance (including usage overseas) are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

43.17 Amounts we charge you for data usage for international roaming will incur an additional cost of \$15.36 per MB and do not count towards the Excess Cap amount.

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SMS Bonus

- 43.18 The SMS bonus allows you to send unlimited standard SMS in Australia to Australian mobile numbers (including satellite mobiles) (**SMS Bonus**). The SMS Bonus won't count towards your Monthly Call Allowance.
- 43.19 The types of standard SMS that are included in your SMS Bonus are set out in clause 43.14.
- 43.20 The SMS Bonus does not apply to MMS, international or premium SMS, Video MMS, content MMS, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, and any other message type set out in clause 43.15 above, and you will need to pay for these separately.
- 43.21 A single SMS is up to 160 characters. For longer SMS, we charge the SMS fee for each 153 standard characters or part thereof.
- 43.22 You will no longer receive the SMS Bonus if you cancel your Business Performance Data Share Package, or move to any other Telstra Mobile plan.
- 43.23 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS Bonus 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.

Unlimited Business Hours

- 43.24 If you take up a package with unlimited business hours \$120 Business Performance Data Share Package or a \$100 Business Performance Data Share BYO Package you can make unlimited standard voice and video calls (as listed in clause 43.14 above) in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your Monthly Call Allowance. (**Unlimited Business Hours**).
- 43.25 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.
- 43.26 You will no longer receive Unlimited Business Hours if you cancel your Data Share Package, move to a \$80, \$100 or \$150 Business Performance Data Share

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Package, move to a \$70, \$80 or \$120 Business Performance Data Share BYO Package or move to any other Telstra Mobile plan.

- 43.27 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 Unlimited Business Hours except that the provisions pertaining to Excessive Use do not apply.

Untimed Business Calls

- 43.28 If you take up a \$100 Business Performance Data Share Package or a \$80 Business Performance Data Share BYO Package you will be charged a flat rate of \$2.50 (GST inclusive) for standard voice and video calls (as listed in clause 43.14 above) made in Australia during Business Hours (**Untimed Business Calls**).
- 43.29 Voice calls to 18xx numbers will be charged at a rate of 11 cents per 30 seconds, up to a maximum cost of \$2.50.
- 43.30 Diversion within Australia to fixed numbers with an 02, 03, 07 or 08 area code and mobile numbers commencing with 04xx will be charged at standard rates, up to a maximum cost of \$2.50.
- 43.31 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and your call may be timed.
- 43.32 You will no longer receive Untimed Business Calls if you cancel your Data Share Package, move to a \$80, \$120 or \$150 Business Performance Data Share Package, move to a \$70, \$90 or \$120 Business Performance Data Share BYO Package or move to any other Telstra Mobile plan.

MRO Bonus

- 43.33 If you:
- (a) purchase an eligible handset on a 12 or 24 month MRO; and
 - (b) your Business Performance Data Share Package and your MRO have the same length term and commence on the same day,
- you are eligible to receive an MRO bonus on your bill each month (**MRO Bonus**).
- 43.34 If your Business Performance Data Share Package or your MRO is cancelled, you will no longer be entitled to the MRO Bonus and you must pay the remaining repayments on your MRO. The amount of the MRO Bonus varies according to the

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value of your Business Performance Data Share Package.. However, if you increase your minimum monthly spend during the term of your package, you will continue to get your original MRO Bonus, it will not change in line with your new minimum monthly spend.

MessageBank® Bonus

43.35 If you take up a \$100, \$120 or \$150 Business Performance Data Share Package or a \$80, \$100 or \$120 Business Performance Data Share BYO Package you will receive unlimited MessageBank® connection, diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.

43.36 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, Memo, or MessageBank® Plus and you will need to pay for these separately.

43.37 You will no longer receive the MessageBank® Bonus if you cancel your Data Share Package, move to a \$80 Business Performance Data Share Package, move to a \$70 Business Performance Data Share BYO Package, or move to any other Telstra Mobile plan.

MessageBank® Plus Bonus

43.38 You are eligible to receive MessageBank Plus at no additional charge if you have a compatible Apple iPhone handset and you take up a \$100, \$120 or \$150 Business Performance Data Share Package or a \$80, \$100 or \$120 Business Performance Data Share BYO Package (**MessageBank® Plus Bonus**).

43.39 You will no longer receive the MessageBank Plus Bonus if you cancel your Data Package, move to a \$80 Business Performance Data Share Package, move to a \$60 Business Performance Data Share BYO Package or move to any other Telstra Mobile plan.

43.40 You may purchase MessageBank Plus for an additional \$5 per month if you have a compatible Apple iPhone handset and you take up a \$80 Data Share Package or a \$70 Data Share BYO Package. Standard diversion and retrieval charges will apply.

BlackBerry® Individual Solution (BIS) Bonus

43.41 You are eligible to receive a BlackBerry® Individual Solution at no additional charge if you have a compatible BlackBerry® handset and you take up a \$120 or \$150 Business Performance Data Share Package or a \$100 or \$120 Business Performance Data Share BYO Package (**BIS Bonus**).

43.42 You will no longer receive the BIS Bonus if you move to a \$80 or \$100 Business Performance Data Share Package or a \$70 or \$80 Business Performance Data

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Share BYO Package. You may purchase a BlackBerry® Individual Solution for an additional \$10 per month on these plans.

- 43.43 The BlackBerry® 10 handset is not a compatible BlackBerry® handset for the BlackBerry® Individual Solution. Only BlackBerry handsets with an OS7 (or lower) operating system are compatible BlackBerry handsets for the BlackBerry® Individual Solution.

Other promotional offers

- 43.44 Data Share Packages are not available with any other Telstra mobile offer unless we tell you otherwise.

Free Intra-Account calls

- 43.45 As a Business Performance Data Share Package customer, you can make free voice calls in Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).
- 43.46 Eligible Telstra mobile services are services connected to a Data Share Plan, Business Performance Plan, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G® Capped Plans (Business) or Telstra Ultimate Mobile Plan.
- 43.47 Free Intra-Account calls do not apply to video calls, international calls or international roaming calls.
- 43.48 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$150 Business Performance Data Share Handset Package and \$120 Business Performance Data Share BYO Package

- 43.49 Our FairPlay Policy applies to the \$150 Business Performance Data Share Package and \$120 Business Performance Data Share BYO Package except that the provisions pertaining to Excessive Use do not apply.
- 43.50 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$150 Business Performance Data Share Package and \$120 Business Performance Data Share BYO Package:
- (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

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- (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.

Data Share SIM Plan

- 43.51 Your Data Share Package includes one Data Share SIM Plan with a Monthly Data Allowance of 100MB.
- 43.52 You must have at least one Data Share SIM Plan connected to your Data Share Package at all times.
- 43.53 If your Data Share Plan or Data Share Package is cancelled, any Data Share SIM Plans connected to your Data Share Plan or Data Share Package will be cancelled.
- 43.54 For an additional monthly fee of \$10 per month, you may add an additional Data Share SIM Plans to your Data Share Package. The Data SIM Plan includes a Monthly Data Allowance of 100MB. You can have up to three Data Share SIM Plans per Data Share Package. If you acquire an additional Data Share SIM Plan, the data usage prices for that Data Share SIM Plan will apply to any data usage in excess of the Monthly Data Allowance for your Business Performance Data Share Package.

Changing your plan or your minimum monthly spend

- 43.55 We may allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Business Performance Data Share Package minimum term, you may do so only if the Business Performance Data Share Packages are still available for recontracting.

Change	Terms
<p>If you move to the same type of Business Performance Data Share Package (ie BYO to BYO) with a lower minimum monthly spend</p>	<p>You will need to restart your minimum term, pay a \$50 administration fee and you may also need to pay an early termination charge. You will need to pay the balance of your MRO (if applicable).</p>
<p>If you move from a Data Share BYO Package to a Data Share BYO Package with a higher minimum monthly spend</p>	<p>You will not need to restart your minimum term and no early termination charge will apply. If you select to restart your minimum term, you will need to pay us a \$50 administration fee.</p>

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Change	Terms
<p>If you move from a Data Share Package to a Data Share Package with a higher minimum monthly spend</p>	<p>You will not need to restart your minimum term unless you select to take up a new handset with your plan and no early termination charge will apply. There will be no change to your original MRO Bonus (if applicable).</p> <p>If you select to take up a new handset with your plan you will need to restart your minimum term, pay a \$50 administration fee and you may also need to pay an early termination charge. You will need to pay the balance of your MRO.</p>
<p>If you move from a Data Share BYO Package to a Data Share Package with a lower minimum monthly spend</p>	<p>You will need to restart your minimum term, pay a \$50 administration fee and you may need to pay an early termination charge.</p>
<p>If you move from a Data Share BYO Package to a Data Share Package with the same or higher minimum monthly spend</p>	<p>You will need to restart your minimum term, pay a \$50 administration fee and you may need to pay an early termination charge.</p>
<p>If you move from a Data Share Package to a Data Share BYO Package with a lower minimum monthly spend</p>	<p>You will need to restart your minimum term. You will need to pay the balance of your MRO and your MRO Bonus will cease. You will need to pay a \$50 administration fee and you may also need to pay an early termination charge.</p>
<p>If you move from a Data Share Package to a Data Share BYO Package, with the same or higher minimum monthly spend</p>	<p>You will need to restart your minimum term. You will need to pay the balance of your MRO and your MRO Bonus will cease. You will need to pay a \$50 administration fee and you may also need to pay an early termination charge.</p>
<p>If you or Telstra deactivate your service, you cancel your plan or you move to another Telstra plan (except one of the plans listed in the rows below) or Telstra offer</p>	<p>You will need to pay us an early termination charge and pay the balance of your MRO, and your MRO Bonus will cease (if applicable). A \$50 administration fee may apply.</p>
<p>If you move:</p> <ul style="list-style-type: none"> • from a Business Performance Data Share Package \$80 to a Performance Handset Plan; or • from a Business Performance Data Share 	<p>You will not need to restart your minimum term unless you select to take up a new handset with your plan and no early termination charge will apply. There will be no change to your original MRO Bonus (if applicable).</p> <p>If you select to take up a new handset with your plan you will need to restart your minimum term, pay a \$50 administration fee</p>

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Change	Terms
<p>Package \$100 to a Business Performance Handset Plan with a minimum monthly spend of \$80 or more; or</p> <ul style="list-style-type: none"> • from a Business Performance Data Share Package \$120 to a Business Performance Handset Plan with a minimum monthly spend of \$100 or more; or • from a Business Performance Data Share Package \$150 to a Business Performance Handset Plan with a minimum monthly spend of \$130 	<p>and you may also need to pay an early termination charge. You will need to pay the balance of your MRO.</p>
<p>If you move:</p> <ul style="list-style-type: none"> • from a Business Performance Data Share BYO Package \$70 to a Business Performance BYO Plan; or • from a Business Performance Data Share BYO Package \$80 to a Business Performance BYO Plan with a minimum monthly charge of \$60 or more; • from a Business Performance Data Share BYO Package \$100 to a Business Performance BYO Plan with a minimum monthly charge of \$80 or more; or • from a Business Performance Data Share BYO Package \$120 to a Business Performance BYO Plan with a minimum monthly charge of \$100. 	<p>You will not need to restart your minimum term and no early termination charge will apply. If you select to restart your minimum term, you will need to pay us a \$50 administration fee.</p>

Early termination charges (ETC)

If you need to pay an ETC under the terms of your Data Share Package, it will be calculated according to the following formula:

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(Minimum monthly spend - \$10) x 0.9 x number of months (or part thereof) remaining in your minimum term

If you have taken up a MRO, any MRO Bonus you were receiving will end when your Data Share Package is cancelled and you must pay back the remaining repayments.

43.56 The ETC decreases over the minimum term. The maximum ETC for each Data Share Package is set out in the table below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable.

Business Performance Data Share Package	Maximum ETC (incl. GST)	
	12 months	24 months
\$80 Data Share Package	\$756	\$1512
\$100 Data Share Package	\$972	\$1944
\$120 Data Share Package	\$1188	\$2376
\$150 Data Share Package	\$1512	\$3024

Business Performance Data Share BYO Package	Maximum ETC (incl. GST)	
	12 months	24 months
\$70 Data Share Package	\$648	\$1296
\$80 Data Share Package	\$756	\$1512
\$100 Data Share Package	\$972	\$1944
\$120 Data Share Package	\$1188	\$2376

43.57 At the end of your minimum term your service will remain on your chosen Data Share Package, however you will no longer be entitled to the MRO Bonus. You cannot move to another Data Share Package unless the plans are still available for recontracting and you recontract for another minimum term.

43.58 If, at the end of your minimum term, the Business Performance Data Share Packages are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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44 Telstra Business Performance Plans

Eligibility

- 44.1 To be eligible for a Telstra Business Performance Plan (**Business Performance Plan**) you must have a 10 digit account number and an ABN, ACN or ARBN. We supply Business Performance Plans for business purposes and you must use your Business Performance Plans predominantly for business purposes.
- 44.2 You cannot have a Telstra Business Mobile Advantage Plan, Telstra Business Fleet Connect Plan, Telstra Business All-4-Biz Mach II Plan, Business Mobile Datapack Shareable, Telstra Business Phone Plan, Telstra Business Member Plan, Telstra Business Fleet Select Plan, Consumer Mobile Plan, Telstra Business Mobile Select Plan, Enterprise Fleet Plan or Telstra Business Mobile PLUS Plan on the same account as your Business Performance Plan.

Availability

- 44.3 Not available from 3 June 2014 onwards.

Plan options

- 44.4 The available Business Performance Plans are set out in the table below:

Plan name	Plan overview	Minimum term	Minimum Monthly Spend (GST incl)
Business Performance Handset Plan (Handset Plan)	You acquire an eligible handset under Telstra's Mobile Repayment Option (MRO) together with your Business Performance Plan. MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	12 or 24 months (MRO term must be the same as the Handset Plan term)	\$40, \$60, \$80, \$100 or \$130
Business Performance BYO Plan (BYO Plan)	You bring your own compatible handset or purchase a compatible handset outright.	12 or 24 months	\$35, \$50, \$60, \$80 or \$100

Payment

- 44.5 Each month for the minimum term you must pay us:
- (a) the minimum monthly spend for the Business Performance Plan you take up;

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- (b) for all usage in excess of or not eligible to draw from your included allowances; and
- (c) any handset repayments under your MRO.

Monthly Call Allowance

44.6 All Business Performance Plans include an amount of included standard calls and messages made from Australia (**Monthly Call Allowance**) as set out in the table below. Your unused Monthly Call Allowance expires monthly.

Business Performance Handset Plans		Business Performance BYO Plans	
Minimum Monthly Spend	Monthly Call Allowance	Minimum Monthly Spend	Monthly Call Allowance
\$40	\$300	\$35	\$300
\$60	\$600	\$50	\$600
\$80	\$800	\$60	\$800
\$100	\$900	\$80	\$900
\$130	Unlimited standard calls and messages in Australia	\$100	Unlimited standard calls and messages in Australia

44.7 The types of standard calls and messages included in your Monthly Call Allowance and SMS Bonus are most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls, any other calls or messages as determined by us (**standard calls and messages**).

44.8 Calls and messages that are not included in your Monthly Call Allowance and SMS Bonus are third party content calls, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or

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Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo. PhonePage, calls to Pivotel mobiles and any other calls or messages as determined by us.

44.9 If you exceed your Monthly Call Allowance for standard calls and messages, you must pay us for the excess usage up to a monthly cap of \$130 (**Voice Cap**). You must pay us for all calls and messages not included in your Monthly Call Allowance as these call are not part of the Voice Cap.

Monthly Data Allowance

44.10 All Business Performance Plans include an amount of included data for use in Australia (**Monthly Data Allowance**) as set out in the table below. Your unused Monthly Data Allowance expires monthly.

Business Performance Handset Plans		Business Performance BYO Plans	
Minimum Monthly Spend	Monthly Data Allowance	Minimum Monthly Spend	Monthly Data Allowance
\$40	250MB	\$35	250MB
\$60	1GB	\$50	1GB
\$80	1.5GB	\$60	1.5GB
\$100	2GB	\$80	2GB
\$130	3GB	\$100	3GB

44.11 The types of data usage that are not eligible to draw from your Monthly Data Allowance (including usage overseas) are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

44.12 You must pay us for your data use in excess of or not eligible to draw from your Monthly Data Allowance, at a rate of \$0.10 per MB, up to the excess usage monthly cap of \$100 (**Excess Cap**). Amounts we charge you for data usage for international roaming will incur an additional cost of \$3.00 per MB and do not count towards the Excess Cap amount.

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44.13 You may choose to purchase additional data with your Business Performance Plan (which can be shared between your eligible services if you purchase a Data Share SIM) (**Telstra Business Mobile Data Pack**). If you have chosen to purchase a Telstra Business Mobile Data Pack you will be charged separately for that data. The terms (including price) that apply to any Telstra Business Mobile Data Pack are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Unlimited Business Hours

44.14 If you take up a \$100 Business Performance Handset Plan or an \$80 Business Performance BYO Plan you can make unlimited standard voice and video calls (as listed in clause 44.7 above) in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your Monthly Call Allowance (**Unlimited Business Hours**).

44.15 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.

44.16 You will no longer receive Unlimited Business Hours if you cancel your Business Performance Plan, move to a \$40, \$60, \$80 or \$130 Business Performance Handset Plan, move to a \$35, \$50, \$60 or \$100 Business Performance BYO Plan or move to any other Telstra Mobile plan.

44.17 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 Unlimited Business Hours except that the provisions pertaining to Excessive Use do not apply.

Untimed Business Calls

44.18 If you take up an \$80 Business Performance Handset Plan or a \$60 Business Performance BYO Plan you will be charged a flat rate of \$2.50 (GST inclusive) for standard voice and video calls (as listed in clause 44.7 above) made in Australia during Business Hours (**Untimed Business Calls**).

44.19 Voice calls to 18xx numbers will be charged at a rate of 11 cents per 30 seconds, up to a maximum cost of \$2.50.

44.20 Diversion within Australia to fixed numbers with an 02, 03, 07 or 08 area code and mobile numbers commencing with 04xx will be charged at standard rates, up to a maximum cost of \$2.50.

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- 44.21 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and your call may be timed.
- 44.22 You will no longer receive Untimed Business Calls if you cancel your Business Performance Plan, move to a \$40, \$60, \$100 or \$130 Business Performance Handset Plan, move to a \$35, \$50, \$80 or \$100 Business Performance BYO Plan or move to any other Telstra Mobile plan.

MRO Bonus

- 44.23 If you:
- (a) purchase an eligible handset on a 12 or 24 month MRO; and
 - (b) your Business Performance Handset Plan and your MRO have the same length term and commence on the same day,
- you are eligible to receive an MRO bonus on your bill each month (**MRO Bonus**).
- 44.24 If your Business Performance Handset Plan or your MRO are cancelled, you will no longer be entitled to the MRO Bonus and you must pay the remaining repayments on your MRO. The amount of the MRO Bonus varies according to the value of your Business Performance MRO Plan and is described in clause 44.58. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original MRO Bonus, it will not change in line with your new minimum monthly spend.

SMS Bonus

- 44.25 If you take up a \$60, \$80, \$100 or \$130 Business Performance Handset Plan or a \$50, \$60, \$80 or \$100 Business Performance BYO Plan, your plan includes an SMS bonus which allows you to send unlimited standard SMS in Australia to Australian mobile numbers (including satellite mobiles) (**SMS Bonus**). The SMS Bonus won't count towards your Monthly Call Allowance.
- 44.26 For avoidance of doubt, the \$35 BYO Plan and \$40 Handset Plan does not include a SMS Bonus and you will be charged 25¢ per standard SMS. The cost of each SMS will count towards your Monthly Call Allowance.
- 44.27 The types of standard SMS that are included in your SMS Bonus are set out in clause 44.7.
- 44.28 The SMS Bonus does not apply to MMS, international or premium SMS, Video MMS, content MMS, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant

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Messaging Services, and any other message type set out in clause 44.8 above, and you will need to pay for these separately.

- 44.29 A single SMS is up to 160 characters. For longer SMS, we charge the SMS fee for each 153 standard characters or part thereof.
- 44.30 You will no longer receive the SMS Bonus if you cancel your Business Performance Plan, or move to any other Telstra Mobile plan.
- 44.31 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS Bonus 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.

MessageBank® Bonus

- 44.32 If you take up a \$80, \$100 or \$130 Business Performance Handset Plan or a \$60, \$80 or \$100 Business Performance BYO Plan you will receive unlimited MessageBank® connection, diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.
- 44.33 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, Memo, or MessageBank® Plus and you will need to pay for these separately.
- 44.34 You will no longer receive the MessageBank® Bonus if you cancel your Business Performance Plan, move to a \$60 Business Performance Handset Plan, move to a \$50 Business Performance BYO Plan, or move to any other Telstra Mobile plan.

MessageBank® Plus Bonus

- 44.35 You are eligible to receive MessageBank Plus at no additional charge if you have a compatible Apple iPhone handset and you take up an \$80, \$100 or \$130 Business Performance Handset Plan or a \$60, \$80 or \$100 Business Performance BYO Plan (**MessageBank® Plus Bonus**).
- 44.36 You will no longer receive the MessageBank Plus Bonus if you cancel your Business Performance Plan, move to a \$60 Business Performance Handset Plan, move to a \$50 Business Performance BYO Plan or move to any other Telstra Mobile plan.
- 44.37 You may purchase MessageBank Plus for an additional \$5 per month if you have a compatible Apple iPhone handset and you take up a \$60 Business

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Performance Handset Plan or a \$50 Business Performance BYO Plan. Standard diversion and retrieval charges will apply.

Data Share SIM

44.38 If you take up a \$60, \$80, \$100 or \$130 Handset Plan or a \$50, \$60, 80 or \$100 BYO Plan, you can add a Data Share SIM to your Business Performance Plan for an additional \$10 per month per Data Share SIM, for use in another SIM-ready device such as a tablet or laptop.

44.39 Each Data Share SIM includes 100MB of data each month to use in Australia.

44.40 If you add a Data Share SIM to your Business Performance Plan, then the Monthly Data Allowance of:

- (a) your Business Performance Plan;
- (b) your Data Share SIM;
- (c) other Business Performance Plans which have a Data Share SIM attached; and
- (d) Telstra Business Mobile Data Packs – Shareable,

on the same account (each an **Eligible Service**) will contribute to a shared pool of data allowance which can be used by any Eligible Service on the same account in Australia.

44.41 You can purchase up to five Data Share SIMs on the same Business Performance Plan and you can have a total of five Business Performance Plans which have a Data Share SIM attached on the same account.

44.42 The Data Share SIM is a casual plan and you can cancel it anytime. The monthly fee for the Data Share SIM is not taken into account when calculating any early termination charge payable for your Business Performance Plan.

44.43 You must connect a Data Share SIM to an eligible Business Performance Plan. If you cancel your Business Performance Plan, any Data Share SIM attached to your Business Performance Plan will be cancelled.

BlackBerry® Individual Solution (BIS) Bonus

44.44 Unless you are an existing customer with an existing agreement with us to purchase the BlackBerry® Individual Solution under a Business Performance Plan Service Schedule, that was entered into prior to 26 March 2013, from 26 March 2013:

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- (a) you are only eligible to receive a BlackBerry® Individual Solution at no additional charge if you have a compatible BlackBerry® handset and you take up a a \$80 or \$100 Business Performance BYO Plan (**BIS Bonus**).
- (b) you will no longer receive the BIS Bonus move to a \$50 or \$60 Business Performance BYO Plan. If you have a compatible BlackBerry® handset you may purchase a BlackBerry® Individual Solution for an additional \$10 per month on these plans.

44.45 If you are an existing customer with an existing agreement with us to purchase the BlackBerry® Individual Solution under a Business Performance Plan Service Schedule, that was entered into prior to 26 March 2013, from 26 March 2013 until 1 July 2013:

- (a) you are eligible to receive a BlackBerry® Individual Solution at no additional charge if you have a compatible BlackBerry® handset and take up a \$100 or \$130 Handset Plan or \$80 or \$100 BYO Plan (**BIS Bonus**); and
- (b) you will no longer receive the BIS Bonus if you move to a \$60 or \$80 Business Performance Handset Plan or to a \$50 or \$60 Business Performance BYO Plan. . If you have a compatible BlackBerry® handset, you may purchase a BlackBerry® Individual Solution for an additional \$10 per month on these plans.

44.46 The BlackBerry® 10 handset is not a compatible BlackBerry® handset for the BlackBerry® Individual Solution. Only BlackBerry handsets with an OS7 (or lower) operating system are compatible BlackBerry handsets for the BlackBerry® Individual Solution.

Other promotional offers

44.47 Business Performance Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Free Intra-Account calls

44.48 As a Business Performance Plan customer, you can make free voice calls in Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).

44.49 Eligible Telstra mobile services are services connected to a Business Performance Plan, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G® Capped Plans (Business) or Telstra Ultimate Mobile Plan.

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- 44.50 Free Intra-Account calls do not apply to video calls, international calls or international roaming calls.
- 44.51 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$130 Business Performance Handset Plan and \$100 Business Performance BYO Plan

- 44.52 Our FairPlay Policy applies to the \$130 Business Performance Plan and \$100 Business Performance BYO Plan except that the provisions pertaining to Excessive Use do not apply.
- 44.53 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$130 Business Performance Plan and \$100 Business Performance BYO 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.

Changing your plan or your minimum monthly spend

- 44.54 We may allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Business Performance Plan minimum term, you may do so only if the Business Performance Plans are still available for recontracting.

Change	Terms
<p>If you move to the same type of Business Performance Plan (ie BYO to BYO or Handset to Handset) with a lower minimum monthly spend</p>	<p>You will need to restart your minimum term, pay a \$50 early recontracting fee and you may also need to pay an early termination charge. You will need to pay the balance of your MRO (if applicable).</p>
<p>If you move to the same type of Business Performance Plan - BYO</p>	<p>You will not need to restart your minimum term and no early termination charge will apply. You may need to pay a \$50 early recontracting fee.</p>

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Change	Terms
to BYO with a higher minimum monthly spend	If you select to restart your minimum term, you will need to pay us a \$50 early recontracting fee.
If you move to the same type of Business Performance Plan - Handset to Handset with a higher minimum monthly spend	<p>You will not need to restart your minimum term unless you select to take up a new handset with your plan and no early termination charge will apply. You may also need to pay a \$50 early recontracting fee. There will be no change to your original MRO Bonus (if applicable).</p> <p>If you select to take up a new handset with your plan you will need to restart your minimum term, pay a \$50 early recontracting fee and you may also need to pay an early termination charge. You will need to pay the balance of your MRO.</p>
If you move from a Business Performance BYO Plan to a Business Performance Handset Plan with a lower minimum monthly spend	You will need to restart your minimum term, pay a \$50 early recontracting fee and you may need to pay an early termination charge.
If you move from a Business Performance BYO Plan to a Business Performance Handset Plan with the same or higher minimum monthly spend	You will need to restart your minimum term, pay a \$50 early recontracting fee and you may need to pay an early termination charge.
If you move from a Business Performance Handset Plan to a BYO Plan with a lower minimum monthly spend	You will need to restart your minimum term. You will need to pay the balance of your MRO and your MRO Bonus will cease. You will need to pay a \$50 early recontracting fee and you may also need to pay an early termination charge.
If you move from a Business Performance Handset Plan to a Business Performance BYO Plan, with the same or higher minimum monthly spend	You will need to restart your minimum term. You will need to pay the balance of your MRO and your MRO Bonus will cease. You will need to pay a \$50 early recontracting fee and you may also need to pay an early termination charge.
If you or Telstra deactivate your service, you cancel your plan or you move to another Telstra plan or Telstra offer	You will need to pay us an early termination charge and pay the balance of your MRO, and your MRO Bonus will cease (if applicable). A \$50 early recontracting fee may apply.

Early termination charges (ETC)

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If you need to pay an ETC under the terms of your Business Performance Plan, it will be calculated according to the following formula:

Minimum monthly spend x 0.9 x number of months (or part thereof) remaining in your minimum term

If you have taken up a MRO, any MRO Bonus you were receiving will end when your Business Performance MRO Plan is cancelled and you must pay back the remaining repayments.

- 44.55 The ETC decreases over the minimum term. The maximum ETC for each Business Performance Plan is set out in the table below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable.

Business Performance Plan	Maximum ETC (incl. GST)	
	12 months	24 months
\$35 Business Performance Plan	\$378	\$756
\$40 Business Performance Plan	\$432	\$864
\$50 Business Performance Plan	\$540	\$1,080
\$60 Business Performance Plan	\$648	\$1,296
\$80 Business Performance Plan	\$864	\$1,728
\$100 Business Performance Plan	\$1,080	\$2,160
\$130 Business Performance Plan	\$1,404	\$2,808

At the end of your minimum term

- 44.56 At the end of your minimum term your service will remain on your chosen Business Performance Plan, however you will no longer be entitled to the MRO Bonus. You cannot move to another Business Performance Plan unless the plans are still available for recontracting and you recontract for another minimum term.
- 44.57 If, at the end of your minimum term, the Business Performance Plans are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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Plan charges and monthly allowances

44.58 The plan charges and the monthly call, message and data allowances for your plan are set out below. Any unused monthly allowances are forfeited at the end of each month. All prices are GST inclusive.

Business Performance Handset Plans

Business Performance Handset Plans	\$40 Plan	\$60 Plan	\$80 Plan	\$100 Plan	\$130 Plan
Minimum monthly spend	\$40.00	\$60.00	\$80.00	\$100.00	\$130.00
Minimum cost for 12 months (plus usage in excess of or excluded from the monthly allowances and any handset repayments)	\$480.00	\$720.00	\$960.00	\$1,200.00	\$1,560.00
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances and any handset repayments)	\$960	\$1,440.00	\$1,920.00	\$2,400.00	\$3,120.00
Monthly Call Allowance for standard calls and messages in Australia	\$300	\$600	\$800	\$900	Unlimited standard calls and messages in Australia
Call connection fee for eligible voice or video calls to an Australian fixed or mobile number	40¢	40¢	40¢	40¢	Unlimited standard calls and messages in Australia

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Call charges for standard national voice and video calls - per 60 second block or part thereof	99¢	99¢	99¢	99¢	Unlimited standard calls and messages in Australia
Standard SMS rate (per 160 characters to recipients in Australia)	25¢	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard calls and messages in Australia
MMS rate (per standard MMS to recipients in Australia)	50¢	50¢	50¢	50¢	Unlimited standard calls and messages in Australia
Monthly Data Allowance for use in Australia	250MB	1GB	1.5GB	2GB	3GB
Excess data rate (per MB)	10¢	10¢	10¢	10¢	10¢
MessageBank® call connection fee	40¢	40¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
MessageBank® retrieval rate – per 60 second block	99¢	99¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
Unlimited Business Hours	N/A	N/A	N/A	Included	N/A
Untimed Business Calls	N/A	N/A	Included	N/A	N/A

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Monthly MRO Bonus	\$5	\$10	\$15	\$20	\$25
BlackBerry® Individual Solution (BIS) for compatible Blackberry® handsets	\$10 per month (optional)	\$10 per month (optional)	\$10 per month (optional)	Included (optional)	Included (optional)
MessageBank Plus for iPhones	\$5 per month (optional)	\$5 per month (optional)	Included (optional)	Included (optional)	Included (optional)
Data Share SIM	N/A	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)

Business Performance BYO Plans

Business Performance BYO Plan	\$35 Plan	\$50 Plan	\$60 Plan	\$80 Plan	\$100 Plan
Minimum monthly spend	\$35.00	\$50.00	\$60.00	\$80.00	\$100.00
Minimum cost for 12 months (plus usage in excess of or excluded from the monthly allowances)	\$420.00	\$600.00	\$720.00	\$960.00	\$1,200.00
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances)	\$840.00	\$1,200.00	\$1,440.00	\$1,920.00	\$2,400.00
Monthly Call Allowance for standard calls and messages in Australia	\$300	\$600	\$800	\$900	Unlimited standard calls and messages in Australia

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Call connection fee for eligible voice or video calls to an Australian fixed or mobile number	40¢	40¢	40¢	40¢	Unlimited standard calls and messages in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof	99¢	99¢	99¢	99¢	Unlimited standard calls and messages in Australia
Standard SMS rate (per 160 characters to recipients in Australia)	25¢	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard calls and messages in Australia
MMS rate (per standard MMS to recipients in Australia)	50¢	50¢	50¢	50¢	Unlimited standard calls and messages in Australia
Monthly Data Allowance for use in Australia	250MB	1GB	1.5GB	2GB	3GB
Excess data rate (per MB)	10¢	10¢	10¢	10¢	10¢
MessageBank® call connection fee	40¢	40¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
MessageBank® retrieval rate – per 60 second block	99¢	99¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia

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BlackBerry Individual Solution (BIS) for compatible Blackberry® handsets	\$10 per month (optional)	\$10 per month (optional)	\$10 per month (optional)	Included (optional)	Included (optional)
Unlimited Business Hours	N/A	N/A	N/A	Included	N/A
Untimed Business Calls	N/A	N/A	Included	N/A	N/A
MessageBank Plus for iPhones	\$5 (optional)	\$5 (optional)	Included (optional)	Included (optional)	Included (optional)
Data Share SIM	N/A	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)

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General

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45 Telstra No Lock-In Business Plans

Eligibility

- 45.1 To be eligible for a Telstra No Lock-In Business Plan (**No Lock-In Business Plan**) you must have a 10 digit account number and an ABN, ACN or ARBN. We supply No Lock-In Business Plans for business purposes and you must use your No Lock-In Business Plans predominantly for business purposes.
- 45.2 You cannot have a Telstra Business Mobile Advantage Plan, Telstra Business All-4-Biz Mach II Plan, Business Mobile Datapack Shareable, Smartphone Bonus Offer, Digital Business Plan, Telstra Mobile Broadband Shared Data Plan, Telstra Business Phone Plan, Telstra Business Member Plan, Telstra Business FleetSelect Plan, Consumer Mobile Plan, Telstra BusinessMobile Select Plan, Enterprise Fleet Plan or Telstra Business Mobile PLUS plan on the same account as your No Lock-In Business Plan.

Availability

- 45.3 Not available from 3 June 2014 onwards.

Plan options

- 45.4 The available No Lock-In Business Plans are set out in the table below:

Plan name	Plan overview	Minimum term	Monthly Charge (GST incl)
No Lock-In Business Plan	You bring your own compatible handset or can buy a compatible handset outright from us.	This is a month to month plan. You can cancel your plan at any time (and pay any costs incurred up to this point). If you change or cancel your plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.	\$60, \$80, \$100 or \$130

Payment

- 45.5 Each month you must pay us:
- (a) the monthly charge for the No Lock-In Business Plan you take up; and
 - (b) for all usage in excess of or excluded from your included allowances.

Monthly Call Allowance

All No Lock-In Business Plans include an amount of included standard calls and messages made from Australia (**Monthly Call Allowance**) as set out in the table below. Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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If you change or cancel your plan during a month-to-month billing cycle your included call allowance will be pro-rated for the billing cycle. Your unused Monthly Call Allowance expires monthly.

Minimum Monthly Spend	Monthly Call Allowance
\$60	\$600
\$80	\$800
\$100	\$900
\$130	Unlimited standard calls and messages in Australia

45.6 The types of standard calls and messages included in your Monthly Call Allowance and SMS Bonus are most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls, Telstra Online Text Buddy and any other calls or messages as determined by us (**standard calls and messages**).

45.7 Calls and messages that are not included in your Monthly Call Allowance and SMS Bonus are third party content calls, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotel mobiles and any other calls or messages as determined by us.

Monthly Data Allowance

45.8 All No Lock-In Business Plans include an amount of included data for use in Australia (**Monthly Data Allowance**) as set out in the table below. Your unused Monthly Data Allowance expires monthly.

Minimum Monthly Spend	Monthly Data Allowance

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\$60	1GB
\$80	1.5GB
\$100	2GB
\$130	3GB

- 45.9 The types of data usage that are excluded from your Monthly Data Allowance (including usage overseas) are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).
- 45.10 You must pay us for your data use that is in excess of or excluded from your Monthly Data Allowance, at a rate of \$0.10 per MB, up to the excess usage monthly cap of \$100 (**Excess Cap**). Amounts we charge you for data usage for international roaming will incur an additional cost of \$3.00 per MB and do not count towards the Excess Cap amount.
- 45.11 You may choose to acquire an additional data service with your No Lock-In Business Plan (**Additional Data Pack**). If you acquire an Additional Data Pack, the data usage prices for that Additional Data Pack will apply to any data usage in excess of your No Lock-In Business Plan Monthly Data Allowance. The terms (including price) that apply to any Additional Data Pack are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Unlimited Business Hours

- 45.12 If you take up a \$100 No Lock-In Business Plan you can make unlimited standard voice and video calls (as listed in clause 45.7 above) in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your Monthly Call Allowance (**Unlimited Business Hours**).
- 45.13 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.
- 45.14 You will no longer receive Unlimited Business Hours if you cancel your No Lock-In Business Plan, move to a \$60, \$80 or \$130 No Lock-In Business Plan or move to any other Telstra Mobile plan.
- 45.15 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 Unlimited Business Hours except that the provisions pertaining to Excessive Use do not apply.

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Untimed Business Calls

- 45.16 If you take up an \$80 No Lock-In Business Plan you will be charged a flat rate of \$2.50 (GST inclusive) for standard voice and video calls (as listed in clause 45.7 above) made in Australia during Business Hours (**Untimed Business Calls**).
- 45.17 Voice calls to 18xx numbers will be charged at a rate of 11 cents per 30 seconds, up to a maximum cost of \$2.50.
- 45.18 Diversion within Australia to fixed numbers with an 02, 03, 07 or 08 area code and mobile numbers commencing with 04xx will be charged at standard rates, up to a maximum cost of \$2.50.
- 45.19 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and your call may be timed.
- 45.20 You will no longer receive Untimed Business Calls if you cancel your No Lock-In Business Plan, move to a \$60, \$100 or \$130 No Lock-In Business Plan, or move to any other Telstra Mobile plan.

SMS Bonus

- 45.21 Your No Lock-In Business Plan includes an SMS bonus which allows you to send unlimited standard SMS in Australia to Australian mobile numbers (including satellite mobiles) (**SMS Bonus**). The SMS Bonus won't count towards your Monthly Call Allowance.
- 45.22 The types of standard SMS that are included in your SMS Bonus are set out in clause 45.7.
- 45.23 The SMS Bonus does not apply to MMS, international or premium SMS, Video MMS, content MMS, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, and any other message type set out in clause 45.8 above, and you will need to pay for these separately.
- 45.24 A single SMS is up to 160 characters. For longer SMS, we charge the SMS fee for each 153 standard characters or part thereof.
- 45.25 You will no longer receive the SMS Bonus if you cancel your No Lock-In Business Plan, or move to any other Telstra Mobile plan.
- 45.26 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS Bonus to send messages to any numbers that we

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reasonably believe have been set up to enable you or another person to commercially exploit our services.

MessageBank® Bonus

- 45.27 If you take up a \$80, \$100 or \$130 No Lock-In Business Plan you will receive unlimited MessageBank® connection, diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.
- 45.28 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, MemoMemo, or MessageBank® Plus and you will need to pay for these separately.
- 45.29 You will no longer receive the MessageBank® Bonus if you cancel your No Lock-In Business Plan, move to a \$60 No Lock-In Business Plan or move to any other Telstra Mobile plan.

MessageBank® Plus Bonus

- 45.30 You are eligible to receive MessageBank Plus at no additional charge if you have a compatible Apple iPhone handset and you take up an \$80, \$100 or \$130 No Lock-In Business Plan (**MessageBank® Plus Bonus**).
- 45.31 You will no longer receive the MessageBank Plus Bonus if you cancel your No Lock-In Business Plan, move to a \$60 No Lock-In Business Plan or move to any other Telstra Mobile plan.
- 45.32 You may purchase MessageBank Plus for an additional \$5 per month if you have a compatible Apple iPhone handset and you take up a \$60 No Lock-In Business Plan. Standard diversion and retrieval charges will apply.

BlackBerry® Individual Solution (BIS) Bonus

- 45.33 You are eligible to receive a BlackBerry® Individual Solution at no additional charge if you have a compatible BlackBerry® handset and you take up a \$100 or \$130 No Lock-In Business Plan (**BIS Bonus**). The BlackBerry 10 handset is not compatible with a BlackBerry® Individual Solution.
- 45.34 You will no longer receive the BIS Bonus if you move to a \$60 or \$80 No Lock-In Business Plan or move to any other Telstra Mobile plan . You may purchase a BlackBerry® Individual Solution for an additional \$10 per month on these plans if you have a compatible BlackBerry handset.

1GB Bonus Data

- 45.35 If you take up a Telstra No Lock-In Business Plan on or before 1 July 2013, you will receive an additional 1GB of data per month on your No Lock-In Business Plan (1GB Bonus Data).

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45.36 We will apply the 1GB Bonus Data to your overall data allowance on your No Lock-In Business Plan. Any unused data allowance expires monthly.

45.37 If your No Lock-In Business Plan is cancelled or you move to another Telstra mobile plan, you will no longer receive the 1GB Bonus Data. If you move to another No Lock-In Business Plan with a higher or lower monthly charge, you will continue to receive the 1GB Bonus Data.

Other promotional offers

45.38 No Lock-In Business Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

Free Intra-Account calls

45.39 As a No Lock-In Business Plan customer, you can make free voice and video calls in Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).

45.40 Eligible Telstra mobile services are services connected to a No Lock-In BusinessPlan, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G® Capped Plans (Business) or Telstra Ultimate Mobile Plan.

45.41 Free Intra-Account calls do not apply to international calls or international roaming calls.

45.42 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$130 No Lock-In Business Plan

45.43 Our FairPlay Policy applies to the \$130 No Lock-In Business Plan except that the provisions pertaining to Excessive Use do not apply.

45.44 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$130 No Lock-In Business 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.

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cancelling your plan, changing your monthly charge or moving to another plan

45.45 You may cancel your plan, change your monthly charge or move to another in-market plan at any time without having to pay us an early termination charge. If you change or cancel your plan you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle

Plan charges and monthly allowances

45.46 The plan charges and the monthly call, message and data allowances for your plan are set out below. Any unused monthly allowances are forfeited at the end of each month. All prices are GST inclusive.

No Lock-In Business Plans

No Lock-In Business Plans	\$60 Plan	\$80 Plan	\$100 Plan	\$130 Plan
Monthly Charge (doesn't include usage in excess of or excluded from the monthly allowances)	\$60.00	\$80.00	\$100.00	\$130.00
Monthly Call Allowance for standard calls and messages in Australia	\$600	\$800	\$900	Unlimited standard calls and messages in Australia
Call connection fee for eligible voice or video calls to an Australian fixed or mobile number	40¢	40¢	40¢	Unlimited standard calls and messages in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof	99¢	99¢	99¢	Unlimited standard calls and messages in Australia
Standard SMS rate (per 160 characters to recipients in Australia)	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard calls and messages in Australia
MMS rate (per standard MMS to recipients in Australia)	50¢	50¢	50¢	Unlimited standard calls and messages in Australia
Monthly Data Allowance for use in Australia	1GB	1.5GB	2GB	3GB
Excess data rate (per MB)	10¢	10¢	10¢	10¢
MessageBank® call connection fee	40¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia

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MessageBank® retrieval rate – per 60 second block	99¢	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
Unlimited Business Hours	N/A	N/A	Included	N/A
Untimed Business Calls	N/A	Included	N/A	N/A
BlackBerry® Individual Solution (BIS) for compatible BlackBerry® handsets	\$10 per month (optional)	\$10 per month (optional)	Included (optional)	Included (optional)
MessageBank Plus for iPhones	\$5 per month (optional)	Included (optional)	Included (optional)	Included (optional)

46 Easy Share Business Plans, Easy Share Business SIM Plans, Easy Business Plan and Easy Business SIM Plan

Eligibility

46.1 To be eligible for an:

- (a) Easy Share Business Plan;
- (b) Easy Share Business SIM Plan;
- (c) Easy Business Plan; or
- (d) Easy Business SIM Plan,

(together the “**Easy Plans**”)

you must have a 10 digit account number and an ABN, ACN or ARBN. We supply Easy Plans for business purposes and you must use your Easy Plans predominantly for business purposes.

46.2 You cannot have a:

- (a) Telstra Business Mobile Advantage Plan;
- (b) Telstra Business Fleet Connect Plan;
- (c) Telstra Business All-4-Biz Plans;
- (d) DOT (Digital Office Technology) Mobile Plans;
- (e) Telstra Business Phone Plan;

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- (f) Telstra Business Member Plan;
- (g) Telstra Business Fleet Select Plan;
- (h) Consumer Mobile Plan;
- (i) Telstra Business Mobile Select Plan;
- (j) Enterprise Fleet Plan; or
- (k) Telstra Business Mobile PLUS Plan

on the same account as your Easy Plan.

Availability

46.3 Easy Plans are available until they are withdrawn by us. If you want to connect your existing Telstra mobile service to an Easy Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.

Plan options

46.4 The available Easy Plans are set out in the table below:

Plan names	Plan overview	Minimum term	Plan Minimum Monthly Spend (GST incl)
<i>Easy Share Business Plans</i> and <i>Easy Business Plan</i> (“ SBO Plans ”)	Together with your SBO Plan, you purchase (for an additional cost), an eligible handset from Telstra under a Mobile Repayment Option (“ MRO ”) which will include a discount to offset the handset cost known as a Telstra Smartphone Bonus Offer. MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	24 months (MRO term must be the same as the SBO Plan term)	\$45 (Easy Business Plan) \$65, \$85, \$100 or \$135 (Easy Share Business Plans)
<i>Easy Share Business SIM Plans</i> and <i>Easy Business SIM Plan</i> (“ SIM Plans ”)	You take a up a SIM Plan and you bring your own compatible handset or purchase a compatible handset outright or under an MRO. MRO terms and conditions are set out in Part C – Special	24 months (MRO term does not have to be the same as the SIM Plan term)	\$40 (Easy Business SIM Plan) \$55, \$80 or \$105 (Easy Share Business SIM Plans)

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	Promotions of the Telstra Mobile Section of Our Customer Terms.		
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Payment – SBO Plans

46.5 Each month for the minimum term you must pay us:

- (a) the minimum monthly spend for the SBO Plan you take up;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) any handset repayments under your MRO minus the SBO discount (if eligible);
- (d) any additional Data Share SIM you may take up (if eligible);
- (e) any SIM ready device repayments under an MRO: and
- (f) any accessory repayments under an Accessory Repayment Option (ARO).

Payment – SIM Plans

46.6 Each month for the minimum term you must pay us:

- (a) the minimum monthly spend for the SIM Plan you take up;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) any handset or SIM ready device repayments under MROs;
- (d) any additional Data Share SIM you may take up (if eligible); and
- (e) any accessory repayments under an ARO.

Monthly Call Allowance

46.7 All Easy Plans include an amount of included standard calls made from Australia (**Monthly Call Allowance**) as set out in the table below. Your unused Monthly Call Allowance expires monthly.

SBO Plans	
Minimum Monthly Spend	Monthly Call Allowance

SIM Plans	
Minimum Monthly Spend	Monthly Call Allowance

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\$45.00	\$200.00	\$40.00	\$200.00
\$65.00	\$550.00	\$55.00	\$550.00
\$85.00	\$800.00	\$80.00	\$950.00
\$100.00	\$950.00	\$105.00	Unlimited standard calls and messages in Australia
\$135.00	Unlimited standard calls and messages in Australia		

- 46.8 The types of standard calls and messages included in your Monthly Call Allowance and SMS and MMS Bonus are most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls, any other calls or messages as determined by us (**standard calls and messages**). Calls to 18xx numbers are free on the Easy Plans.
- 46.9 Calls and messages that are not included in your Monthly Call Allowance and SMS and MMS Bonus are third party content calls, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotel mobiles and any other calls or messages as determined by us.
- 46.10 If you exceed your Monthly Call Allowance for standard calls, you must pay us for the excess voice usage. This means you will pay up to a maximum monthly amount of \$135 (**Excess Voice Limit**). You must pay us for all calls not included in your Monthly Call Allowance as these call are not part of the Maximum Voice Amount. The \$135 Excess Voice Limit includes your Minimum Monthly Spend.

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Monthly Data Allowance

46.11 All Easy Plans include an amount of included data for use in Australia (**Monthly Data Allowance**) as set out in the table below. Your unused Monthly Data Allowance expires monthly.

SBO Plans		SIM Plans	
Minimum Monthly Spend	Monthly Data Allowance	Minimum Monthly Spend	Monthly Data Allowance
\$45.00	250MB	\$40.00	250MB
\$65.00	1GB	\$55.00	1GB
\$85.00	1.5GB	\$80.00	2GB
\$100.00	2GB	\$105.00	3GB
\$135.00	3GB		

46.12 The types of data usage that are not eligible to draw from your Monthly Data Allowance (including usage overseas) are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

46.13 In addition to your Minimum Monthly Spend, you must pay us for your data use that is in excess of your Monthly Data Allowance or is not eligible to be drawn from your Monthly Data Allowance, at a rate of \$0.03 per MB, up to a maximum monthly limit of \$100 per device accessing data (**Excess Data Limit**). This means that after your Monthly Data Allowance is used up, each of your devices that uses excess data incurs a separate excess data charge up to the Excess Data Limit. For **example**, if you have:

- (a) an Easy Plan with 2 GB of data per month;
 - (b) a Bonus SIM which you use with a compatible device; and
 - (c) an Additional Data SIMS in a compatible device,
- (each a **service**),

on the same account and you use excess data on each service, you could be charged a Maximum Data Amount for each of the 3 services (3 x \$100 = \$300).

Extra Data

46.14 From 12 May 2015, if you take up a Go Business Mobile or Mobile Broadband Plan or ask us to switch your account to Extra Data, the per MB excess data rate

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and Excess Data Limit in the preceding clause will no longer apply. Instead, if you go over your Monthly Data Allowance, we'll automatically add extra data to your account for that month in 1GB blocks at a cost of \$10 per 1GB block for use in Australia (**Extra Data**). Unused Extra Data will expire at the end of that billing month.

International Roaming

- 46.15 Amounts we charge you for data usage for international roaming will incur an additional cost of \$3.00 per MB and do not count towards the Excess Data Limit.

Add Data Pack - Shareable

- 46.16 Until 12 May 2015, you may choose to purchase additional data with your Easy Share Business Plan or Easy Share Business SIM Plan (which can be shared between your eligible services (**Telstra Business Mobile Data Pack - Shareable**)). If you have chosen to purchase a Telstra Business Mobile Data Pack - Shareable you will be charged separately for that data. The terms (including price) that apply to any Telstra Business Mobile Data Pack - Shareable are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

On and from 12 May 2015, you will no longer be able to add new Telstra Business Mobile Data Pack - Shareable to these plans. You can keep or remove any existing data packs on your services, but you won't be able to add new ones.

Add Data Pack – Non-Shareable

- 46.17 Until 12 May 2015, you may choose to purchase additional data with your Easy Business Plan or Easy Business SIM Plan (**Telstra Business Mobile Data Pack – Non-Shareable**). If you have chosen to purchase a Telstra Business Mobile Data Pack – Non-Shareable you will be charged separately for that data. The terms (including price) that apply to any Telstra Business Mobile Data Pack – Non-Shareable are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

On and from 12 May 2015, you will no longer be able to add new Telstra Business Mobile Data Pack – Non-Shareable to these plans. You can keep or remove any existing data packs on your services, but you won't be able to add new ones.

Unlimited Business Hours

- 46.18 If you take up a \$100 SBO Plan or an \$80 SIM Plan you can make unlimited standard voice and video calls (as listed in clause 46.8 above) in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your Monthly Call Allowance (**Unlimited Business Hours**).

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- 46.19 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.
- 46.20 You will no longer receive Unlimited Business Hours if you cancel your \$100 SBO Plan, move to a \$45, \$65, \$85 or \$135 SBO Plan or move to any other Telstra Mobile plan.
- 46.21 You will no longer receive Unlimited Business Hours if you cancel your \$80 SIM Plan, move to a \$40, \$55, or \$105 SIM Plan or move to any other Telstra Mobile plan.
- 46.22 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 Unlimited Business Hours except that the provisions pertaining to Excessive Use do not apply.

Smartphone Bonus Offer

- 46.23 If you take up a SBO Plan and:
- (a) purchase an eligible handset on 24 month MRO; and
 - (b) your SBO Plan and your MRO have the same length term and commence on the same day,

you may be eligible to receive an discount on your bill each month (an “**SBO**”).

- 46.24 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.
- 46.25 If your SBO Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO.

New Phone Feeling

- 46.26 If you take up a SBO Plan along with an MRO for eligible handset, you will be eligible to take up the Telstra New Phone Feeling Offer. Telstra New Phone Feeling terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.

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SMS and MMS Bonus

- 46.27 All Easy Plans include an SMS and MMS bonus which allows you to send unlimited standard SMS and MMS in Australia to Australian mobile numbers (including satellite mobiles) (**SMS and MMS Bonus**). The SMS and MMS Bonus won't count towards your Monthly Call Allowance.
- 46.28 The types of standard messages that are included in your SMS and MMS Bonus are set out in clause 46.8.
- 46.29 The SMS and MMS Bonus does not apply to international or premium SMS or MMS, content MMS, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, and any other message type set out in clause 46.9 above, and you will need to pay for these separately.
- 46.30 You will no longer receive the SMS and MMS Bonus if you cancel your Easy Plan, or move to any other Telstra Mobile plan.
- 46.31 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 SMS and MMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS and MMS Bonus 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.

MessageBank® Bonus

- 46.32 If you take an Easy Plan you will receive unlimited MessageBank® diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.
- 46.33 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, Memo, or MessageBank® Plus and you will need to pay for these separately.
- 46.34 You will no longer receive the MessageBank® Bonus if you cancel your Easy Plan or move to any other Telstra Mobile plan.

MessageBank® Plus Bonus

- 46.35 You are eligible to receive MessageBank Plus at no additional charge if you have a compatible Apple iPhone handset and you take up an \$85, \$100 or \$135 Handset Plan or an \$80 or \$105SIM Plan (**MessageBank® Plus Bonus**).
- 46.36 You will no longer receive the MessageBank Plus Bonus if you cancel your eligible Easy Plan, move to a \$45 or \$65 SBO Plan, move to a \$40 or \$55 SIM Plan or move to any other Telstra Mobile plan.

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46.37 You may purchase MessageBank Plus for an additional \$5 per month if you have a compatible Apple iPhone handset and you take up a \$65 SBO Plan or a \$55 SIM Plan. Standard diversion and retrieval charges will apply.

Data Sharing

46.38 The \$65, \$85, \$100, and \$135 SBO Plans and the \$55, \$80 and \$100 SIM Plans include a Bonus Data Share SIM (**Bonus SIM**) for use with those eligible plans. From 12 May 2015, if you add a Bonus SIM to your account, we'll switch your account over to Extra Data. See clause 2 of this document for more information on Extra Data.

46.39 If you take up a \$65, \$85, \$100 or \$135 SBO Plan or a \$55, \$80 or \$105 SIM Plan, you can also purchase up to 5 additional Data Share SIMs per eligible plan for an additional \$10 per month per Data Share SIM, for use in another SIM-ready device such as a tablet or laptop.

46.40 Each Bonus SIM and additional Data Share SIM include 1kB of data each month to use in Australia.

46.41 If you have a Easy Share Business Plan or Easy Share Business SIM Plan, your data will also automatically be pooled with all the Monthly Data Allowance of:

- (a) your Data Share SIMs;
- (b) other Easy Share Business Plans, Easy Share Business SIM Plans, Business Performance Plans which have a Data Share SIM attached and Telstra Mobile Broadband Share Plans; and
- (c) Telstra Business Mobile Data Packs – Shareable,

on the same account (each an **Eligible Service**) which can be used by any Eligible Service on the same account in Australia.

46.42 The Data Share SIM are casual plans and you can cancel anytime. The monthly fee for the Data Share SIM is not taken into account when calculating any early termination charge payable for your Easy Share Business Plan or Easy Share SIM Plan.

46.43 If you cancel your eligible Easy Plan, any Data Share SIM attached to your Easy Plan will be cancelled.

Other promotional offers

46.44 Easy Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

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Free Intra-Account calls

- 46.45 As an Easy Plan customer, you can make free voice and video calls in Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).
- 46.46 Eligible Telstra mobile services are services connected to any Easy Plan, Easy Share Casual Plan, Business Performance Plan, Telstra Business Mobile Maximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G® Capped Plans (Business) or Telstra Ultimate Mobile Plan on the same account.
- 46.47 Free Intra-Account calls do not apply to international calls or international roaming calls.
- 46.48 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$135 Easy Share Business Plan and \$105 Easy Business SIM Plan

- 46.49 Our FairPlay Policy applies to the \$135 Easy Share Business Plan and \$105 Easy Business SIM Plan except that the provisions pertaining to Excessive Use do not apply.
- 46.50 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$135 Easy Share Business Plan and \$105 Easy Business SIM 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.

Changing your plan or your minimum monthly spend

- 46.51 We may allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term. The terms applying to these changes are set out in the table below. If your change requires you to restart your Easy Plan minimum term, you may do so only if the Easy Plans are still available for recontracting.

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Change	Terms
If you move to the same type of Easy Plan (ie SIM Plan to SIM Plan or SBO Plan to SBO Plan) with a lower minimum monthly spend	You will need to restart your minimum term, pay a \$50 early recontracting fee and you may also need to pay an early termination charge. You will need to pay the balance of any MRO (if applicable).
If you move to the same type of Easy Plan - SIM Plan to SIM Plan with a higher minimum monthly spend	<p>You will not need to restart your minimum term and no early termination charge will apply. You may need to pay a \$50 early recontracting fee.</p> <p>If you select to restart your minimum term, you will need to pay us a \$50 early recontracting fee.</p>
If you move to the same type of Easy Plan - SBO Plan to SBO Plan with a higher minimum monthly spend	<p>You will not need to restart your minimum term unless you select to take up a new handset with your plan and no early termination charge will apply. You may also need to pay a \$50 early recontracting fee. There will be no change to your original SBO (if applicable).</p> <p>If you select to take up a new handset with your plan you will need to restart your minimum term, pay a \$50 early recontracting fee and you may also need to pay an early termination charge. You will need to pay the balance of any MRO.</p>
If you move from a SIM Plan to a SBO Plan with a lower minimum monthly spend	You will need to restart your minimum term, pay a \$50 early recontracting fee and you may need to pay an early termination charge.
If you move from a SIM Plan to a SBO Plan with the same or higher minimum monthly spend	You will need to restart your minimum term, pay a \$50 early recontracting fee and you may need to pay an early termination charge.
If you move from a SBO Plan to a SIM Plan with a lower minimum monthly spend	You will need to restart your minimum term. You will need to pay the balance of your MRO and your SBO will cease. You will need to pay a \$50 early recontracting fee and you may also need to pay an early termination charge.
If you move from a SBO Plan to a SIM Plan, with the same or higher minimum monthly spend	You will need to restart your minimum term. You will need to pay the balance of your MRO and your SBO will cease. You will need to pay a \$50 early recontracting fee

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Change	Terms
	and you may also need to pay an early termination charge.
If you or Telstra deactivate your service, you cancel your plan or you move to another Telstra plan or Telstra offer	You will need to pay us an early termination charge and pay the balance of your MRO, and your SBO (if any) will cease (if applicable). A \$50 early recontracting fee may apply.

Early termination charges (ETC)

46.52 If you need to pay an ETC under the terms of your Easy Plan, it will be calculated according to the following formula:

Minimum monthly spend x 0.5 x number of months (or part thereof) remaining in your minimum term

If you have taken up a MRO, any SBO you were receiving will end when your Business Performance SBO Plan is cancelled and you must pay back an remaining repayments.

46.53 The ETC decreases over the minimum term. The maximum ETC for each Easy Plan is set out in the tables below. All amounts are inclusive of GST. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) – 24 months
\$45 Easy Business Plan	\$540.00
\$65 Easy Share Business Plan	\$780.00
\$85 Easy Share Business Plan	\$1,020.00
\$100 Easy Share Business Plan	\$1,200.00
\$135 Easy Share Business Plan	\$1,620.00

SIM Plans	Maximum ETC (incl. GST) – 24 months
\$40 Easy Share Business SIM Plan	\$480.00
\$55 Easy Share Business SIM Plan	\$660.00

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\$80 Easy Share Business SIM Plan	\$960.00
\$105 Easy Share Business SIM Plan	\$1260.00

At the end of your minimum term

- 46.54 At the end of your minimum term your service will remain on your chosen Easy Plan, however if you are on an SBO Plan, you will no longer be entitled to the SBO. You cannot move to another Easy Plan unless the plans are still available for recontracting and you recontract for another minimum term.
- 46.55 If, at the end of your minimum term, the Easy Plans are no longer available, we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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Plan charges and monthly allowances

46.56 The plan charges and the monthly call, message and data allowances for your plan are set out below. Any unused monthly allowances are forfeited at the end of each month. All prices are GST inclusive.

SBO Plans

SBO Plans	\$45 Plan	\$65 Plan	\$85 Plan	\$100 Plan	\$135 Plan
Minimum monthly spend	\$45.00	\$65.00	\$85.00	\$100.00	\$135.00
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances and any handset repayments)	\$1080.00	\$1,560.00	\$2,040.00	\$2,400.00	\$3,240.00
Monthly Call Allowance for standard calls in Australia	\$200.00	\$550.00	\$800.00	\$950.00	Unlimited standard calls in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof within your Monthly Call Allowance	\$1.00	\$1.00	1.00	\$1.00	Unlimited standard calls and messages in Australia
Excess usage charges for standard national voice and video calls per 60 block or part thereof after using more than your Monthly Call Allowance	\$0.30	\$0.30	\$0.30	\$0.30	Unlimited standard calls and messages in Australia.
Standard SMS rate (to recipients in Australia)	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia

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SBO Plans	\$45 Plan	\$65 Plan	\$85 Plan	\$100 Plan	\$135 Plan
MMS rate (per standard MMS to recipients in Australia)	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia
Monthly Data Allowance for use in Australia	250MB	1GB	1.5GB	2GB	3GB
Excess data rate (per MB)	3¢	3¢	3¢	3¢	3¢
MessageBank® retrieval and diversion rate – per 60 second block	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
Unlimited Business Hours (9am to 5pm, Monday to Friday including Public Holidays)	N/A	N/A	N/A	Included	N/A
MessageBank Plus for iPhones	\$5 per month (optional)	\$5 per month (optional)	Included if you have a compatible iPhone	Included if you have a compatible iPhone	Included if you have a compatible iPhone
Additional Data Share SIMs available for purchase (maximum of 5)	Not available	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)

SIM Plans

SIM Plan	\$40 Plan	\$55 Plan	\$80 Plan	\$105 Plan
Minimum monthly spend	\$40.00	\$55.00	\$80.00	\$105.00

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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SIM Plan	\$40 Plan	\$55 Plan	\$80 Plan	\$105 Plan
Minimum cost for 24 months (plus usage in excess of or excluded from the monthly allowances)	\$960.00	\$1,320.00	\$1,920.00	\$2,520.00
Monthly Call Allowance for standard calls in Australia	\$200.00	\$550.00	\$950.00	Unlimited standard calls in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof within Monthly Call Allowance	\$1.00	\$1.00	\$1.00	Unlimited standard calls in Australia
Excess usage charges for standard national voice and video calls per 60 block or part thereof after using more than your Monthly Call Allowance	\$0.30	\$0.30	\$0.30	Unlimited standard calls and messages in Australia.
Standard SMS rate (to recipients in Australia)	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia
MMS rate (per standard MMS to recipients in Australia)	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia	Unlimited standard MMS in Australia
Monthly Data Allowance for use in Australia	250MB	1GB	2GB	3GB
Excess data rate (per MB)	3¢	3¢	3¢	3¢
MessageBank® retrieval and diversion rate – per 60 second block	Unlimited MessageBank® diversion	Unlimited MessageBank® diversion	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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SIM Plan	\$40 Plan	\$55 Plan	\$80 Plan	\$105 Plan
	and retrieval in Australia	and retrieval in Australia		
Unlimited Business Hours (9am to 5pm, Monday to Friday including Public Holidays)	N/A	N/A	Included	N/A
MessageBank Plus for iPhones	\$5 (optional)	\$5 (optional)	Included if you have a compatible iPhone	Included if you have a compatible iPhone
Additional Data Share SIMs available for purchase (maximum of 5)	Not available	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)	\$10 per month per Data Share SIM (optional)

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47 Easy Business Casual Plans

Eligibility

47.1 To be eligible for a Telstra Easy Business Casual Plan (**Easy Business Casual Plan**) you must have a 10 digit account number and an ABN, ACN or ARBN. We supply Easy Business Casual Plans for business purposes and you must use your Easy Business Casual Plans predominantly for business purposes.

47.2 You cannot have a:

- (a) Telstra Business Mobile Advantage Plan;
- (b) Telstra Business All-4-Biz Plans;
- (c) [DOT \(Digital Office Technology\) Mobile Plans](#);
- (d) Smartphone Bonus Offer;
- (e) Digital Business Plan;
- (f) Telstra Mobile Broadband Shared Data Plan;
- (g) Telstra Business Phone Plan;
- (h) Telstra Business Member Plan;
- (i) Telstra Business FleetSelect Plan;
- (j) Consumer Mobile Plan;
- (k) Telstra BusinessMobile Select Plan;
- (l) Enterprise Fleet Plan; or
- (m) Telstra Business Mobile PLUS plan,

on the same account as your Easy Business Casual Plan.

Availability

47.3 Easy Business Casual Plans are available until they are withdrawn by us. If you want to connect your existing Telstra mobile service to an Easy Business Casual Plan, you will need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.

Plan options

47.4 The available Easy Business Casual Plans are set out in the table below:
Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Plan name	Plan overview	Minimum term	Monthly Charge (GST incl)
Easy Business Casual Plan	<p>You bring your own compatible handset or can buy a compatible handset outright from us or under a Mobile Repayment Option (“MRO”).</p> <p>MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.</p>	<p>This is a month to month plan. You can cancel your plan at any time (and pay any costs incurred up to this point). If you change or cancel your plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.</p>	<p>\$55, \$80 or \$105</p>

Payment

47.5 Each month you must pay us:

- (a) the monthly charge for the Easy Business Casual Plan you take up; and
- (b) for all usage in excess of or excluded from your included allowances
- (c) any handset repayments under an MRO (if any); and
- (d) any accessory repayments under and Accessory Repayment Option (“**ARO**”) (if any).

Monthly Call Allowance

All Easy Business Casual Plans include an amount of included standard calls and messages made from Australia (**Monthly Call Allowance**) as set out in the table below. If you change or cancel your plan during a month-to-month billing cycle your included call allowance will be pro-rated for the billing cycle. Your unused Monthly Call Allowance expires monthly.

Minimum Monthly Spend	Monthly Call Allowance
\$55	\$550
\$80	\$950
\$105	Unlimited standard calls

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- 47.6 The types of standard calls and messages included in your Monthly Call Allowance and SMS and MMS Bonus are most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code and mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls, Telstra Online Text Buddy and any other calls or messages as determined by us (**standard calls and messages**). Calls to 18xx numbers are free on the Easy Business Casual Plans.
- 47.7 Calls and messages that are not included in your Monthly Call Allowance and SMS and MMS Bonus are third party content calls, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, calls to Pivotel mobiles and any other calls or messages as determined by us.
- 47.8 If you exceed your Monthly Call Allowance for standard calls, you must pay us for the excess voice usage. This means you will pay up to a maximum monthly amount of \$135 (**Excess Voice Limit**). You must pay us for all calls not included in your Monthly Call Allowance as these call are not part of the Maximum Voice Amount. The \$135 Excess Voice Limit includes your Minimum Monthly Spend.

Monthly Data Allowance

- 47.9 All Easy Business Casual Plans include an amount of included data for use in Australia (**Monthly Data Allowance**) as set out in the table below. Your unused Monthly Data Allowance expires monthly.

Minimum Monthly Spend	Monthly Data Allowance
\$55	1GB
\$80	2GB
\$105	3GB

- 47.10 The types of data usage that are excluded from your Monthly Data Allowance (including usage overseas) are set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).
- 47.11 In addition to your Minimum Monthly Spend, you must pay us for your data use that is in excess of your Monthly Data Allowance or is not eligible to be drawn

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from your Monthly Data Allowance, at a rate of \$0.03 per MB, up to a maximum monthly limit of \$100 (**Excess Data Limit**).

- 47.12 Amounts we charge you for data usage for international roaming will incur an additional cost of \$3.00 per MB and do not count towards the Excess Data Limit amount.

Add Data Pack – Non-Shareable

- 47.13 You may choose to acquire an additional data service with your Easy Business Casual Plan (**Telstra Business Mobile Data Pack – Non-Shareable**). If you acquire a Telstra Business Mobile Data Pack – Non-Shareable, the data usage prices for that Telstra Business Mobile Data Pack – Non-Shareable will apply to any data usage in excess of your Easy Business Casual Plan Monthly Data Allowance. The terms (including price) that apply to any Telstra Business Mobile Data Pack – Non-Shareable are set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#).

Unlimited Business Hours

- 47.14 If you take up an \$80 Easy Business Casual Plan you can make unlimited standard voice and video calls (as listed in clause 47.6 above) in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your Monthly Call Allowance (**Unlimited Business Hours**).
- 47.15 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.
- 47.16 You will no longer receive Unlimited Business Hours if you cancel your \$80 Easy Business Casual Plan, move to a \$55 or \$105 Easy Business Casual Plan or move to any other Telstra Mobile plan.
- 47.17 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 Unlimited Business Hours except that the provisions pertaining to Excessive Use do not apply.

SMS and MMS Bonus

- 47.18 Your Easy Business Casual Plan includes an SMS and MMS bonus which allows you to send unlimited standard SMS in Australia to Australian mobile numbers (including satellite mobiles) (**SMS and MMS Bonus**). The SMS and MMS Bonus won't count towards your Monthly Call Allowance.
- 47.19 The types of standard SMS that are included in your SMS and MMS Bonus are set out in clause 47.6 above.

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- 47.20 The SMS and MMS Bonus does not apply to international or premium SMS and MMS, content MMS, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, and any other message type set out in clause 47.7 above, and you will need to pay for these separately.
- 47.21 You will no longer receive the SMS and MMS Bonus if you cancel your Easy Business Casual Plan, or move to any other Telstra Mobile plan.
- 47.22 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 SMS Bonus except that the provisions pertaining to Excessive Use do not apply. In addition to your obligations under the Business FairPlay Policy, you must not use the SMS and MMS Bonus 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.

MessageBank® Bonus

- 47.23 If you take up a \$55, \$80 or \$105 Easy Business Casual Plan you will receive unlimited MessageBank® connection, diversion and retrieval in Australia (**MessageBank® Bonus**). The MessageBank Bonus won't count towards your Monthly Call Allowance.
- 47.24 The MessageBank® Bonus does not apply to Voice2Text, MessageBank®2Text, MemoMemo, or MessageBank® Plus and you will need to pay for these separately.
- 47.25 You will no longer receive the MessageBank® Bonus if you cancel your Easy Business Casual Plan or move to any other Telstra Mobile plan.

MessageBank® Plus Bonus

- 47.26 You are eligible to receive MessageBank Plus at no additional charge if you have a compatible Apple iPhone handset and you take up an \$80 or \$105 Easy Business Casual Plan (**MessageBank® Plus Bonus**).
- 47.27 You will no longer receive the MessageBank Plus Bonus if you cancel your Easy Business Casual Plan, move to a \$55 Easy Business Casual Plan or move to any other Telstra Mobile plan.
- 47.28 You may purchase MessageBank Plus for an additional \$5 per month if you have a compatible Apple iPhone handset and you take up a \$55 Easy Business Casual Plan. Standard diversion and retrieval charges will apply.

Other promotional offers

- 47.29 Easy Business Casual Plans are not available with any other Telstra mobile offer unless we tell you otherwise.

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Free Intra-Account calls

- 47.30 As an Easy Business Casual Plan customer, you can make free voice and video calls in Australia to other eligible Telstra mobile services in Australia on the same account (**Free Intra-Account calls**).
- 47.31 Eligible Telstra mobile services are services connected to a Easy Share Business Plans, Easy Business Plans, Easy Share Business SIM Plans, Easy Share Casual Plans and Business Performance Plans, No Lock In Business Plans, Telstra Business MobileMaximiser Plan, Telstra Business Mobile Cap Plan, Telstra Business Smartphone plan, Telstra 3G/Next G® Capped Plans (Business) or Telstra Ultimate Mobile Plans on the same account.
- 47.32 Free Intra-Account calls do not apply to international calls or international roaming calls.
- 47.33 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

FairPlay Policy - \$105 Easy Business Casual Plan

- 47.34 Our FairPlay Policy applies to the \$105 Easy Business Casual Plan except that the provisions pertaining to Excessive Use do not apply.
- 47.35 In addition to the Business FairPlay Policy, you must not use, or allow others to use, any service connected to a \$105 Easy Business Casual 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.

Cancelling your plan, changing your monthly charge or moving to another plan

- 47.36 You may cancel your plan, change your monthly charge or move to another in-market plan at any time without having to pay us an early termination charge. If you change or cancel your plan you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle

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Plan charges and monthly allowances

47.37 The plan charges and the monthly call, message and data allowances for your plan are set out below. Any unused monthly allowances are forfeited at the end of each month. All prices are GST inclusive.

Easy Business Casual Plans

Easy Business Casual Plans	\$55 Plan	\$80 Plan	\$105 Plan
Monthly Charge (doesn't include usage in excess of or excluded from the monthly allowances)	\$55.00	\$80.00	\$105.00
Monthly Call Allowance for standard calls and messages in Australia	\$550	\$950	Unlimited standard calls in Australia
Call charges for standard national voice and video calls - per 60 second block or part thereof	\$1.00	\$1.00	Unlimited, standard calls in Australia
Excess usage charges for standard national voice and video calls per 60 second block or part thereof after using more than your Monthly Call Allowance	\$0.30	\$0.30	Unlimited, standard calls in Australia
Standard SMS rate (to recipients in Australia)	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia	Unlimited standard SMS in Australia
MMS rate (per standard MMS to recipients in Australia)	Unlimited, standard MMS in Australia	Unlimited, standard MMS in Australia	Unlimited, standard MMS in Australia
Monthly Data Allowance for use in Australia	1GB	2GB	3GB
Excess data rate (per MB)	.03¢	.03¢	.03¢
MessageBank® retrieval and diversion rate – per 60 second block	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia	Unlimited MessageBank® diversion and retrieval in Australia
Unlimited Business Hours (9am to 5pm, Monday to Friday including Public Holidays)	N/A	Included	N/A

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MessageBank Plus for iPhones	\$5 per month (optional)	Included	Included
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48 Withdrawal of Data Packs, Introduction of Extra Data

Background and Application

- 48.1 From 12 May 2015, we're making changes to how we charge for data when you go over your included Monthly Data Allowance. You'll no longer be able to purchase data packs, except for certain plans, and instead our new Extra Data charging model will apply.
- 48.2 Unless we otherwise advise, this clause 48 applies to all old plans set out in this document, with the exceptions noted below.

Data Packs

- 48.3 On and from 12 May 2015, you'll no longer be able to purchase data packs. Any existing data pack will continue to apply (and count towards your monthly allowance) until you remove it. Once removed, it can't be reapplied.
- 48.4 This change doesn't apply to:
- (a) Telstra Mobile Broadband Business plans (you'll still be able to buy data packs for these plans until you switch your account to Extra Data); or
 - (b) fleet plans like Business Fleet Connect and Business Mobile Advantage (you'll still be able to buy data packs for these plans).

Extra Data

- 48.5 On and from 12 May 2015, if you take up a Go Business Mobile or Go Business Mobile Broadband Plan, or ask us to switch your account to Extra Data, we'll switch all eligible services in your account to our new Extra Data feature. This will replace the per MB excess usage rate, and any excess usage monthly cap will no longer apply, for those services moving forward.
- 48.6 With Extra Data, when you go over your plan's Monthly Data Allowance, we'll automatically add data to your Monthly Data Allowance for that month in 1GB blocks at a cost of \$10 per block (**Extra Data**). Extra Data is for use in Australia and expires at the end of that billing month
- 48.7 For eligible services on your account that support data sharing:
- (a) Extra Data will be shared between those services; and
 - (b) when you go over your shared data allowance, we'll add Extra Data blocks one-at-a-time to your shared data allowance.
- 48.8 Extra Data is not available for fleet plans like Business Fleet Connect and Business Mobile Advantage, and the standard per-MB excess data rate will continue to apply to these plans.

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49 Telstra Business Fleet Connect Plan

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Was available for new connections on and from 12 November 2013 until 6 July 2015.

Eligibility

- 49.1 To be eligible for a Telstra Business Fleet Connect Plan (**Fleet Connect Plan**) you must have an ABN, ACN or ARBN. We supply Fleet Connect Plans for business purposes and you must use Fleet Connect Plans predominantly for business purposes.
- 49.2 You cannot have a Telstra Corporate Plan, Telstra Government and Customised Plan, Telstra Business Cap Plan (including without limitation, Go Business Mobile Plans, Telstra Business Mobile Maximiser Plan, Business Performance Plan, Business Performance Data Share Packages, Telstra Business Mobile Cap Plan, Telstra 3G Mobile Plan, Telstra 3G Cap Plan, Telstra Next G Cap Plan, Telstra Business Choice Cap Plan, Telstra Mobile Ultimate Plan, Telstra Business and Smartphone Plan), Telstra Business Talk Plan, Telstra Business Talk Saver Plan, Telstra Business Untimed Plan, Telstra Business Mobile Select Plan, Telstra Share Data Plan, Telstra All-4-Biz Plan or Telstra Consumer Plan on the same account as your Fleet Connect Plan.

Availability

- 49.3 Fleet Connect Plans are not available for new or recontracting customers from 7 July 2015 onwards.
- 49.4 Fleet Connect Plans are available as a 24 month plan (**Fleet Connect Member Plan**) or a month-by-month casual plan (**Fleet Connect Casual Plan**).
- 49.5 If you want to connect your existing Telstra mobile service to a Fleet Connect Plan, you may need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.
- 49.6 Fleet Connect Plans are not available with any other Telstra mobile offer unless specified by us.

Contract term

- 49.7 If you have a Fleet Connect Member Plan, unless you make alternative arrangements, at the end of the minimum term your service will remain on a Fleet Connect Member Plan on a month-to-month basis but your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to a Fleet

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Connect Member Plan. You may recontract for a new Fleet Connect Member Plan if those plans are available for recontracting. If Fleet Connect Member Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

- 49.8 If you have a Fleet Connect Casual Plan, you may cancel your plan at the end of any billing month by telling us. If you cancel before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis. If Fleet Connect Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Handset Options

- 49.9 Fleet Connect Plans do not include a handset. If you take up a Fleet Connect Member plan you may bring your own compatible handset, or, for eligible customers, take up a 24 month Mobile Repayment Option (**MRO**) handset. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

- 49.10 MRO is not available with Fleet Connect Casual Plans. You must bring your own compatible handset for use if you take up a Fleet Connect Casual Plan.

FairPlay Policy

- 49.11 The Telstra FairPlay Policy – Business Use in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) (**Business FairPlay Policy**) applies to any unlimited component of the Fleet Connect Plans, except the provisions about Excessive Use.

- 49.12 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to a Fleet Connect Plan:

- (a) as a point of interconnect for calls from overseas into Australia;
- (b) 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);
- (c) to establish any point to point data connections with another modem: or
- (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.

- 49.13 Any use of a Fleet Connect Plan in these ways is a material breach incapable of remedy, and we may immediately suspend or cancel your service without notice to you.

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General

49.14 All amounts listed in this Fleet Connect Plan section of Our Customer Terms are inclusive of GST.

What's included

49.15 Each Fleet Connect Plan includes an allowance for certain types of usage as set out in the table below.

Monthly Fee	Monthly Call Allowance	SMS Bonus	MessageBank® diversion and retrieval or MessageBank Plus (iPhone users only)	Monthly Data Allowance
\$10	\$0	\$0	N/A	0MB
\$35	\$20	Unlimited	Unlimited	50MB
\$45	\$45	Unlimited	Unlimited	200MB
\$75	\$75	Unlimited	Unlimited	1GB
\$95	\$95	Unlimited	Unlimited	1.5GB
\$120	Unlimited	Unlimited	Unlimited	2GB
\$140	Unlimited	Unlimited	Unlimited	4GB
ALL TO STANDARD AUSTRALIAN NUMBERS (EXCLUDES USE OVERSEAS) UNUSED MONTHLY CALL ALLOWANCE AND DATA ALLOWANCES EXPIRE EACH MONTH				

49.16 If you have a Fleet Connect Plan with a \$140 Monthly Fee, your plan also includes an allowance of \$50 each month for voice and video calls, SMS and MMS from Australia to international numbers.

Optional Data Share SIM for \$140 Plan and \$120 Plan

49.17 If you have taken up a Fleet Connect Plan with a \$140 Monthly Fee or a \$120 Monthly Fee, you have the option to purchase a Data Share SIM for an additional \$10 per month (on top of your monthly plan charge) which allows you to share your mobile data between your SIM-ready device. Your data will also automatically be pooled with other Business Fleet Connect or Mobile Advantage Plan services on your account while in Australia (excludes \$10 Fleet Plan).

49.18 Your Data Share SIM can only be used for data. You can't use your Data Share SIM for voice calls or messaging. If you remove your Data Share SIM from your SIM-ready device and insert it into a mobile handset for the purposes of accessing data over the Telstra Mobile Network, we will block access to data from that mobile handset.

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49.19 You can purchase a compatible device to use with your Data Share SIM by taking up a MRO. The MRO terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).

Monthly Call Allowance and SMS Bonus

49.20 You can use your Monthly Call Allowance to make standard calls, which are most types of national direct dial calls and video calls made from within Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx and calls to most satellite phones, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code or mobile numbers commencing with only 04xx and any other calls as determined by us (**standard calls**).

49.21 Your SMS Bonus allows you to send unlimited standard messages in Australia to standard Australian mobile numbers, including most satellite phones. MMS messages are not included in your SMS Bonus.

49.22 You can't use your Monthly Call Allowance or SMS Bonus for calls/SMS/MMS to premium numbers (e.g. 19xx numbers), 1234, 12455 and 12456 numbers, Pivotal numbers, some satellite numbers, operator assisted and info calls (eg most 12xx numbers), Call Answer, Memo, PhonePage, bulk SMS sending services, content charges, any calls or messages of a kind not listed above as standard calls, or use while overseas.

Monthly Data Allowance

49.23 The terms that apply to your Monthly Data Allowance, including what data usage is eligible to be drawn from your Monthly 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 Fleet Connect Plan section of Our Customer Terms applies to your Monthly Data Allowance to the extent of any other inconsistencies with this section.

49.24 You may choose to acquire an additional Data Service with your Fleet Connect Plan (**Business Mobile Datapack**) on the terms (including price) set out in the applicable sections of [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#). If you acquire a Business Mobile Datapack, the data usage charges for that Business Mobile Datapack will apply to any data usage in excess of your Monthly Data Allowance.

Free Intra-Account calls

49.25 You can make national voice and video calls, and send SMS messages, in Australia, between mobile services connected to Fleet Connect Plans and Business Mobile Advantage Plans on the same account, for free. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.

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49.26 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Loyalty Bonus Credit

49.27 If you connect to a Fleet Connect Member Plan with a Monthly Fee or \$35 or more, you are eligible for a monthly credit set out in the table below (**Loyalty Bonus Credit**).

Monthly Fee	Monthly Loyalty Bonus Credit	Monthly Fee	Monthly Loyalty Bonus Credit
\$10	Not available.	\$95	\$15
\$35	\$3	\$120	\$15
\$45	\$5	\$140	\$20
\$75	\$10		

49.28 The Loyalty Bonus Credit is not available on Fleet Connect Casual Plans.

49.29 The Loyalty Bonus Credit will cease if you cancel your Fleet Connect Member Plan or move to another plan, or at the end of your 24 month term. Your Loyalty Bonus Credit will remain the same throughout the term of your contract even if you move to a Fleet Connect Member Plan with a higher Monthly Fee.

49.30 The Loyalty Bonus Credit is not transferable or redeemable for cash.

Plan Charges

49.31 For all Fleet Connect Plans, each month you must pay us:

- (a) your Monthly Fee;
- (b) for all standard calls which exceed your Monthly Call Allowance and for calls and messages which are not standard calls or eligible for your SMS Bonus; and
- (c) for all data usage in excess of or not eligible to draw from your Monthly Data Allowance.

Data charges

49.32 For all Fleet Connect Plans, the charges that apply for data usage in excess of or not eligible to draw from your Monthly Data Allowance are:

- (a) if you have a Business Mobile Datapack, the applicable charges set out in [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#); or

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- (b) if you do not have a Business Mobile Datapack, and:
 - (i) you have a Fleet Connect Plan with a Monthly Fee of \$10, \$2 per MB (charged per kilobyte).
 - (ii) you have a Fleet Connect Plan with a Monthly Fee of \$35 or more, 10c per MB (charged per kilobyte).

Standard charges

49.33 For all Fleet Connect Plans, we will charge you the following charges for the types of usage listed in the table below.

International SMS	50c per message per recipient
International MMS	75c per message per recipient
International roaming rates	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.

Fleet Connect Plan with a Monthly Fee of \$10

49.34 If you have a Fleet Connect Plan with a Monthly Fee of \$10, we will charge you the following charges for the types of usage listed in the table below.

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Type	Charge
Voice and video calls to standard Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers	20c call connection fee plus 30c per 30 seconds (charged per second)
SMS to standard Australian mobile numbers	25c per standard message, per recipient.
MMS to recipients in Australia with Australian mobile numbers	50c per message per recipient
Call Forward	6c per 30 seconds
MessageBank® Retrieval	14c per 30 seconds
MessageBank® Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

Fleet Connect Plan with a Monthly Fee of \$35 or more

49.35 The charges for standard calls made from your Fleet Connect Plan services with a Monthly Fee of \$35 or more depend on the number of eligible Telstra mobile plan services you have connected to your Fleet Connect Plan account (**Eligible Mobile Services**) at any one time, as set out in the following table:

Pricing Tier		Standard Call Rates (per 30 sec and charged per second)			
Tier	Number of Eligible Mobile Services	\$35 Monthly Fee	\$45 Monthly Fee	\$75 Monthly Fee	\$95 Monthly Fee
Tier 1	1 to 10	36¢	32.4¢	28.8¢	25.2¢
Tier 2	11 to 19	32¢	28.8¢	25.6¢	22.4¢
Tier 3	20 to 39	28¢	25.2¢	22.4¢	19.6¢
Tier 4	40 to 79	24¢	21.6¢	19.2¢	16.8¢
Tier 5	80 to 149	20¢	18¢	16¢	14¢
Tier 6	150 or more	16¢	14.4¢	12.8¢	11.2¢

49.36 Eligible Mobile Services are mobile services connected to a Fleet Connect Plan, Telstra Fleet Plus Plan, Telstra Business Mobile Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan, Telstra Mobile Broadband Plan, Telstra Mobile Broadband Shared Data Plan and Digital Office Technology Mobile Plan.

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49.37 Your Eligible Mobile Services (other than mobile services connected to a Fleet Connect Plan) will not receive the Fleet Connect Plan charges, a Loyalty Bonus Credit or Free Intra-Account calls set out in this section of Our Customer Terms. The terms and conditions, including prices, set out in the applicable section of Our Customer Terms and any other arrangement we have with you, apply to your Eligible Mobile Services.

49.38 If you add or remove Eligible Mobile Services, and qualify for a different Fleet Connect Plan pricing tier as a result, the charges for standard calls for your Fleet Connect Plan services will change automatically.

Fleet Connect Plan with a \$120 and \$140 Monthly Fee

49.39 If you have a Fleet Connect Plan with a \$120 and \$140 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance.

Changing your Fleet Connect Member Plan

49.40 We may allow you to change your original monthly spend or move to another plan during your minimum term in accordance with the table below. If your change requires you to restart your Fleet Connect Member Plan minimum term, you may do so only if the Fleet Connect Member Plans are still available for recontracting or available for sale to new customers.

Change	Terms
<p>If you move from a Fleet Connect Member Plan to another Fleet Connect Member Plan with a lower monthly spend</p>	<p>You will need restart your minimum term and pay us a \$50 Early Recontracting Fee. Your call rates, included allowances and Loyalty Bonus Credit (if applicable) will be adjusted on a pro-rata basis to reflect your new plan.</p>
<p>If you move from a Fleet Connect Member Plan to another Fleet Connect Member Plan with same or higher monthly spend</p>	<p>You do not need to restart your minimum term. Your call rates and included allowances will be adjusted on a pro-rata basis to reflect your new plan. The amount of your Loyalty Bonus Credit (if applicable) will remain the same.</p>
<p>If you move from a Fleet Connect Member Plan to a Fleet Connect Casual Plan with a higher Monthly Service Fee.</p>	<p>You will need to pay an early termination charge. You will also need to pay the balance of your MRO charge (if applicable).</p>
<p>If you move from a Fleet Connect Member Plan to a Fleet Connect Casual Plan with a lower Monthly fee.</p>	<p>You will need to pay an early termination charge and pay a \$50 Early Recontracting Fee. You will also need to pay the balance of your MRO charge (if applicable).</p>

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Change	Terms
If you move from a Fleet Connect Member Plan to a Business Performance Plan	You will need to restart your minimum term and pay a \$50 Early Recontracting Fee. You will need to pay the balance of your MRO charge (if applicable). You may also need to pay an early termination charge.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your MRO charge (if applicable).

Early termination charges for Fleet Connect Member Plans

49.41 You must pay an early termination charge (**ETC**) and Early Recontracting 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 your Fleet Connect Member Plan; or
- (b) you move to a plan with a lower Monthly Fee, a different Fleet Connect Member Plan, or take up a Fleet Connect Casual Plan or other non-approved plan.

49.42 The amount of any ETC payable is calculated in accordance with the following formula:

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 50\%$$

49.43 The ETC decreases over the minimum term and you can ask us to tell what ETC you will need to pay. The maximum ETC for each Fleet Connect Member Plan is:

Monthly Fee	Maximum ETC payable
\$10	\$120
\$35	\$420
\$45	\$540
\$75	\$900

Monthly Fee	Maximum ETC payable
\$95	\$1,140
\$120	\$1,440
\$140	\$1,680

50 Telstra Business Fleet Plus Plan

Availability

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Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Was available for new connections on and from 07 July 2015

Eligibility

- 50.1 To be eligible for a Telstra Business Fleet Plus Plan (Fleet Plus Plan) you must have an ABN, ACN or ARBN. We supply Fleet Plus Plans for business purposes and you must use Fleet Plus Plans predominantly for business purposes.
- 50.2 You cannot have a Telstra Corporate Plan, Telstra Government and Customised Plan, Telstra Business Cap Plan (including without limitation, Telstra Go Business Plan, Telstra Business Mobile Maximiser Plan, Business Performance Plan, Business Performance Data Share Packages, Telstra Business Mobile Cap Plan, Telstra 3G Mobile Plan, Telstra 3G Cap Plan, Telstra Next G Cap Plan, Telstra Business Choice Cap Plan, Telstra Mobile Ultimate Plan, Telstra Business and Smartphone Plan), Telstra Business Talk Plan, Telstra Business Talk Saver Plan, Telstra Business Untimed Plan, Telstra Business Mobile Select Plan, Telstra Share Data Plan, Telstra All-4-Biz Plan or Telstra Consumer Plan on the same account as your Fleet Plus Plan.

Availability

- 50.3 Fleet Plus Plans are available until they are withdrawn by us.
- 50.4 Fleet Plus Plans are available as a 24 month plan (Fleet Plus Contracted Plan) or a month-by-month casual plan (Fleet Plus Casual Plan).
- 50.5 If you want to connect your existing Telstra mobile service to a Fleet Plus Plan, you may need to cancel your current plan and pay us any applicable early termination and administration charges for that cancellation.
- 50.6 Fleet Plus Plans are not available with any other Telstra mobile offer unless specified by us.

Contract term

- 50.7 If you have a Fleet Plus Contracted Plan, unless you make alternative arrangements, at the end of the minimum term your service will remain on a Fleet Plus Plan on a month-to-month basis but your Loyalty Bonus Credit will cease at the end of the minimum term unless you recontract to a Fleet Plus Contracted Plan. You may recontract for a new Fleet Plus Contracted Plan if those plans are available for recontracting. If Fleet Plus Contracted Plans are no longer available at the end of your minimum term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

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50.8 If you have a Fleet Plus Casual Plan, you may cancel your plan at the end of any billing month by telling us. If you cancel before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis. If Fleet Plus Casual Plans are no longer available to new customers at the end of your monthly term, we may roll your service onto any other current plan that we consider is reasonably comparable. We will tell you before this happens.

Handset Options

50.9 Fleet Plus Plans do not include a handset. If you take up a Fleet Plus Contracted Plan you may bring your own compatible handset, or, for eligible customers, take up a 24 month Mobile Repayment Option (MRO) handset. The MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms. We may give you a Smartphone Bonus Offer (SBO) with your MRO. SBO is a monthly discount to offset the handset cost.

50.10 MRO is not available with Fleet Connect Casual Plans. You must bring your own compatible handset for use if you take up a Fleet Connect Casual Plan.

FairPlay Policy

50.11 The Telstra FairPlay Policy – Business Use in Part A – General of the Telstra Mobile section of Our Customer Terms (Business FairPlay Policy) applies to any unlimited component of the Fleet Plus Plans, except the provisions about Excessive Use.

50.12 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to a Fleet Plus Plan:

- (a) as a point of interconnect for calls from overseas into Australia;
- (b) 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);
- (c) to establish any point to point data connections with another modem: or
- (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.

50.13 Any use of a Fleet Plus Plan in these ways is a material breach incapable of remedy, and we may immediately suspend or cancel your service without notice to you.

General

50.14 All amounts listed in this Fleet Plus Plan section of Our Customer Terms are inclusive of GST.

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What's included

50.15 Each Fleet Plus Plan includes an allowance for certain types of usage as set out in the table below. The inclusions in the table is applicable to 24 month contract plans only. Some inclusions may not be eligible for Casual Plan.

	24 month contract				
Minimum monthly charge	\$40	\$60	\$90	\$130	\$200
Minimum cost over 24 months	\$960	\$1,440	\$2,160	\$3,120	\$4,800
Monthly Call Allowance for standard calls	\$40	\$60	Unlimited		
Calls to 18xx numbers	Included				
Standard messages	Unlimited				
Monthly Data Allowance	200MB	2GB	5GB	8GB	15GB
Excess Data	3c per MB				
MessageBank® retrieval and diversion	Unlimited				
MessageBank Plus for iPhone (iOS4.3+ required)	Included				
Data Share SIM	\$5 per month.		Includes one. Each additional SIM \$5 per month.		
Intra-Account calls	Free				
Monthly allowance for standard international calls and SMS from Australia	Standard rates apply. See call rates at telstra.com.au/customer-terms/business-government/telstra-mobile/other-call-types and SMS rates at telstra.com.au/customer-terms/business-government/telstra-mobile/sms-and-messaging		\$100		Unlimited
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time		Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be		Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may

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		available for a limited time	be available for a limited time
Monthly roaming allowance for use in Eligible Countries	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming		Unlimited calls and SMS to Australia and Eligible Countries. 1.5GB of data.
New Phone Feeling	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.	No redemption fee payable	
Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers.			

What you must pay each month

50.16 Each month you must pay us:

- (a) the minimum monthly charge for your Fleet Plus Plan;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) if you have an MRO, for any handset repayments (less any applicable SBO discount, if eligible);
- (d) any additional Data Share SIM you may take up (if eligible); and
- (e) any accessory repayments under an Accessory Repayment Option (ARO).

Monthly Call Allowance and unlimited standard messages

50.17 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.

50.18 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.

50.19 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and

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operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotal mobiles and any other calls or messages as determined by us.

50.20 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

50.21 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your Fleet Plus Plan which are connected to one of the following plans:

- Other Fleet Plus Plans
- Telstra Business Fleet Connect Plans
- Data Share SIM
- Telstra Business Mobile Advantage Plan
- Telstra Mobile Broadband Share Plan taken up after August 2011
- Telstra Business Mobile Data Pack Shareable

(Eligible Services).

50.22 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (Shared Monthly Data Allowance).

50.23 Any unused Monthly Data Allowance expires each month.

50.24 The terms that apply to your Monthly Data Allowance, including what data usage is eligible to be drawn from your Monthly 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 Fleet Plus Plan section of Our Customer Terms applies to your Monthly Data Allowance to the extent of any other inconsistencies with this section.

50.25 You may choose to acquire an additional Data Service with your Fleet Plus Plan (Business Mobile Datapack) on the terms (including price) set out in the applicable sections of Part G - Data Services of the Telstra Mobile Section of Our Customer Terms. If you acquire a Business Mobile Datapack, the data usage charges for that Business Mobile Datapack will apply to any data usage in excess of your Monthly Data Allowance.

MessageBank®

50.26 Fleet Plus Plans come with unlimited MessageBank® diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

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- 50.27 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text, or Memo, and you will need to pay for these separately.
- 50.28 Fleet Plus Plans come with MessageBank Plus at no additional charge for iPhone handsets running iOS 4.3 or higher.

Data Share SIM

- 50.29 Each Data Share SIM includes 100MB of data each month to use in Australia. Data Share SIMs do not have a voice capability.
- 50.30 The Data Share SIMs are casual and you can cancel them at anytime.
- 50.31 If you cancel your Fleet Plus Plan, any Data Share SIM attached to that Fleet Plus Plan will be cancelled.

Free Intra-Account calls

- 50.32 You can make national voice and video calls, and send SMS messages, in Australia, between mobile services connected to Fleet Plus Plans, Business Fleet Connect Plans on the same account, for free. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.
- 50.33 Our FairPlay Policy (set out in Part A – General of the Telstra Mobile section of Our Customer Terms) applies to Free Intra-Account calls.

Standard international calls and SMS

- 50.34 Standard international calls and SMS means calls and SMS from Australia to standard international fixed and mobile numbers in any country.

Overseas roaming allowance

- 50.35 The overseas roaming allowance on the Fleet Plus Plan \$200 can be used for roaming voice calls, SMS and mobile data usage in any country that is listed as an “Eligible Country” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (Eligible Country). The list of Eligible Countries is in clause 10 International Travel Pass of Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms.
- 50.36 While in an Eligible Country, the overseas roaming allowance can be used for voice calls and SMS to any Eligible Country or Australia.
- 50.37 The charge for excess data usage within the Eligible Countries is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms.

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Smartphone Bonus Offer

50.38 If you take up a Fleet Plus plan on 24 month contract and:

- (a) purchase an eligible handset on 24 month MRO; and
- (b) your Fleet Plus Plan and your MRO have the same length term and commence on the same day,

you may be eligible to receive an discount on your bill each month (SBO).

50.39 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

50.40 If your Contracted Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO.

Loyalty Bonus Credit

50.41 If you connect to a Fleet Plus Contracted Plan with a Monthly Fee of \$40 or more and you do not take up a handset with SBO, you are eligible for a monthly credit set out in the table below (Loyalty Bonus Credit).

Monthly Fee	Monthly Loyalty Bonus Credit	Monthly Fee	Monthly Loyalty Bonus Credit
\$10	Not available.	\$90	\$20
\$40	\$5	\$130	\$25
\$60	\$10	\$200	\$30

50.42 The Loyalty Bonus Credit is not available with a SBO or on Fleet Plus Casual Plans.

50.43 The Loyalty Bonus Credit will cease if you cancel your Fleet Plus Contracted Plan or move to another plan, or at the end of your 24 month term. Your Loyalty Bonus Credit will remain the same throughout the term of your contract even if you move to a Fleet Plus Contracted Plan with a higher Monthly Fee.

50.44 The Loyalty Bonus Credit is not transferable or redeemable for cash.

Excess data charges

50.45 For all Fleet Plus Plans, the charges that apply for data usage in excess of or not eligible to draw from your Monthly Data Allowance are:

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- (a) if you have a Business Mobile Datapack, the applicable charges set out in [Part G - Data Services of the Telstra Mobile Section of Our Customer Terms](#); or
- (b) if you do not have a Business Mobile Datapack, and:
 - (i) you have a Fleet Plus Plan with a Monthly Fee of \$10, \$2 per MB (charged per kilobyte).
 - (ii) you have a Fleet Plus Plan with a Monthly Fee of \$40 or more, 3c per MB (charged per kilobyte).

Standard charges

50.46 For all Fleet Plus Plans other than the \$200 plan, we will charge you the following charges for the types of usage listed in the table below.

International SMS	50c per message per recipient
International MMS	75c per message per recipient
International roaming rates	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.

Business Fleet Plan with a Monthly Fee of \$10

50.47 If you have a Business Fleet Plan with a Monthly Fee of \$10, we will charge you the following charges for the types of usage listed in the table below.

Type	Charge
Voice and video calls to standard Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers	20c call connection fee plus 30c per 30 seconds (charged per second)
SMS to standard Australian mobile numbers	25c per standard message, per recipient.
MMS to recipients in Australia with Australian mobile numbers	50c per message per recipient
Call Forward	6c per 30 seconds
MessageBank® Retrieval	14c per 30 seconds
MessageBank® Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient

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Fleet Plus Plan with a Monthly Fee of \$40 or more

50.48 The charges for standard calls made from your Fleet Plus Plan services with a Monthly Fee of \$40 or more depend on the number of eligible Telstra mobile plan services you have connected to your Fleet Plus Plan account (Eligible Mobile Services) at any one time, as set out in the following table:

Pricing Tier		Standard Call Rates (per 30 sec and charged per second)		
Tier	Number of Eligible Mobile Services	\$40 Monthly Fee	\$60 Monthly Fee	\$90, \$130, or \$200 Monthly Fee
Tier 1	1 to 39	28¢	24¢	Unlimited
Tier 2	40 to 149	20¢	16¢	Unlimited
Tier 3	150 or more	16¢	12¢	Unlimited

50.49 Eligible Mobile Services are mobile services connected to a Fleet Plus Plan, Telstra Business Fleet Connect, Telstra Business Mobile Advantage Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan, Telstra Mobile Broadband Plan, Telstra Mobile Broadband Shared Data Plan and Digital Office Technology Mobile Plan.

50.50 Your Eligible Mobile Services (other than mobile services connected to a Fleet Plus Plan) will not receive the Fleet Plus Plan charges, a Loyalty Bonus Credit or Free Intra-Account calls set out in this section of Our Customer Terms. The terms and conditions, including prices, set out in the applicable section of Our Customer Terms and any other arrangement we have with you, apply to your Eligible Mobile Services.

50.51 Your Eligible Mobile Services (other than mobile services connected to a Fleet Plus Plan) will not receive the Fleet Plus Plan charges, a Loyalty Bonus Credit or Free Intra-Account calls set out in this section of Our Customer Terms. The terms and conditions, including prices, set out in the applicable section of Our Customer Terms and any other arrangement we have with you, apply to your Eligible Mobile Services.

Fleet Plus Plan with a \$90, \$130 and \$200 Monthly Fee

50.52 If you have a Fleet Plus Plan with a \$90, \$130 and \$200 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance.

Changing your Fleet Plus Contracted Plan

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50.53 We may allow you to change your original monthly spend or move to another plan during your minimum term in accordance with the table below. If your change requires you to restart your Fleet Plus Contracted Plan minimum term, you may do so only if the Fleet Plus Contracted Plans are still available for recontracting or available for sale to new customers.

Change	Terms
If you move from a Fleet Plus Contracted Plan to another Fleet Plus Contracted Plan with a lower monthly spend	You will need restart your minimum term. Your call rates, included allowances and Loyalty Bonus Credit (if applicable) will be adjusted on a pro-rata basis to reflect your new plan.
If you move from a Fleet Plus Contracted Plan to a Fleet Plus Casual Plan with a higher Monthly Service Fee.	You will need to pay an early termination charge. You will also need to pay the balance of your MRO charge for your handset (if applicable).
If you move from a Fleet Plus Contracted Plan to a Fleet Plus Casual Plan with a lower Monthly fee.	You will need to pay an early termination charge. You will also need to pay the balance of your MRO for your handset charge (if applicable).
If you move from a Fleet Plus Contracted Plan to a Business Performance Plan	You will need to restart your minimum term. You will need to pay the balance of your MRO charge for your handset (if applicable). You may also need to pay an early termination charge.
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your MRO charge for your handset (if applicable).
If you or Telstra deactivate your service, you cancel your plan or you move to a pre-paid or casual plan or Telstra offer without a fixed term	You will need to pay us any early termination charges and pay the balance of your MRO charge for your handset (if applicable).

Early termination charges for Fleet Plus Contracted Plans

50.54 You must pay an early termination charge (ETC) and Early Recontracting 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 your Fleet Plus Contracted Plan; or

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(b) you move to a plan with a lower Monthly Fee, a different Fleet Plus Contracted Plan, or take up a Fleet Plus Casual Plan or other non-approved plan.

50.55 The amount of any ETC payable is calculated in accordance with the following formula:

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 50\%$$

50.56 The ETC decreases over the minimum term and you can ask us to tell what ETC you will need to pay. The maximum ETC for each Fleet Plus Contracted Plan is:

Monthly Fee	Maximum ETC payable	Monthly Fee	Maximum ETC payable
\$10	\$120	\$90	\$1,080
\$40	\$480	\$130	\$1,560
\$60	\$720	\$200	\$2,400

51 Corporate Net Rate Program

Availability

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

51.1 Corporate Net Rate Plans (including Tier 1 Plans and Tier 2 Plans) are not available to new customers or for recontracting to existing customers on and from 15 June 2009.

If your plan is withdrawn

51.2 If your existing selected Corporate Net Rate Plan is no longer available, we may transfer your existing service to any other current plan which is reasonably comparable. We will tell you before this happens.

Connecting under the Corporate Net Rate Program

51.3 If you have a Corporate Net Rate Program agreement with us, you can connect to our mobile networks under the Corporate Net Rate Program.

51.4 Customers on a Corporate Net Rate Plan will receive MessageBank Premium with no monthly access fee.

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Bonus Options

- 51.5 On a Corporate Net Rate Plan, you may choose one of the following Bonus Options:
- (a) Corporate Intra-Account: \$0.00 for the first 5 minutes (plus call connection fee) and a Corporate Intra-Account rate thereafter for voice calls from a Corporate Net Rate Plan service to any other mobile service within Australia on the same account; or
 - (b) a Corporate Business Hours rate for voice calls from a Corporate Net Rate Plan service between 9am and 5pm Monday to Friday; or
 - (c) a Corporate Any Mobile Network rate for voice calls from a Corporate Net Rate Plan service to any mobile service on any network within Australia, excluding any satellite network at any time; or
 - (d) a Corporate On Net rate for voice calls from your Corporate Net Rate Plan service(s) to any Telstra mobile service within Australia, excluding any satellite network at any time; or
 - (e) Corporate Free FlagFall: no call connection fee and the standard CNR charging rate for voice calls from a Corporate Net Rate Plan service to any mobile or fixed service on any network within Australia, excluding any satellite network at any time.

51.6 If you do not select a bonus option, customers on Corporate Net Rate Plans will automatically receive the Corporate Business Hours bonus option.

51.7 Call charging under the Bonus Options does not apply to premium content and information services and some calls including data calls (such as SMS, MMS, Push To Talk, GPRS, 3G, HSDPA, BigPond Mobile Services and i-mode), 1900 and 12, emergency calls, Telstra Mobile Satellite (01471), Optus MobileSat (0145), international calls and international roaming calls, operator assisted calls or directory assistance calls to 1223, MessageBank deposits and retrievals, premium content and information services, value added services (such as reminder and wake up calls), Dial It Services (weather and time) Memo & PocketNews and diversion calls. We will not charge you for any calls to numbers commencing with 1800.

Loyalty Bonus

51.8 If you entered a Corporate Net Rate Program agreement before 15 December 2003, you will receive a monthly loyalty bonus for each service connected to a 24 month Corporate Net Rate Plan with a monthly spend of \$40 or more. The loyalty bonus is set out below in the table of charges.

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51.9 On and from 15 December 2003, if you enter into a new Corporate Net Rate Program agreement, you can choose either a monthly loyalty bonus or a subsidised handset under a Phone Option.

51.10 This choice is available for each service that connects to a 24 month Corporate Net Rate Plan with a monthly spend of \$40 or more after 15 December 2003.

51.11 If you choose the Phone Option, you are not eligible to receive a loyalty bonus or to take up a Mobile Repayment Option.

Corporate Net Rate Groups function

51.12 With a Corporate Net Rate Program agreement, you will be provided with the Corporate Net Rate Group function. This function allows you to aggregate the monthly network access charges and call charges and share monthly included calls across all Corporate Net Rate Plans under your agreement.

Not available with other offers

51.13 The Corporate Net Rate Program is not available with any other offer.

Our Customer Terms

Telstra Mobile Section

Part B – Pricing Plans – Old Business and Corporate Plans

Charges

51.14 We charge you the following charges for Corporate Net Rate Plans. Any unused included calls are forfeited at the end of each month. Included calls do not include some call types including directory assistance calls to 1223.

Corporate Net Rate Plans – Contract term – 12 months or 24 months	10		40		70		100	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$36.36	\$40.00	\$63.64	\$70.00	\$90.91	\$100.00
Included National, MessageBank, and SMS in excess of additional data plan allowance (other charges are excluded).	Nil	Nil	\$36.36	\$40.00	\$63.64	\$70.00	\$90.91	\$100.00
Loyalty Bonus (per month) for contract term of 24 months	Nil	Nil	\$9.09	\$10.00	\$13.64	\$15.00	\$18.18	\$20.00
Charges for calls to an Australian fixed or mobile number (at all times) – each second (plus call connection fee)	0.67¢	0.73¢	0.61¢	0.67¢	0.58¢	0.63¢	0.55¢	0.6¢
Corporate Business Hours Call Charges – each second (plus call connection fee)	0.46¢	0.50¢	0.46¢	0.50¢	0.46¢	0.50¢	0.46¢	0.50¢
Corporate Intra-Account Call Charges – call connection fee plus \$0.00 for the first 5 mins and per second rate thereafter	0.15¢	0.17¢	0.15¢	0.17¢	0.15¢	0.17¢	0.15¢	0.17¢

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Corporate Net Rate Plans – Contract term – 12 months or 24 months	10		40		70		100	
Corporate Any Mobile Call Charges – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate On Net Call Charges – each second (plus call connection fee)	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢
Corporate Free FlagFall – each second (no call connection fee)	0.67¢	0.73¢	0.61¢	0.67¢	0.58¢	0.63¢	0.55¢	0.6¢
Connection fee for calls to an Australian fixed or mobile number	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢

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Corporate Net Rate Plans – Contract term – 12 months or 24 months	150		250		500	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$136.36	\$150.00	\$227.27	\$250.00	\$454.55	\$500.00
Included National, MessageBank, and SMS in excess of additional data plan allowance (other charges are excluded).	\$136.36	\$150.00	\$227.27	\$250.00	\$454.55	\$500.00
Loyalty Bonus (per month) for contract term of 24 months	\$22.73	\$25.00	\$27.27	\$30.00	\$36.36	\$40.00
Charges for calls to an Australian fixed or mobile number (at all times) – each second (plus call connection fee)	0.52¢	0.57¢	0.48¢	0.53¢	0.45¢	0.50¢
Corporate Business Hours Call Charges – each second (plus call connection fee)	0.46¢	0.50¢	0.46¢	0.50¢	0.46¢	0.50¢
Corporate Intra-Account Call Charges – call connection fee plus \$0.00 for the first 5 mins and per second rate thereafter	0.15¢	0.17¢	0.15¢	0.17¢	0.15¢	0.17¢
Corporate Any Mobile Call Charges – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate On Net Call Charges – each second (plus call connection fee)	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢
Corporate Free FlagFall – each second (no call connection fee)	0.52¢	0.57¢	0.48¢	0.53¢	0.45¢	0.50¢
Connection fee for calls to an Australian fixed or mobile number	13.64¢	15¢	13.64¢	15¢	13.64¢	15¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Pricing Plans – Old Business and Corporate Plans

GPRS, 3G and HSDPA charges

51.15 We charge you the following for using our GPRS, 3G and HSDPA capabilities on a pay as you go basis if:

- (a) you connect to one of the following Corporate Net Rate Plans between 12 December 2003 and 30 June 2004; or
- (b) you are already on one of these plans and you ask us for this pricing between 12 December 2003 and 30 June 2004.

The session fee is payable every time you access the service. After each 24 hours of continuous connection, an additional session fee will apply.

GPRS, 3G and HSDPA PAYG option	GST excl.	GST incl.
Session fee	18.1818¢	20¢
For each kilobyte sent or received in a particular session (per kilobyte)		
Corporate Net Rate 10	0.8182¢	0.90¢
Corporate Net Rate 40	0.6¢	0.66¢
Corporate Net Rate 70	0.50¢	0.55¢
Corporate Net Rate 100	0.4545¢	0.50¢
Corporate Net Rate 150	0.4091¢	0.45¢
Corporate Net Rate 250	0.3909¢	0.43¢
Corporate Net Rate 500	0.3636¢	0.40¢

When calculating data volumes:

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

51.16 For more information on these services and other pricing information, see [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#).

52 Corporate Rate Program – all customers

Terms apply to all customers

52.1 The terms in this clause apply to all Corporate Rate Program customers.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Pricing Plans – Old Business and Corporate Plans

Availability

The Corporate Rate Plan 150, the Corporate Rate Plan 250 and the Corporate Rate Plan 500 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.

If your plan is withdrawn

- 52.2 If your selected existing Corporate Rate Plan is no longer available, we may transfer your existing service to any other current plan which is reasonably comparable. We will tell you before this happens.

Eligibility for Corporate Rate Plans

- 52.3 To be eligible for a Corporate Rate Plan with Phone Option, you must have a Corporate Rate Program agreement or a Corporate Select Program agreement which allows the connection of subsidised handset contracts. However, the Corporate Rate 10 Plan is only available if you have entered into a Corporate Rate Program agreement.

Call charge options

- 52.4 Under the Corporate Rate Program, you may choose one of the following call charge options:

- (a) an Intra-Account rate for voice calls from your Corporate Rate Plan services to any other service within Australia on the same account; or
- (b) an Off-Peak Period rate for voice calls from your Corporate Rate Plan services between 7pm and 7am Monday to Saturday and from 7pm Saturday to 7am Monday; or
- (c) a MobileNet to MobileNet rate for voice calls from your Corporate Rate Plan service to any other mobile service on our networks; or
- (d) a Corporate Peak rate for voice calls from your Corporate Rate Plan service between 9am and 5pm Monday to Friday (we will nominate which Corporate Peak option applies to you).

- 52.5 If you do not select a call charge option, you will automatically receive the MobileNet to MobileNet call charge option.

- 52.6 Call charging under the call charge options does not apply to premium content and information services and some calls including all data calls (such as SMS, BigPond Mobile Services, MMS, Push To Talk, GPRS, 3G, HSDPA and i-mode), 1900 and 12, emergency calls, Telstra Mobile Satellite (01471), Optus MobileSat (0145), international calls and international roaming calls, operator assisted calls or directory assistance calls to 1223, MessageBank deposits and retrievals, premium content and information services, value added services (such

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as reminder and wake up calls), Dial It service (weather and time) Memo, & PocketNews, and diversion calls. We will not charge you for any calls to numbers commencing with 1800.

MessageBank

52.7 On a Corporate Rate Plan, you will receive MessageBank Premium with no monthly access fee. The MessageBank Premium charges are set out in [Part F – Managing Calls of the Telstra Mobile section of Our Customer Terms](#).

Included calls

52.8 If you use all of your monthly included SMS, but have not used all of your monthly included voice and MessageBank calls, you can use your excess included voice and MessageBank calls to pay for any additional SMS.

52.9 You cannot use your included SMS for other charges, including charges for using content services or Premium SMS charges.

52.10 Otherwise, any unused included calls are forfeited at the end of each month.

Not available with other offers

52.11 Except for the Corporate Group Program, the Corporate Rate Program is not available in conjunction with any other offer.

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Charges

52.12 We charge you the following charges for the Corporate Rate Plans:

Corporate Rate Plans	10 (Service Only)		40 with Phone Option		70 with Phone Option		100 with Phone Option	
Minimum contract term	Nil		24 months		24 months		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$36.36	\$40.00	\$63.64	\$70.00	\$90.91	\$100.00
Included National and MessageBank Premium Calls per month	Nil	Nil	\$27.27	\$30.00	\$54.55	\$60.00	\$81.82	\$90.00
Included SMS per month	Nil	Nil	\$9.09	\$10.00	\$13.64	\$15.00	\$18.18	\$20.00
Call charges to an Australian fixed or mobile number – at all times – each second (plus call connection fee)	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢
Off Peak Period / Intra-Account / MobileNet-to-MobileNet option – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate Peak option – as specified in your Corporate Rate Program agreement – each second								
Option CPA or	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Option CPB	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢
Connection fee for calls to an Australian fixed or mobile number	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢

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Telstra Mobile Section

Part B – Pricing Plans – Old Business and Corporate Plans

	The Corporate Rate Plan 150, the Corporate Rate Plan 250 and the Corporate Rate Plan 500 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.					
Corporate Rate Plans	150 with Phone Option		250 with Phone Option		500 with Phone Option	
Minimum contract term	24 months		24 months		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$136.36	\$150.00	\$227.27	\$250.00	\$454.55	\$500.00
Included National and MessageBank Premium Calls per month	\$127.27	\$140.00	\$218.18	\$240.00	\$445.45	\$490.00
Included SMS per month	\$27.27	\$30.00	\$36.36	\$40.00	\$45.45	\$50.00
Call charges to an Australian fixed or mobile number – at all times – each second (plus call connection fee)	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢
Off Peak Period / Intra-Account / MobileNet-to-MobileNet option – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate Peak option – as specified in your Corporate Rate Program agreement – each second						
Option CPA or	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Option CPB	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢
Connection fee for calls to an Australian fixed or mobile number	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Pricing Plans – Old Business and Corporate Plans

GPRS, 3G and HSDPA charges

52.13 We charge you the following for using GPRS, 3G or HSDPA capabilities on a pay as you go basis if:

- (a) you enter a Corporate Rate Program agreement and connect to a Corporate Rate Plan between 12 December 2003 and 30 June 2004; or
- (b) you are already on one of these plans and you ask us for this pricing between 12 December 2003 and 30 June 2004.

The session fee is payable every time you access the service. After each 24 hours of continuous connection, an additional session fee will apply.

GPRS, 3G and HSDPA PAYG option	GST excl.	GST incl.
Session fee	18.1818¢	20¢
For each kilobyte sent or received in a particular session (per kilobyte)	0.7¢	0.77¢

When calculating data volumes:

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

52.14 For more information on these services and other pricing information, see [Part G – Data Services of the Telstra Mobile section of Our Customer Terms](#).

Phone Option

52.15 From 31 May 2004, if your Corporate Rate Program permits the connection of new subsidised handset contracts, customers who connect to a Corporate Rate Plan for 24 months will receive a subsidised handset under a Phone Option.

52.16 The Phone Option is not available to customers connected to Corporate Rate Plan 10 or any other “service only” default Corporate Rate Plan nominated under your Corporate Rate Program Agreement.

52.17 You must pay us your chosen monthly spend each month for the contract term. You must also pay us for any call charges beyond your included calls and for other services you use.

52.18 At the end of the contract term, the service will move onto the “service only” default Corporate Rate Plan nominated under your Corporate Rate Program Agreement.

Part B – Pricing Plans – Old Business and Corporate Plans

52.19 We may allow you to adjust your original monthly spend by choosing another monthly spend. If you do so, your call rates, included calls and monthly spend will be adjusted to reflect the new monthly spend.

52.20 You will need to restart your contract term, if you decrease your original monthly spend or if you wish to move to another plan with a fixed contract term. You will not need to restart your contract term or change your original monthly spend, if you increase your monthly spend.

52.21 You must pay us an early termination charge reasonably determined by us, if you terminate your mobile service or move to another plan with a fixed contract term during the contract term.

52.22 We may also charge you a fee of \$50 (incl. GST), if you choose to move to a fixed term offer with a monthly spend/access fee which is lower than your original monthly spend, at any time within your contract term.

53 Corporate Rate Program – customers from 12 Feb 2003

When these terms apply

53.1 The terms in the clause apply customers who enter into a Corporate Rate Program agreement on or after 12 February 2003.

Other terms applying to Corporate Rate Plan services

53.2 The following terms also apply to Corporate Rate Plan services:

- (a) the Telstra Mobile section of Our Customer Terms; and
- (b) the terms of the particular mobile service you connect to.

53.3 If there is any inconsistency between this clause and other sections or documents of Our Customer Terms, this clause will prevail.

Availability

53.4 The Corporate Rate Plan 150, the Corporate Rate Plan 250 and the Corporate Rate Plan 500 are **not available for new connections or for recontracting to existing customers on and from 15 June 2009.**

If your plan is withdrawn

53.5 If your existing selected Corporate Rate Plan is no longer available, we may transfer your existing service to any other current plan which is reasonably comparable. We will tell you before this happens.

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Adding existing services to the Program

- 53.6 Any mobile service connected to a more4business Member Plan will be moved to Corporate Rate 10 Plan or any other plan which we consider to be the nearest equivalent plan at the end of the service's contract term.
- 53.7 Any services subject to an existing handset contract when your Corporate Rate Program agreement commences will continue on their existing contract until the end of the contract term, unless they are terminated. When the relevant handset contract expires, the service will be transferred to your negotiated "service only" default Corporate Rate Plan.
- 53.8 You can ask us to cancel an existing contract, if you want the Corporate Rate Program discounted pricing to apply sooner. You must pay any charges for early termination of the service. Any deferred payment commitments on the services will continue to apply.

New handset contracts connected under "service-only" Corporate Rate Program Agreements

- 53.9 If your Corporate Rate Program Agreement does not allow the connection of handset contracts and you enter into a new handset contract after your Corporate Rate Program agreement commences, the handset contract will be terminated and you must pay any applicable early termination charges for the service. The service will then be transferred to your negotiated "service only" default Corporate Rate Plan.

Expiry and termination

- 53.10 If the Corporate Rate Program agreement expires or is terminated:
- (a) the Corporate Rate Plan charges will no longer apply;
 - (b) the charges payable under the more4business Casual Plan 20 or the nearest equivalent plan we nominate will apply; and
 - (c) you will continue to be liable for any breach of the Corporate Rate Program agreement which occurred before the expiry or termination of the Corporate Rate +Program agreement.

Confidential information

- 53.11 The Corporate Rate Program agreement and any information we exchange under it is confidential and may not be disclosed by the person receiving the information to any person except:
- (a) to their employees or advisers to the extent necessary to perform, enforce or advise upon this Corporate Rate Program agreement; or
 - (b) with the consent of the person providing the information; or

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- (c) if required by law or applicable stock exchange rules; or
- (d) if strictly required in connection with legal proceedings or a dispute resolution procedure relating to the Corporate Rate Program agreement; or
- (e) if the information is generally and publicly available.

53.12 If your Corporate Rate Program agreement specifies a dealer to service your Corporate Rate Program account and services, we will disclose to the dealer the following information:

- (a) your Minimum Quarterly Commitment, as varied from time to time; and
- (b) the term of the Corporate Rate Program agreement,

to allow us to pay commissions to the dealer.

53.13 When we disclose information to the dealer, we will not disclose any details which identify you. However, the dealer may be able to infer your identity from the information.

53.14 The obligations of confidentiality imposed by the Corporate Rate Program agreement continue after the expiry or termination of the agreement.

Joint and individual liability – related bodies corporate

53.15 If your related body corporate holds an account under your Corporate Rate Program agreement:

- (a) it must comply with your Corporate Rate Program agreement;
- (b) your obligations under the Corporate Rate Program agreement also bind it jointly and individually; and
- (c) any notice given to you will be treated as notice to it.

53.16 If a related body corporate's account expires or is terminated, it will remain liable for the period before the expiry or termination of the Corporate Rate Program agreement.

54 Corporate Rate Program – customers from 17 May 2004

When these terms apply

54.1 The terms in this clause apply customers who enter into a Corporate Rate Program agreement on or after 17 May 2004.

Part B – Pricing Plans – Old Business and Corporate Plans

Availability

54.2 The Corporate Rate Plan 150, the Corporate Rate Plan 250 and the Corporate Rate Plan 500 are **not available for new connections or for recontracting to existing customers on and from 15 June 2009.**

If your plan is withdrawn

54.3 If your existing selected Corporate Rate Plan is no longer available, we may transfer your existing service to any other current plan which is reasonably comparable. We will tell you before this happens.

Charges

54.4 We charge you the following charges for Corporate Rate Plans under a Corporate Rate Program Agreement entered into on or after 17 May 2004. These charges are in place of the charges set out under “Corporate Rate Program – all customers” above.

Corporate Rate Plans	10 (Service only)		40 with Phone Option		70 with Phone Option		100 with Phone Option	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Minimum contract term	Nil		24 months		24 months		24 months	
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$36.36	\$40.00	\$63.64	\$70.00	\$90.91	\$100.00
Included National and MessageBank Premium Calls per month	\$9.09	\$10.00	\$27.27	\$30.00	\$54.55	\$60.00	\$81.82	\$90.00
Included SMS per month	Nil	Nil	\$9.09	\$10.00	\$13.64	\$15.00	\$18.18	\$20.00
Call charges to an Australian fixed or mobile number – at all times – each second (plus call connection fee)	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢
Off Peak Period / Intra-Account / MobileNet-to-MobileNet option – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate Peak option – as specified in your Corporate Rate Program agreement – each second								
Option CPA or	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Option CPB	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢

Part B – Pricing Plans – Old Business and Corporate Plans

Corporate Rate Plans	10 (Service only)		40 with Phone Option		70 with Phone Option		100 with Phone Option	
Connection fee for calls to an Australian fixed or mobile number	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢

	The Corporate Rate Plan 150, the Corporate Rate Plan 250 and the Corporate Rate Plan 500 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.					
Corporate Rate Plans	150 with Phone Option		250 with Phone Option		500 with Phone Option	
Minimum contract term	24 months		24 months		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$136.36	\$150.00	\$227.27	\$250.00	\$454.55	\$500.00
Included National and MessageBank Premium Calls per month	\$127.27	\$140.00	\$218.18	\$240.00	\$445.45	\$490.00
Included SMS per month	\$27.27	\$30.00	\$36.36	\$40.00	\$45.45	\$50.00
Call charges to an Australian fixed or mobile number – at all times – each second (plus call connection fee)	0.67¢	0.73¢	0.67¢	0.73¢	0.67¢	0.73¢
Off Peak Period / Intra-Account / MobileNet-to-MobileNet option – each second (plus call connection fee)	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Corporate Peak option – as specified in your Corporate Rate Program agreement – each second						
Option CPA or	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Option CPB	0.45¢	0.50¢	0.45¢	0.50¢	0.45¢	0.50¢
Connection fee for calls to an Australian fixed or mobile number	14.54¢	16¢	14.54¢	16¢	14.54¢	16¢

Other terms

54.5 With the exception of the charges set out under “Corporate Rate Program – all customers” above, the terms of clause 3 above and clause 4 above of this Section will apply to Corporate Rate Plans under a Corporate Rate Program Agreement entered into on or after 17 May 2004.

Part B – Pricing Plans – Old Business and Corporate Plans

55 Telstra Corporate Plans

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

(a) Terms which apply to all Telstra Corporate Plans

Availability

55.1 The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are **not available for new connections or for recontracting to existing customers on and from 15 June 2009.**

If your plan is withdrawn

55.2 If your existing selected Telstra Corporate Plan is no longer available, we may transfer your existing service to any other current plan which is reasonably comparable. We will tell you before this happens.

Eligibility

55.3 To be eligible to connect mobile services under a Telstra Corporate Plan, you must have a current Telstra Corporate Plan customer agreement that was entered into with us on or before 18 September 2008 (unless we otherwise agree).

Existing mobile services

55.4 Once you sign your Telstra Corporate Plan customer agreement, we will automatically migrate all your existing casual Telstra mobile services to the Telstra Corporate Default Plan.

55.5 Your contracted or member Telstra mobile services will continue on their existing plan until the end of their minimum contract term. At the end of their minimum contract term, we will automatically migrate them to the Telstra Corporate Default Plan.

55.6 If you want to connect your existing contracted or member Telstra mobile services to a Telstra Corporate Plan before the end of their minimum contract term, you will need to cancel the existing plan and pay us any applicable early termination charges, administration charges and/or migration charges.

Charging Option

55.7 You must choose one of the following Charging Options under your Telstra Corporate Plan customer agreement:

(a) per second charging (plus call connection fee); or

(b) 30 second block charging (with no call connection fee).

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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55.8 Your chosen Charging Option will apply to all your Telstra Corporate Plan mobile services.

Intra-account rate

55.9 On a Telstra Corporate Plan, you will be charged the special intra-account rate described below for national voice calls made to any other mobile service within Australia on the same account.

Benefit	Description
No call connection fee	There will be no call connection fee for national voice calls made to any other mobile service on the same account.
10¢ for 10 min	<p>You will be charged the following rates for national voice calls made to any other mobile service within Australia on the same account:</p> <p>(a) 10 cents (including GST) for the first 10 minutes (or part thereof); and</p> <p>(b) after the first 10 minutes, the standard call rates for national voice calls to an Australian mobile number under your Telstra Corporate Plan will apply.</p> <p>For the avoidance of doubt, your chosen Telstra Corporate Plan Business Option rate will not apply to calls made to any other mobile service on the same account and charged at the intra-account rate described above.</p>

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

Business Option

55.11 Under your Telstra Corporate Plan customer agreement, you must choose one of the following Business Options. Your chosen Business Option will apply to all your mobile services connected under a Telstra Corporate Plan.

Business Option	Description
Business Hours	You will be charged at the special Business Hours rate set out in the charges table below for national voice calls to all fixed lines and mobile numbers on any network within Australia between 7am and 7pm, 7 days a week.
Any Mobile	You will be charged at the special Any Mobile rate for national voice calls to all mobile numbers on any network within Australia, 24 hours a day, 7 days a week.
Telstra Mobile	You will be charged at the special Telstra Mobile rate for national voice calls to all Telstra mobile services within Australia, 24 hours a day, 7 days a week.

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- 55.12 Your Business Option does not apply to premium content and information services and some calls including calls made to any other mobile service on the same account, calls to numbers beginning with 19, 12, 13, 1300, emergency calls, calls to Telstra Mobile Satellite services, calls to Optus satellite phones, diversion calls, value added services (such as reminder and wakeup calls) Dial It Services (weather and time), Operator Assisted calls, calls involving third party content charging, international and international roaming calls, MessageBank deposits and retrievals, Memo and PocketNews and all data calls (such as SMS, MMS, Push To Talk, GPRS, 3G, HSDPA, i-mode and BigPond Mobile Services). We will not charge you for any calls to numbers commencing with 1800.
- 55.13 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section](#) of Our Customer Terms) applies to the use of your Business Option.

MessageBank

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

Joint and individual liability for related accounts

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

Not available with other offers

- 55.16 Telstra Corporate Plans are not available with any other Telstra offer unless we tell you otherwise.

(b) Telstra Corporate Phone Plans

- 55.17 You can buy a handset from us at a subsidised price when you connect to our network under a Telstra Corporate Phone Plan for a minimum contract term of 24 months.
- 55.18 You must pay us your chosen monthly network access charge each month for the contract term of your Telstra Corporate Phone Plan. You must also pay us for any call charges beyond your included calls and for other services you use.

Part B – Pricing Plans – Old Business and Corporate Plans

Changing your monthly spend or plan

55.19 We may allow you to change your chosen monthly network access charge or move to another plan during your minimum contract term. The terms applying to these changes are set out in the table below.

Change	Terms
If you move to a Telstra Corporate Phone Plan with a lower monthly network access charge	You will need to cancel your Telstra Corporate Phone Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$50 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.
If you move to a Telstra Corporate Phone Plan with a higher monthly network access charge	You do not need to restart your minimum contract term. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle. You may move back to your original monthly network access charge (or a higher monthly network access charge) at any time without restarting your minimum contract term, however you will need to pay a \$50 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.
If you move to a Telstra Corporate Default Plan	You will need to cancel your Telstra Corporate Phone Plan. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed contract term and a lower monthly spend/access fee	You will need to cancel your Telstra Corporate Phone Plan and restart your contract term. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed contract term and the same or a higher monthly spend/access fee	You will need to cancel your Telstra Corporate Phone Plan and restart your contract term. You will also need to pay an early termination charge.
If you move to another plan with a casual contract term	You will need to cancel your Telstra Corporate Phone Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Cancelling your plan (Early Termination Charges)

55.20 You may cancel your Telstra Corporate Phone Plan at any time by telling us.

55.21 If you or we cancel your Telstra Corporate Phone Plan (or mobile service) during your minimum contract term, we may require you to pay the early termination charge set out in your Telstra Corporate Plan customer agreement (or application form). We may also require you to pay a \$50 administration fee.

Part B – Pricing Plans – Old Business and Corporate Plans

When your contract ends

55.22 At the end of your minimum contract term, your mobile service will automatically roll onto the Telstra Corporate Default Plan.

55.23 If the Telstra Corporate Default Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

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

(c) Telstra Corporate SIM Plans

55.25 You must pay us your chosen monthly network access charge each month for the contract term of your Telstra Corporate SIM Plan. You must also pay us for any call charges beyond your included calls and for other services you use.

Changing your monthly network access charge or plan

55.26 We may allow you to change your chosen monthly network access charge or move to another plan during your minimum contract term. The terms applying to these changes are set out in the table below.

Change	Terms
<p>If you move to a Telstra Corporate SIM Plan with a lower monthly network access charge</p>	<p>You will need to cancel your Telstra Corporate SIM Plan and restart your minimum contract term. You will also need to pay an early termination charge and a \$50 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.</p>
<p>If you move to a Telstra Corporate SIM Plan with a higher monthly network access charge</p>	<p>You do not need to restart your minimum contract term. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.</p> <p>You may move back to your original monthly network access charge (or a higher monthly network access charge) at any time without restarting your minimum contract term, however you will need to pay a \$50 administration fee. We will apply your new monthly network access charge, included calls and call rates on a pro rata basis until the beginning of the next billing cycle.</p>
<p>If you move to a Telstra Corporate Default Plan</p>	<p>You will need to cancel your Telstra Corporate SIM Plan. You will also need to pay an early termination charge and a \$50 administration fee.</p>

Part B – Pricing Plans – Old Business and Corporate Plans

Change	Terms
If you move to another plan with a fixed contract term and a lower monthly spend/access fee	You will need to cancel your Telstra Corporate SIM Plan and restart your contract term. You will also need to pay an early termination charge and a \$50 administration fee.
If you move to another plan with a fixed contract term and the same or a higher monthly spend/access fee	You will need to cancel your Telstra Corporate SIM Plan and restart your contract term. You will also need to pay an early termination charge.
If you move to another plan with a casual contract term	You will need to cancel your Telstra Corporate SIM Plan. You will also need to pay an early termination charge and a \$50 administration fee.

Cancelling your plan (Early Termination Charges)

55.27 You may cancel your Telstra Corporate SIM Plan at any time by telling us.

55.28 If you or we cancel your Telstra Corporate SIM Plan (or mobile service) during your minimum contract term, we may require you to pay the early termination charge set out in your Telstra Corporate Plan customer agreement (or application form). We may also require you to pay a \$50 administration fee.

When your contract ends

55.29 At the end of your minimum contract term, your mobile service will automatically roll onto the Telstra Corporate Default Plan.

55.30 If the Telstra Corporate Default Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

55.31 Unless your Telstra Corporate Plan customer agreement states otherwise, you can apply for a Mobile Repayment Option (set out in [Part C – Special Promotions of the Telstra Mobile section of Our Customer Terms](#)) with any Telstra Corporate SIM Plan.

(d) Telstra Corporate Default Plans

55.32 You must pay us the monthly network access charge each month. You must also pay us for any call charges beyond your included calls and for other services you use.

Cancelling your plan

55.33 You may cancel your Telstra Corporate Default Plan or move to a Telstra Corporate Phone Plan or a Telstra Corporate SIM Plan (if permitted under your

Part B – Pricing Plans – Old Business and Corporate Plans

Telstra Corporate Plan customer agreement) or move to any other Telstra plan at any time by telling us.

If your plan is no longer available

55.34 If your Telstra Corporate Default Plan is no longer available, we may roll your mobile service onto another current plan which is reasonably comparable. We will tell you before this happens.

Mobile Repayment Option

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

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Telstra Mobile Section

Part B – Pricing Plans – Old Business and Corporate Plans

(e) Charges

Per second Charging Option

55.36 If you have chosen per second charging (plus call connection fee) as your Charging Option, we charge you the following charges for Telstra Corporate Plans. You cannot use your included calls for some calls including calls to 1234 service, third party content charges, and international roaming calls. Any unused included calls are forfeited at the end of each month.

Telstra Corporate Plans	10		30		40		70	
	Default Plan		SIM Plan		Phone Plan or SIM Plan		Phone Plan or SIM Plan	
Minimum contract term	Nil		24 months		24 months		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$27.27	\$30.00	\$36.36	\$40.00	\$63.64	\$70.00
Included national, MessageBank, SMS.	\$9.09	\$10.00	\$27.27	\$30.00	\$36.36	\$40.00	\$63.64	\$70.00
Charges for national calls to an Australian fixed or mobile number (at all times) – each second	0.48¢	0.53¢	0.48¢	0.53¢	0.48¢	0.53¢	0.48¢	0.53¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Business Hours Business Option Call Charges – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Any Mobile Business Option Call Charges – each second	0.36¢	0.40¢	0.36¢	0.40¢	0.36¢	0.40¢	0.36¢	0.40¢
Telstra Mobile Business Option Call Charges – each second	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Telstra Corporate Plans	10		30		40		70	
Connection fee for national calls to an Australian fixed or mobile number (other than a mobile number on the same account)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Connection fee for national calls to an Australian mobile number on the same account (Intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Charges per SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms							
Charges per SMS sent to international numbers	GST excl. 31.82¢, GST incl. 35¢ The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.							

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Telstra Mobile Section

Part B – Pricing Plans – Old Business and Corporate Plans

			<p>The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.</p>			
Telstra Corporate Plans	100		150		250	
	Phone Plan or SIM Plan		Phone Plan or SIM Plan		Phone Plan or SIM Plan	
Minimum contract term	24 months		Nil		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil

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Part B – Pricing Plans – Old Business and Corporate Plans

		The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.				
Telstra Corporate Plans	100	150	250			
Monthly network access charge	\$90.91	\$100.00	\$136.36	\$150.00	\$227.27	\$250.00
Included national, MessageBank and SMS.	\$90.91	\$100.00	\$136.36	\$150.00	\$227.27	\$250.00
Charges for national calls to an Australian fixed or mobile number (at all times) – each second	0.48¢	0.53¢	0.48¢	0.53¢	0.48¢	0.53¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Business Hours Business Option Call Charges – each second	0.33¢	0.37¢	0.33¢	0.37¢	0.33¢	0.37¢
Any Mobile Business Option Call Charges – each second	0.36¢	0.40¢	0.36¢	0.40¢	0.36¢	0.40¢

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Part B – Pricing Plans – Old Business and Corporate Plans

		The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.				
Telstra Corporate Plans	100	150		250		
Telstra Mobile Business Option Call Charges – each second	0.24¢	0.27¢	0.24¢	0.27¢	0.24¢	0.27¢
Connection fee for national calls to an Australian fixed or mobile number (other than a mobile number on the same account)	10¢	11¢	10¢	11¢	10¢	11¢
Connection fee for national calls to an Australian mobile number on the same account (Intra-account calls)	Nil	Nil	Nil	Nil	Nil	Nil
Charges per SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms					
Charges per SMS sent to international numbers	GST excl. 31.82¢ GST incl. 35¢					

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Part B – Pricing Plans – Old Business and Corporate Plans

		<p>The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.</p>	
Telstra Corporate Plans	100	150	250
	<p>The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms</p>		

30 second block Charging Option

55.37 If you have chosen 30 second block charging (with no call connection fee) as your Charging Option, we charge you the following charges for Telstra Corporate Plans. You cannot use your included calls for some calls including calls to 1234 service, third party content charges, and international roaming calls. Any unused included calls are forfeited at the end of each month.

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Part B – Pricing Plans – Old Business and Corporate Plans

Telstra Corporate Plans	10		30		40		70	
	Default Plan		SIM Plan		Phone Plan or SIM Plan		Phone Plan or SIM Plan	
Minimum contract term	Nil		24 months		24 months		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$9.09	\$10.00	\$27.27	\$30.00	\$36.36	\$40.00	\$63.64	\$70.00
Included national, MessageBank and SMS.	\$9.09	\$10.00	\$27.27	\$30.00	\$36.36	\$40.00	\$63.64	\$70.00
Charges for national calls to an Australian fixed or mobile number (at all times) – per 30 second block (or part thereof)	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Business Hours Business Option Call Charges – per 30 second block (or part thereof)	10¢	11¢	10¢	11¢	10¢	11¢	10¢	11¢
Any Mobile Business Option Call Charges – per 30 second block (or part thereof)	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢
Telstra Mobile Business Option Call Charges – per 30 second block (or part thereof)	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢
Connection fee for national calls to an Australian fixed or mobile number	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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Telstra Corporate Plans	10	30	40	70
Charges per SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms			
Charges per SMS sent to international numbers	GST excl. 31.82¢ GST incl. 35¢ The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.			

Telstra Corporate Plans	100		150		250	
	Phone Plan or SIM Plan		Phone Plan or SIM Plan		Phone Plan or SIM Plan	
Minimum contract term	24 months		Nil		24 months	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Service Activation Charges	Nil	Nil	Nil	Nil	Nil	Nil
Monthly network access charge	\$90.91	\$100.00	\$136.36	\$150.00	\$227.27	\$250.00
Included national, MessageBank, and SMS.	\$90.91	\$100.00	\$136.36	\$150.00	\$227.27	\$250.00
Charges for national calls to an Australian fixed or mobile number (at all times) – per 30 second block (or part thereof)	14.55¢	16¢	14.55¢	16¢	14.55¢	16¢
Intra-Account Rate – charges for the first 10 minutes (or part thereof) of national calls to a mobile number on the same account – per call	9.09¢	10¢	9.09¢	10¢	9.09¢	10¢
Business Hours Business Option Call Charges – per 30 second block (or part thereof)	10¢	11¢	10¢	11¢	10¢	11¢

The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.

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	The Telstra Corporate Phone Plan 150, the Telstra Corporate Phone Plan 250 and the Telstra Corporate SIM Plan 150 and the Telstra Corporate SIM Plan 250 are not available for new connections or for recontracting to existing customers on and from 15 June 2009.					
Telstra Corporate Plans	100		150		250	
Any Mobile Business Option Call Charges – per 30 second block (or part thereof)	10.91¢	12¢	10.91¢	12¢	10.91¢	12¢
Telstra Mobile Business Option Call Charges – per 30 second block (or part thereof)	7.27¢	8¢	7.27¢	8¢	7.27¢	8¢
Connection fee for national calls to an Australian fixed or mobile number	Nil	Nil	Nil	Nil	Nil	Nil
Charges per SMS sent (except to international numbers)	Standard charges for text messages (SMS) in Australia apply. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.					
Charges per SMS sent to international numbers	GST excl. 31.82¢ GST incl. 35¢ The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.					

Part B – Our current and recent business pricing plans

56 My Business Mobile Plans

(Not available for new connections on and from 1 September, 2017)

Eligibility

56.1 To take up a My Business Mobile Plan (**My Business Mobile Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply My Business Mobile Plans for business purposes, so you must use the plan predominantly for business purposes. The \$35 Month-to-Month Casual My Business Mobile Plan is available on an invitation only basis, this offer can only be taken up if we tell you you are eligible for it and invite you to subscribe to the \$35 Month-to-Month Casual My Business Mobile Plan.

56.2 Services connected to the following plans can't be on the same account as services on My Business Mobile Plans:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

Availability

56.3 My Business Mobile Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a My Business Mobile Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation. The

56.4 My Business Mobile Plans are available as a:

- (a) **24 month SBO plan:** You purchase an eligible handset from us under a Mobile Repayment Option (**MRO**) for an additional cost which will include a discount to offset the handset cost known as a Smartphone Bonus Offer (**SBO**).
- (b) **12/24 month SIM Plan or Month to Month Casual Plan:** You bring your own compatible handset or purchase a compatible handset from us outright or under an MRO.

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

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Plan options

56.5 You can choose from the My Business Mobile Plans set out in the table below.

	SBO Plans (24 months)					SIM Plans (12/24 months or Month to Month Casual Plan)					
Minimum monthly charge	\$55	\$75	\$95	\$135	\$195	\$35	\$40 (12 months)	\$50	\$60 (12 months)	\$70	\$90
Minimum cost over 12 months	N/A					\$420	\$480	\$600	\$720	\$840	\$1,080
Minimum cost over 24 months	\$1,320	\$1,800	\$2,280	\$3,240	\$4,680	N/A	N/A	N/A	N/A	\$1,680	\$2160
Monthly Call Allowance for standard calls	\$550	Unlimited				\$300	\$1000	\$1,000	Unlimited		
Standard calls per 60 second block or part	\$1	N/A				\$1			N/A		
Calls to 18xx numbers	Included					Included					
Standard messages	Unlimited					Unlimited					
Monthly Data Allowance	1GB	3GB	8GB	20GB	30GB	500MB	5GB	5GB	10GB	10GB	20GB
Extra Data per 1GB or part	\$10					\$10					

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	SBO Plans (24 months)			SIM Plans (12/24 months or Month to Month Casual Plan)	
StayConnected Plus for Business	\$15 per month		Included	N/A	
MessageBank® retrieval and diversion	Unlimited			Unlimited	
MessageBank Plus for iPhone (iOS4.3+ required)	Included			Included	
Data Share SIM	Optional \$5 per month.			Optional \$5 per month.	
Voice & Data Share SIM	N/A	Option to add 1 x \$5 per month	Option to add 2 x \$5 per month	N/A	
Intra-Account calls	Free			Free	
Monthly allowance for standard international calls and SMS from Australia	Unlimited to 10 Eligible Countries - \$10 per month	Unlimited to 10 Eligible Countries included	Unlimited	Unlimited to 10 Eligible Countries - \$10 per month	Unlimited 10 to Eligible Countries included

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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	SBO Plans (24 months)		SIM Plans (12/24 months or Month to Month Casual Plan)
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time		Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time
Monthly roaming allowance for use in Eligible Countries	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming	Limited calls and SMS and 1.5GB of data to use in Eligible Countries.	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming
New Phone Fee	See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms .	Included	N/A
<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible countries, International call rates will apply. Eligible countries are: Canada, China, Hong Kong, India, Malaysia, New Zealand, Singapore, South Korea, UK and USA</p>			

Part B – Our current and recent business pricing plans

What you must pay each month

56.6 Each month you must pay us:

- (a) the minimum monthly charge for your My Business Mobile Plan;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) if you have an MRO, for any handset repayments (less any applicable SBO discount, if eligible);
- (d) any additional Data Share SIMs or Voice and Data Share SIMs you may take up (if eligible); and
- (e) any accessory repayments under an Accessory Repayment Option (**ARO**).

Monthly Call Allowance and unlimited standard messages

56.7 In addition to your minimum monthly charge you must pay for:

- (a) standard calls in excess of your Monthly Call Allowance, up to a maximum of \$75 each month; and
- (b) calls and messages that aren't standard calls and messages.

56.8 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.

56.9 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

56.10 Any unused Monthly Call Allowance expires each month.

Part B – Our current and recent business pricing plans

Monthly Data Allowance

56.11 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your My Business Mobile Plan which are connected to one of the following plans:

- Other My Business Mobile Plans
- Go Business Mobile Plan
- Go Business Mobile Broadband Plan
- Data Share SIM
- Voice and Data Share SIM
- Easy Share Business Plan
- Telstra Mobile Broadband Share Plan taken up after August 2011
- Telstra Business Mobile Data Pack Shareable
- Business Performance Plan with a Data Share SIM attached

(Eligible Services).

56.12 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

56.13 In addition to your minimum monthly charge you must pay for:

- (a) data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
- (b) data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

56.14 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

56.15 Any unused Monthly Data Allowance and Extra Data expires each month.

56.16 By taking up a My Business Mobile Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

56.17 My Business Mobile Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

Part B – Our current and recent business pricing plans

56.18 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

56.19 Data Share SIMs:

- (a) A Data Share SIM can be purchased for \$5 per month per SIM.
- (b) A total of up to 5 Data Share SIMs can be purchased per My Business Mobile Plan.
- (c) Each Data Share SIM includes 100MB of data each month to use in Australia.
- (d) Data Share SIMs do not have a voice capability.
- (e) You can chose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- (f) Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

56.20 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.

56.21 If you cancel your My Business Mobile Plan, any Data Share SIM attached to that My Business Mobile Plan will be cancelled.

Voice & Data Share SIM

56.22 Voice & Data Share SIM:

- (a) A Voice and Data Share SIM can be purchased for \$5 per month per SIM.
- (b) The Voice and Data Share SIM is only available on the \$135 My Business Mobile Plan (SBO Plan) and the \$195 My Business Mobile Plan (SBO Plan) and the number of Voice and Data Share SIM that can be purchased are:
 - (i) \$135 My Business Mobile Plan (SBO Plan) – 1 Voice and Data Share SIM;

Part B – Our current and recent business pricing plans

- (ii) \$195 My Business Mobile Plan (SBO Plan) – 2 Voice and Data Share SIMs.
- (c) Each Voice and Data Share SIM includes 100MB of data each month to use in Australia.
- (d) Voice and Data Share SIMs can only be used for standard voice and messaging from within Australia to Australian numbers (see clauses 4.8 and 4.9), a Voice and Data Share SIM does not include any international direct dialling or international roaming and standard charges apply.
- (e) You can chose to buy an eligible device on a MRO to use with your Voice and Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- (f) Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

56.23 The Voice & Data Share SIMs includes 100MB of data and unlimited standard national voice calls each month to use in Australia.

56.24 The Voice & Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Voice and Data Share SIM you will need to repay the balance of any outstanding payments.

56.25 If you cancel your My Business Mobile Plan, any Voice & Data Share SIMs attached to that My Business Mobile Plan will be cancelled.

Free Intra-Account calls

56.26 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a My Business Mobile Plan and which are connected to one of the following plans:

- Other My Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- Business Mobile Maximiser Plans

56.27 Free Intra-Account calls do not apply to international calls or international roaming calls.

Standard international calls and SMS

56.28 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.

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56.29 The \$10 Unlimited IDD Pack to 10 Eligible Countries set out in clause 5.7 for unlimited standard international calls and SMS from Australia to the 10 Eligible Countries set out in clause 5.8:

- (a) can be purchased for \$10 on the \$55 and \$75 My Business Mobile Plans, and \$35, \$40 and \$50 My Business SIM Plans; and
- (b) is included in the \$95 and \$135 My Business Mobile Plans, and \$60, \$70 and \$90 My Business SIM Plans.

56.30 The \$195 My Business Mobile Plan includes unlimited standard International calls and SMS from Australia to standard fixed and mobile international numbers in any country.

56.31 If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

56.32 The overseas roaming allowance can be used for roaming voice calls, SMS and mobile data usage in any country that is listed as an “Eligible Country” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (**Eligible Country**). The list of Eligible Countries is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

56.33 While in an Eligible Country, the overseas roaming allowance can be used for voice calls and SMS to any Eligible Country or Australia.

56.34 The charge for excess data usage within the Eligible Countries is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer

56.35 If you take up a SBO Plan and:

- (a) purchase an eligible handset on 24 month MRO; and
- (b) your SBO Plan and your MRO have the same length term and commence on the same day,

you may be eligible to receive an discount on your bill each month (**SBO**).

56.36 The amount of the SBO will depend on the smartphone handset and SBO Plan

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you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

56.37 If your SBO Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO.

FairPlay Policy

56.38 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to My Business Mobile Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a My Business Mobile Plan unlimited allowance to:

- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
- (b) use a service connected to a My Business Mobile Plan 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); or
- (c) establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

56.39 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if My Business Mobile Plans are still available for recontracting.

If you move to the same type of My Business Mobile Plan (ie SIM Plan to SIM Plan or SBO plan to SBO) with a lower minimum monthly charge	You will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a SIM Plan to a SIM Plan with a higher minimum monthly charge	You will not need to restart your minimum term and no early termination charge will apply.
If you from a SBO Plan to SBO Plan with a higher minimum monthly charge	You will not need to restart your minimum term unless you take up a new handset with your plan and no early termination charge will apply. There will be no change to your original SBO (if applicable).

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	If you take up a new handset with your plan you will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a SIM Plan to a SBO Plan	You will need to restart your minimum term and you may need to pay an early termination charge.
If you move from a SBO Plan to a SIM Plan	You will need to restart your minimum term. You will need to pay the balance of your MRO and your SBO will cease, and you may also need to pay an early termination charge.
If you move to another Telstra plan or Telstra offer	You will need to pay us an early termination charge and the balance of your MRO, and your SBO (if any) will cease.

Early termination charges (ETC)

56.40 You need to pay an ETC if your My Business Mobile Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

Total number months in the minimum term

56.41 The ETC decreases over the minimum term. The maximum ETC for each My Business Mobile Plan is set out in the tables below. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) 24 months	SIM Plans	Maximum ETC (incl. GST) 12/24 months
\$55 Plan	\$600	\$35	\$210/ N/A on 24 months
\$75 Plan	\$900	\$40	\$240/ N/A on 24 months
\$95 Plan	\$1,140	\$50	\$300/ N/A on 24 months
\$135 Plan	\$1,620	\$60	\$360/ N/A on 24 months
\$195 Plan	\$2,340	\$70	\$420/\$840
		\$90	\$540/\$1,080

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56.42 The Casual Plan is a month to month plan and you can cancel it at any time. There is no ETC but you must pay any costs incurred up to the point of cancellation. If you change or cancel a Casual Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

56.43 If you have taken up a MRO, any SBO you were receiving will end when your My Business Mobile Plan is cancelled and you must pay back any remaining MRO repayments.

At the end of your minimum term

56.44 At the end of your minimum term your service will remain on your chosen My Business Mobile Plan, however if you are on an SBO Plan, you will no longer be entitled to the SBO. You cannot move to another My Business Mobile Plan unless the plans are still available for recontracting and you recontract for another minimum term.

56.45 If My Business Mobile Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

57 My Business Mobile Lease Plans

(Not available for new connections on and from 5 September, 2017)

Eligibility

57.1 To take up a My Business Mobile Lease Plan (**My Business Mobile Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply My Business Mobile Lease Plans for business purposes, so you must use the plan predominantly for business purposes.

57.2 Services connected to the following plans can't be on the same account as services on My Business Mobile Lease Plans:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

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Availability

- 57.3 My Business Mobile Lease Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a My Business Mobile Lease Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.
- 57.4 My Business Mobile Lease Plans are available as a 24 month SBO plan meaning you must lease an eligible device from us under a Device Lease Contract (**DLC**) for an additional cost which may include a discount to offset the monthly device lease payments known as a Smartphone Bonus Offer (**SBO**).

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

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Plan options

You can choose from the My Business Lease Plans set out in the table below:

My Business Mobile Lease Plans (24 months)					
Minimum monthly charge	\$55	\$75	\$95	\$135	\$195
Minimum cost over 24 months	\$1,320	\$1,800	\$2,280	\$3,240	\$4,680
Monthly Call Allowance for standard calls	\$550	Unlimited			
Standard calls per 60 second block or part	\$1	N/A			
Calls to 18xx numbers	Included				
Standard messages	Unlimited				
Monthly Data Allowance	1GB	3GB	8GB	20GB	30GB
Extra Data per 1GB or part	\$10				
Business Lease Assure	\$10 per month				Included
MessageBank® retrieval and diversion	Unlimited				

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MessageBank Plus for iPhone (iOS4.3+ required)	Included		
Data Share SIM	Optional \$5 per month.		
Voice & Data Share SIM	N/A	Option to add 1 x \$5 per month	Option to add 2 x \$5 per month
Intra-Account calls	Free		
Monthly allowance for standard international calls and SMS from Australia	Unlimited to 10 Eligible Countries - \$10 per month	Unlimited to 10 Eligible Countries included	Unlimited
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time		
Monthly roaming allowance for use in Eligible Countries	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming		Limited calls and SMS and 1.5GB of data to use in Eligible Countries.

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What you must pay each month

57.5 Each month you must pay us:

- (a) the minimum monthly charge for your My Business Mobile Lease Plan;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) under your DLC, the monthly lease payments for your eligible device (less any applicable SBO discount, if eligible);
- (d) any additional Data Share SIMs or Voice and Data Share SIMs you may take up (if eligible); and
- (e) any accessory repayments under an Accessory Repayment Option (ARO).

Monthly Call Allowance and unlimited standard messages

57.6 In addition to your minimum monthly charge you must pay for:

- (a) standard calls in excess of your Monthly Call Allowance, up to a maximum of \$75 each month; and
- (b) calls and messages that aren't standard calls and messages.

57.7 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.

57.8 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

57.9 Any unused Monthly Call Allowance expires each month.

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Monthly Data Allowance

57.10 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your My Business Mobile Lease Plan which are connected to one of the following plans:

- Other My Business Mobile Lease Plans
- My Business Mobile Plans
- Go Business Mobile Plan
- Go Business Mobile Broadband Plan
- Data Share SIM
- Voice and Data Share SIM
- Easy Share Business Plan
- Telstra Mobile Broadband Share Plan taken up after August 2011
- Telstra Business Mobile Data Pack Shareable
- Business Performance Plan with a Data Share SIM attached

(Eligible Services).

The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

57.11 In addition to your minimum monthly charge you must pay for:

- (a) data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
- (b) data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#)

57.12 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

57.13 Any unused Monthly Data Allowance and Extra Data expires each month.

57.14 By taking up a My Business Mobile Lease Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

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MessageBank®

- 57.15 My Business Mobile Lease Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.
- 57.16 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

57.17 Data Share SIMs:

- (a) A Data Share SIM can be purchased for \$5 per month per SIM.
- (b) A total of up to 5 Data Share SIMs can be purchased per My Business Mobile Lease Plan.
- (c) Each Data Share SIM includes 100MB of data each month to use in Australia.
- (d) Data Share SIMs do not have a voice capability.
- (e) You can choose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

57.18 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.

57.19 If you cancel your My Business Mobile Plan, any Data Share SIM attached to that My Business Mobile Plan will be cancelled.

Voice & Data Share SIM

57.20 Voice & Data Share SIM:

- (a) A Voice and Data Share SIM can be purchased for \$5 per month per SIM.
- (b) The Voice and Data Share SIM is only available on:
 - (i) the \$135 My Business Mobile Lease Plan (SBO Plan); and

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- (ii) the \$195 My Business Mobile Lease Plan (SBO Plan).

and the number of Voice and Data Share SIM that can be purchased are:

- (iii) the \$135 My Business Mobile Lease Plan (SBO Plan) - 1 Voice and Data Share SIM; and
 - (iv) the \$195 My Business Mobile Lease Plan (SBO Plan) - 1 Voice and Data Share SIM.
- (c) Each Voice and Data Share SIM includes 100MB of data each month to use in Australia.
 - (d) Voice and Data Share SIMs can only be used for standard voice and messaging from within Australia to Australian numbers (see clauses 57.7 and 57.8), a Voice and Data Share SIM does not include any international direct dialling or international roaming and standard charges apply.
 - (e) You can chose to buy an eligible device on a MRO to use with your Voice and Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
 - (f) Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

57.21 The Voice & Data Share SIMs includes 100MB of data and unlimited standard national voice calls each month to use in Australia.

57.22 If you cancel your My Business Mobile Lease Plan, any Voice & Data Share SIMs attached to that My Business Mobile Lease Plan will be cancelled.

Free Intra-Account calls

57.23 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a My Business Mobile Lease Plan and which are connected to one of the following plans:

- Other My Business Mobile LeasePlans
- My Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- Business Mobile Maximiser Plans

57.24 Free Intra-Account calls do not apply to international calls or international roaming

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calls.

Standard international calls and SMS

- 57.25 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.
- 57.26 The \$10 Unlimited IDD Pack to 10 Eligible Countries set out in clause 5.8 for unlimited standard international calls and SMS from Australia to the 10 Eligible Countries set out in clause 5.8:
- (a) can be purchased for \$10 on the \$55 and \$75 My Business Mobile Lease Plans, and is included in the \$95 and \$135 My Business Mobile Lease Plans.
- 57.27 The \$195 My Business Mobile Lease Plan includes unlimited standard International calls and SMS from Australia to standard fixed and mobile international numbers in any country.
- 57.28 If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

- 57.29 The overseas roaming allowance can be used for roaming voice calls, SMS and mobile data usage in any country that is listed as an “Eligible Country” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (**Eligible Country**). The list of Eligible Countries is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).
- 57.30 While in an Eligible Country, the overseas roaming allowance can be used for voice calls and SMS to any Eligible Country or Australia.
- 57.31 The charge for excess data usage within the Eligible Countries is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer

- 57.32 If you take up a SBO Plan and:
- (a) You lease an eligible handset on 24 month DLC; and
 - (b) your SBO Plan and your DLC have the same length term and commence

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on the same day,

you may be eligible to receive an discount on your bill each month (**SBO**).

57.33 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

57.34 If your SBO Plan or your DLC are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your DLC.

FairPlay Policy

57.35 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to My Business Mobile Lease Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a My Business Mobile Lease Plan unlimited allowance to:

- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
- (b) use a service connected to a My Business Mobile Lease Plan 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); or
- (c) establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

57.36 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply.

<p>If you move to a My Business Mobile Lease Plan with a lower minimum monthly charge</p>	<p>You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending on when your change took effect</p>
<p>If you move from a Lease Plan to a Lease Plan with a higher minimum monthly charge</p>	<p>You will not need to restart your minimum term (unless you take up a new handset with your plan), and no early termination charge will apply. There will be no change to your original SBO (if applicable).</p>

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	If you lease a new handset with your plan you will need to restart your minimum term, pay the balance of any DLC and you may also need to pay an early termination charge.
If you move your My Business Mobile Lease service to any non Lease Plan	You will need to pay us an early termination charge and any applicable fees included in your DLC depending upon when the change took effect, and your SBO (if any) will cease.

Early termination charges (ETC)

57.37 You need to pay an ETC if your My Business Mobile Lease Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

total number months in the minimum term

57.38 The ETC decreases over the minimum term. The maximum ETC for each My Business Mobile Lease Plan is set out in the tables below. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) 24 months
\$55 Plan	\$1,320
\$75 Plan	\$1,800
\$95 Plan	\$2,280
\$135 Plan	\$3,240
\$195 Plan	\$4,680

57.39 If you have taken up a DLC, any SBO you were receiving will end when your My Business Mobile Lease Plan is cancelled and you must pay back any remaining DLC repayments.

At the end of your minimum term

57.40 At the end of your minimum term, your service will remain on your chosen My Business Mobile Lease Plan and you will continue to pay the minimum monthly charge for your My Business Lease Plan (unless you return your device or you

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offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.

- 57.41 If My Business Mobile Lease Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

58 International Travel Pass

Not available for new connections after 10 July 2017.

What is an International Travel Pass

- 58.1 An International Travel Pass:

- (a) gives you a data allowance to use towards data usage (**Data Allowance**); and
- (b) allows you to make and receive unlimited voice calls to and from standard numbers; and
- (c) allows you to send unlimited SMS to standard numbers,

while you are in Eligible Countries.

Availability

- 58.2 International Travel Passes are available for Telstra Consumer and Telstra Small Business customers, with a Telstra Post Paid Mobile service and International Roaming on their service.
- 58.3 International Travel Passes are not available to BigPond Mobile Broadband customers, Telstra Managed Business customers, Telstra Enterprise and Government customers, or Telstra Wholesale customers or for resale.
- 58.4 International Travel Passes are not available for any services on our \$150 or \$180 Business Mobile PLUS Plans, International Roaming Voice Plans, International Roaming Data Plans, or any other plan that provides an International Roaming Discount.
- 58.5 International Travel Passes are not compatible with the international roaming allowance included in the All-4-Biz Mach II \$150 Mobile Plan, Enterprise Mobile Broadband Plan, Go Business Premium Plan and the Telstra Mobile Premium Plan. If you're an eligible customer on the All-4-Biz Mach II \$150 Mobile Plan, and

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you take up an International Travel Pass for the same mobile service, you won't be able to use the international roaming allowance included in your All-4-Biz Mach II \$150 Mobile plan.

Minimum Term

58.6 International Travel Passes are available for 3, 7, 14 and 30 consecutive days. An International Travel Pass commences when you purchase it and you cannot cancel it once it has been purchased.

Pricing

58.7 The cost of your International Travel Pass depends on what Zone you select and the duration of your Travel Pass.

58.8 Our International Travel Passes for Zone 1 are:

Travel Pass Duration	3 Days 7 Days 14 Days 30 Days
One-off charge	\$15 \$35 \$70 \$150
Voice calls	Unlimited calls to and from standard numbers (while in Zone 1)
SMS	Unlimited SMS to standard numbers (while in Zone 1)
Data Allowance	225MB 525MB 1.03GB 2.20GB

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Excess Data Charge	3c per MB (applies during Travel Pass period)
Eligible Countries	New Zealand

58.9 Our International Travel Passes for Zone 2 are:

Travel Pass Duration	3 Days 7 Days 14 Days 30 Days
One-off charge	\$30 \$70 \$140 \$300
Voice calls	Unlimited calls to and from standard numbers (while in Zone 2)
SMS	Unlimited SMS to standard numbers (while in Zone 2)
Data Allowance	225MB 525MB 1.03GB 2.20GB
Excess Data Charge	3c per MB (applies during Travel Pass period)
Eligible Countries	Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Bulgaria, Brunei, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru,

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	Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russian Federation, Saudi Arabia, Serbia, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, Ukraine, Uruguay, USA, Vanuatu and Vietnam
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58.10 You can't use your Data Allowance towards:

- (a) content charges (such as ring tones, apps, movies or songs);
- (b) data used while in Australia or in overseas destinations other than in the Eligible Countries in the Zone of the International Travel Pass you purchased;
- (c) The MMS Event Fee component of charges for an MMS sent overseas, and you must pay for this usage separately at the rates set out in clause 2.7 of this Part I.

58.11 If you use all of your Data Allowance and your International Travel Pass has not expired, we will charge you 3 cents per MB (charged per KB or part). Any data used once your Travel Pass has expired, or in countries not included in your Zone, will be charged at the rates set out in clause 2.7 of this Part I. Data used to send and receive MMS can be included in your Data Allowance. Any unused Data Allowance expires at the end of your International Travel Pass.

58.12 **Standard numbers** are fixed lines and mobile numbers. **Non-Standard numbers** are satellite numbers, premium numbers and operator assisted calls. You will be charged separately for calls and SMS to non-standard numbers in accordance with clause 2.7 of this Part I.

58.13 Any voice calls or SMS to standard numbers after your International Travel Pass has expired, or in countries that are not included in your Zone will be charged at the rates set out in clause 2.7 of this Part I.

59 My Business Mobile Plans

Not available for new connections after 1 May 2017.

Eligibility

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To take up a My Business Mobile Plan (**My Business Mobile Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply My Business Mobile Plans for business purposes, so you must use the plan predominantly for business purposes.

59.1 Services connected to the following plans can't be on the same account as services on My Business Mobile Plans:

- Telstra Business Mobile Advantage
- Telstra Business All-4-Biz Plans
- Telstra Business Mobile PLUS
- Telstra Business Fleet Select
- Telstra Business Mobile Select
- Telstra Business Fleet Connect
- Telstra Business Phone
- Telstra Business Member
- Consumer Mobile
- Enterprise Fleet

Availability

59.2 My Business Mobile Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a My Business Mobile Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.

59.3 My Business Mobile Plans are available as a:

- (a) **24 month SBO plan:** You purchase an eligible handset from us under a Mobile Repayment Option (**MRO**) and depending on the handset you choose:
 - (i) you may have to pay an amount upfront and make monthly interest-free repayments; and
 - (ii) we may give you a Smartphone Bonus Offer (**SBO**) which means you will receive a discount to offset the handset cost.
- (b) **12 month SIM Plan, 24 month Team SIM Plan or Month to Month Casual Plan:** You bring your own compatible handset or purchase a compatible handset from us outright or under an MRO.

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

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Plan options

59.4 You can choose from the My Business Mobile Plans set out in the table below.

	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan				
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109	
Minimum cost over 12 months	N/A						\$468	\$588	\$708	\$948	\$1,188	N/A		N/A				
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776	N/A					\$1,416	\$1,896	N/A				
Monthly Call Allowance for standard calls	Unlimited						\$500	Unlimited					Unlimited		\$500	Unlimited		
Standard calls per 60 second block or part	N/A						\$1	N/A					N/A		\$1	N/A		

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	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Calls to 18xx numbers	Included						Included					Included		Included			
Standard messages	Unlimited						Unlimited					Unlimited		Unlimited			
Monthly Data Allowance	2GB	5GB	12GB	25GB	50GB	100GB	2GB	10GB	15GB	20GB	30GB	15GB	20GB	2GB	15GB	20GB	30GB
Extra Data per 1GB or part	\$10						\$10					\$10		\$10			
Telstra Air@Allowance							Unlimited See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf										
StayConnected Plus for Business	Optional \$15 per month					Included	N/A					N/A		N/A			
Voice-2-Text	Optional in-market offer					Unlimited	Optional in-market offer					Optional in-market offer		Optional in-market offer			

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	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
MessageBank® retrieval and diversion	Included						Included					Included		Included			
MessageBank® Plus for iPhone (iOS4.3+ required)	Included						Included					Included		Included			
Data Share SIM	Optional + \$5 per month.						Optional +\$5 per month.					Optional +\$5 per month.		Optional + \$5 per month.			
Intra-Account calls	Free						Free					Free		Free			

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	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 15 Eligible Countries*		Unlimited to 15 Eligible Countries* included			Unlimited to any country	+ \$10 per month for unlimited to 15 Eligible Countries*			Unlimited 15 to Eligible Countries* included	Unlimited to any country	+ \$10 per month for unlimited to 15 Eligible Countries*	Unlimited to 15 Eligible Countries* included	+ \$10 per month for unlimited to 15 Eligible Countries*	Unlimited to 15 Eligible Countries*	Unlimited to any country	Unlimited to any country
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.						Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.					Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.		Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.			

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	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Monthly roaming allowance for use in Eligible Countries	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 1GB/day data allowance in Eligible Countries. Visit telstra.com/overseas for the list of Eligible Countries and pricing options for International Roaming and Day Pass.		1GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	2GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	4GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 1GB/day data allowance in Eligible Countries. Visit telstra.com/overseas for the list of Eligible Countries and pricing options for International Roaming and Day Pass.					+ up to \$10 per day International Day Pass for Unlimited standard calls/SMS and 1GB/day data allowance in Eligible Countries. Visit telstra.com/overseas for the list of Eligible Countries and pricing options for International Roaming and Day Pass.		+ up to \$10 per day International Day Pass for Unlimited standard calls/SMS and 1GB/day data allowance in Eligible Countries. Visit telstra.com/overseas for the list of Eligible Countries and pricing options for International Roaming and Day Pass.				

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	SBO Plans (24 months)						SIM Plans (12 months)					Team SIM Plans (24 months)		Month to Month Casual Plan			
Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199	\$39	\$49	\$59	\$79	\$99	\$59	\$79	\$49	\$69	\$89	\$109
Telstra New Phone Feeling® redemption	\$149 - See Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.					Included	N/A					N/A		N/A			
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible countries, International call rates will apply. *15 Eligible countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>																

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What you must pay each month

59.5 Each month you must pay us:

- (a) the minimum monthly charge for your My Business Mobile Plan;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) if you have an MRO, for any handset repayments (less any applicable SBO discount, if eligible);
- (d) any additional Data Share SIMs you may take up (if eligible); and
- (e) any accessory repayments under an Accessory Repayment Option (ARO).

Monthly Call Allowance and unlimited standard messages

59.6 In addition to your minimum monthly charge you must pay for:

- (a) standard calls in excess of your Monthly Call Allowance, up to a maximum of \$59 each month; and
- (b) calls and messages that aren't standard calls and messages.

59.7 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, including voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.

59.8 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers in non eligible countries, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

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59.9 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

59.10 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your My Business Mobile Plan which are connected to one of the following plans:

- My Business Mobile Plans
- My Business Mobile Lease Plans
- Go Business Mobile Plan
- Go Business Data Share SIMs
- Go Business Mobile Broadband Share Plan
- Data Share SIM Plans
- Easy Share Business Plans
- Business Performance Plans

(Eligible Services).

59.11 The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

59.12 In addition to your minimum monthly charge you must pay for:

- (a) data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
- (b) data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#).

59.13 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

59.14 Any unused Monthly Data Allowance and Extra Data expires each month.

59.15 By taking up a My Business Mobile Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

59.16 My Business Mobile Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

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59.17 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

59.18 Data Share SIMs:

- (a) A Data Share SIM can be purchased for \$5 per month per SIM.
- (b) A total of up to 5 Data Share SIMs can be purchased per My Business Mobile Plan.
- (c) Each Data Share SIM includes 100MB of data each month to use in Australia.
- (d) Data Share SIMs do not have a voice capability and can't be used in a mobile handset.
- (e) You can chose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#).
- (f) Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

59.19 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.

59.20 If you cancel your My Business Mobile Plan, any Data Share SIM attached to that My Business Mobile Plan will be cancelled.

Free Intra-Account calls

59.21 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a My Business Mobile Plan and which are connected to one of the following plans:

- Other My Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- Business Mobile Maximiser Plans

59.22 Free Intra-Account calls do not apply to international calls or international roaming calls.

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Monthly International Calls and SMS Allowance (from Australia)

- 59.23 Your \$99, \$129 and \$149 My Business Mobile Plans, \$79 My Business Mobile SIM Plan, and \$89 My Business Mobile Casual Plan all include a Monthly International Call and SMS Allowance to make unlimited calls and SMS to standard international fixed and mobile numbers made while you are in Australia to the 15 eligible countries set out in clause 59.24 (**Monthly International Call and SMS Allowance**), while your \$199 My Business Mobile Premium Plan, \$99 My Business Mobile SIM Plan, and \$109 My Business Mobile Casual Plan includes a Monthly International Call and SMS Allowance to make unlimited calls, and SMS while you are in Australia to standard fixed and mobile international numbers in any country.
- 59.24 Eligible countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam ("**Eligible Countries**").
- 59.25 If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls. The rates set out in [Part D - Other Call Types of the Telstra Mobile Section of Our Customer Terms will apply](#).

International Roaming

International roaming is automatically activated on new My Business Mobile Plans (unless you're recontracting with your existing number or have chosen to opt to bar international roaming for that mobile service). Standard international roaming rates apply. [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).

Monthly International Roaming Allowance

- 59.26 Your \$129 and \$149 My Business Mobile Plan, and \$199 My Business Mobile Premium Plan include a Monthly International Roaming Allowance to make unlimited calls/SMS and 1GB (\$129 plan), 2GB (\$149 plan) and 4GB (\$199 plan) of mobile data in the following overseas countries:

Argentina, Austria, Bangladesh, Belarus, Belgium, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, Estonia, Fiji, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Lao, Latvia, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Mexico, Nauru, Netherlands, New Zealand, Norway, Papua New Guinea, Philippines, Poland, Portugal, Qatar, Romania, Russia, Saudi Arabia, Serbia, Singapore, Slovak Rep, Slovenia, Solomon Islands, South Africa, South Korea, Spain, Sri Lanka,

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Sweden, Switzerland, Taiwan, Thailand, Turkey, UAE, UK, USA, Vanuatu, Vietnam (each an “**Eligible Roaming Country**”).

- 59.27 If you exceed your data Monthly International Roaming Allowance, you’ll be charged 3c per MB until the end of your billing period. Any mobile data used to send or receive MMS while you are in Eligible Roaming Countries will use your Monthly International Roaming Allowance.
- 59.28 If you make calls, send SMS and use data in countries other than Eligible Roaming Countries, you will be charged extra. Charges for international roaming calls/SMS/MMS and mobile data are set out at [See Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 59.29 Your \$59, \$79 or \$99 My Business Mobile Plan, all My Business Mobile SIM Plans and \$49 My Business Mobile SIMOnline Plan, all have an International Day Pass activated, which for an additional charge per day lets you to make and receive unlimited standard voice calls and SMS and includes 1GB of data for use each day (AEST) when travelling in Eligible Roaming Countries. If you use more than your included data allowance on your International Day Pass, we’ll automatically add extra data to your service in blocks of 1GB for \$10 valid for 31 days. For more information refer to [Part I – Heading Overseas \(International Roaming\) of the Telstra Mobile Section of Our Customer Terms](#).
- 59.30 Standard international roaming calls, SMS and MMS rates and mobile data at \$3 per MB (charged per KB or part) applies where you:
- (a) use your mobile outside of Eligible Roaming Countries; or
 - (b) choose to opt out of your International Day Pass.
- 59.31 Any unused data Monthly International Roaming Allowance and Extra Data expire at the end of each billing month.

Smartphone Bonus Offer

- 59.32 If you take up a SBO Plan and:
- (a) purchase an eligible handset on 24 month MRO; and
 - (b) your SBO Plan and your MRO have the same length term and commence on the same day,
- you may be eligible to receive an discount on your bill each month (**SBO**).
- 59.33 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied.

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However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

59.34 If your SBO Plan or your MRO are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your MRO.

FairPlay Policy

59.35 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to My Business Mobile Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a My Business Mobile Plan unlimited allowance to:

- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
- (b) use a service connected to a My Business Mobile Plan 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); or
- (c) establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

59.36 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply. If your change requires you to restart your minimum term, you may do so only if My Business Mobile Plans are still available for recontracting.

If you move to the same type of My Business Mobile Plan (ie SIM Plan to SIM Plan or SBO plan to SBO) with a lower minimum monthly charge	You will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a SIM Plan to a SIM Plan with a higher minimum monthly charge	You will not need to restart your minimum term and no early termination charge will apply.
If you move from a SBO Plan to SBO Plan with a higher minimum monthly charge	You will not need to restart your minimum term unless you take up a new handset with your plan and no early termination charge will apply. There will be no change to your original SBO (if applicable).

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	If you take up a new handset with your plan you will need to restart your minimum term, pay the balance of any MRO and you may also need to pay an early termination charge.
If you move from a SIM Plan to a SBO Plan	You will need to restart your minimum term and you may need to pay an early termination charge.
If you move from a SBO Plan to a SIM Plan	You will need to restart your minimum term. You will need to pay the balance of your MRO and your SBO will cease, and you may also need to pay an early termination charge.
If you move to another Telstra plan or Telstra offer	You will need to pay us an early termination charge and the balance of your MRO, and your SBO (if any) will cease.

Early termination charges (ETC)

59.37 You need to pay an ETC if your My Business Mobile Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

Base ETC x number of months (or part thereof) remaining in contract term

Total number months in the minimum term

59.38 The ETC decreases over the minimum term. The maximum ETC for each My Business Mobile Plan is set out in the tables below. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) 24 months	SIM Plans	Maximum ETC (incl. GST) 12 months	Team SIM Plans	Maximum ETC (incl. GST) 24 months
\$59 Plan	\$708	\$49	\$294	\$59	\$708
\$79 Plan	\$948	\$39	\$234	\$79	\$948
\$99 Plan	\$1,188	\$59	\$354		
\$129 Plan	\$1,548	\$79	\$474		
\$149 Plan	\$1,788	\$99	\$594		
\$199 Plan	\$2,388				

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59.39 The Casual Plan is a month to month plan and you can cancel it at any time. There is no ETC but you must pay any costs incurred up to the point of cancellation. If you change or cancel a Casual Plan during a month-to-month billing cycle you will receive a pro-rata refund of your monthly charge and your included call allowance will be pro-rated for the billing cycle.

59.40 If you have taken up a MRO, any SBO you were receiving will end when your My Business Mobile Plan is cancelled and you must pay back any remaining MRO repayments.

At the end of your minimum term

59.41 At the end of your minimum term your service will remain on your chosen My Business Mobile Plan, however if you are on an SBO Plan, you will no longer be entitled to the SBO. You cannot move to another My Business Mobile Plan unless the plans are still available for recontracting and you recontract for another minimum term.

59.42 If My Business Mobile Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

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60 My Business Mobile Lease Plans

Not available for new connections after 1 May 2017.

Eligibility

- 60.1 To take up a My Business Mobile Lease Plan (**My Business Mobile Lease Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply My Business Mobile Lease Plans for business purposes, so you must use the plan predominantly for business purposes.
- 60.2 Services connected to the following plans can't be on the same account as services on My Business Mobile Lease Plans:
- Telstra Business Mobile Advantage
 - Telstra Business All-4-Biz Plans
 - Telstra Business Mobile PLUS
 - Telstra Business Fleet Select
 - Telstra Business Mobile Select
 - Telstra Business Fleet Connect
 - Telstra Business Phone
 - Telstra Business Member
 - Consumer Mobile
 - Enterprise Fleet

Availability

- 60.3 My Business Mobile Lease Plans are available until withdrawn by us. If you want to connect your existing Telstra mobile service to a My Business Mobile Lease Plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.
- 60.4 My Business Mobile Lease Plans are available as a 24 month SBO plan meaning you must lease an eligible device from us under a Device Lease Contract (**DLC**) for an additional cost which may include a discount to offset the monthly device lease payments known as a Smartphone Bonus Offer (**SBO**).

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

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Plan options

You can choose from the My Business Mobile Lease Plans set out in the table below:

My Business Mobile Lease Plans (24 months)

Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
Monthly Call Allowance for standard calls	Unlimited					
Standard calls per 60 second block or part	N/A					
Calls to 18xx numbers	Included					
Standard messages	Unlimited					
Monthly Data Allowance	2GB	5GB	12GB	25GB	50GB	100GB
Extra Data per 1GB or part	\$10					
Telstra Air® Allowance	Unlimited					

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Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
	See https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/telstra-air.pdf					
Business Lease Assure	+ \$10 per month See - https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf				Included See- https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	
Voice-2-Text	Optional in-market offer				Unlimited	
MessageBank® retrieval and diversion	Unlimited					
MessageBank® Plus for iPhone (iOS4.3+ required)	Included					
Data Share SIM	Optional + \$5 per month.					
Intra-Account calls	Free					

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Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 15 Eligible Countries*		Unlimited to 15 Eligible Countries* included			Unlimited to any country
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time.					
Monthly roaming allowance for use in Eligible Countries	+ up to \$10 per day International Day Pass for Unlimited calls/SMS and 1GB/day data allowance in Eligible Countries. Visit telstra.com/overseas for the list of Eligible Countries and pricing options for International Roaming and Day Pass.		1GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	2GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	4GB + Unlimited Calls/SMS to Eligible Countries (Excess roaming data = 3c per MB)	

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Minimum monthly charge	\$59	\$79	\$99	\$129	\$149	\$199
Minimum cost over 24 months	\$1,416	\$1,896	\$2,376	\$3,096	\$3,576	\$4,776
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible countries, International call rates will apply. *15 Eligible countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>					

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What you must pay each month

60.5 Each month you must pay us:

- (a) the minimum monthly charge for your My Business Mobile Lease Plan;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) under your DLC, the monthly lease payments for your eligible device (less any applicable SBO discount, if eligible);
- (d) any additional Data Share SIMs you may take up (if eligible); and
- (e) any accessory repayments under an Accessory Repayment Option (ARO).

Monthly Call Allowance and unlimited standard messages

60.6 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.

60.7 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx (6 and 10 digit), and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to Telstra and Optus satellite mobiles, diversions within Australia to fixed numbers with only an 02, 03, 07 or 08 area code, mobile numbers commencing with only 04xx, calls to all 18xx numbers, standard SMS, MMS, and MessageBank® retrieval and diversion, iPhone MSG Bank Plus and any other calls or messages as determined by us.

60.8 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotel mobiles and any other calls or messages as determined by us.

60.9 Any unused Monthly Call Allowance expires each month.

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Monthly Data Allowance

60.10 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of services on the same account as your My Business Mobile Lease Plan which are connected to one of the following plans:

- My Business Mobile Plans
- My Business Mobile Lease Plans
- Go Business Mobile Plan
- Go Business Data Share SIMs
- Go Business Mobile Broadband Share Plan
- Data Share SIM Plans
- Easy Share Business Plans

(Eligible Services).

The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

60.11 In addition to your minimum monthly charge you must pay for:

- (a) data you use in excess of your Shared Monthly Data Allowance at the rate of \$10 for each 1GB or part of data that you use in Australia (**Extra Data**); and
- (b) data usage which isn't eligible to draw from your Monthly Data Allowance (including usage overseas) as set out in [Part G – Data Services of the Telstra Mobile Section of Our Customer Terms](#)

60.12 The Extra Data can be shared amongst Eligible Services and will be charged to the Eligible Service that first uses data in excess of the Shared Monthly Data Allowance.

60.13 Any unused Monthly Data Allowance and Extra Data expires each month.

60.14 By taking up a My Business Mobile Lease Plan you agree that Extra Data will apply to all eligible services on your account in place of any existing pay as you go rate for excess data.

MessageBank®

60.15 My Business Mobile Lease Plans come with unlimited MessageBank® and MessageBank® Plus diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

Part B – Our current and recent business pricing plans

60.16 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately.

Data Share SIM

60.17 Data Share SIMs:

- (a) A Data Share SIM can be purchased for \$5 per month per SIM.
- (b) A total of up to 5 Data Share SIMs can be purchased per My Business Mobile Lease Plan.
- (c) Each Data Share SIM includes 100MB of data each month to use in Australia.
- (d) Data Share SIMs do not have a voice capability and can't be used in a mobile handset.
- (e) You can choose to buy an eligible device on a MRO to use with your Data Share SIM. The MRO Terms and conditions are set out in [Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms](#). Extra Data to use in Australia will be applied to any Data Share SIM that uses data in excess of the Shared Monthly Mobile Data Allowance.

60.18 The Data Share SIMs are casual and you can cancel them at anytime. If you have an MRO with your Data Share SIM you will need to repay the balance of any outstanding payments.

60.19 If you cancel your My Business Mobile Plan, any Data Share SIM attached to that My Business Mobile Plan will be cancelled.

Free Intra-Account calls

60.20 Intra-Account calls are voice and video calls from Australia to services in Australia on the same account as a My Business Mobile Lease Plan and which are connected to one of the following plans:

- Other My Business Mobile Lease Plans
- My Business Mobile Plans
- Go Business Mobile Plans
- Business Performance Plan
- Business Mobile CAP Plans
- Easy Share and Easy Business Plans
- Business Mobile Maximiser Plans

60.21 Free Intra-Account calls do not apply to international calls or international roaming calls.

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Part B – Our current and recent business pricing plans

Standard international calls and SMS

- 60.22 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.
- 60.23 The \$10 Unlimited IDD Pack to 15 Eligible Countries set out in clause 5.8 for unlimited standard international calls and SMS from Australia to the 15 Eligible Countries set out in clause 5.8:
- (a) can be purchased for \$10 on the \$59 and \$79 My Business Mobile Lease Plans, and is included in the \$99, \$129 and \$149 My Business Mobile Lease Plans.
- 60.24 The \$199 My Business Mobile Lease Premium Plan includes unlimited standard International calls and SMS from Australia to standard fixed and mobile international numbers in any country.
- 60.25 If you make non-standard international calls, or call countries which are not Eligible Countries, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

- 60.26 The overseas roaming allowance can be used for roaming voice calls, SMS and mobile data usage in any country that is listed as an “Eligible Country”. The list of Eligible Countries is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).
- 60.27 While in an Eligible Country, the overseas roaming allowance can be used for voice calls and SMS to any Eligible Country or Australia.
- 60.28 The charge for excess data usage within the Eligible Countries is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer

- 60.29 If you take up a SBO Plan and:
- (a) You lease an eligible handset on 24 month DLC; and
 - (b) your SBO Plan and your DLC have the same length term and commence on the same day,

you may be eligible to receive an discount on your bill each month (**SBO**).

Part B – Our current and recent business pricing plans

60.30 The amount of the SBO will depend on the smartphone handset and SBO Plan you choose. We will let you know beforehand what the SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

60.31 If your SBO Plan or your DLC are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your DLC.

FairPlay Policy

60.32 The Business FairPlay Policy set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to My Business Mobile Lease Plans (except the provisions about Excessive Use). In addition to your FairPlay obligations, you must not, or allow any others to, use a My Business Mobile Lease Plan unlimited allowance to:

- (a) send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services;
- (b) use a service connected to a My Business Mobile Lease Plan 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); or
- (c) establish any point to point data connections with another modem.

Changing your plan or your minimum monthly spend

60.33 If we allow you to change your original minimum monthly spend or move to another in-market plan during your minimum term the terms in the table below will apply.

<p>If you move to a My Business Mobile Lease Plan with a lower minimum monthly charge</p>	<p>You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending on when your change took effect.</p>
<p>If you move from a Lease Plan to a Lease Plan with a higher minimum monthly charge</p>	<p>You will not need to restart your minimum term (unless you take up a new handset with your plan), and no early termination charge will apply. There will be no change to your original SBO (if applicable).</p> <p>If you lease a new handset with your plan you will need to restart your minimum term, pay the balance of any DLC and you may also need to pay an early termination charge.</p>

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If you move your My Business Mobile Lease service to any non Lease Plan	You will need to pay us an early termination charge and any applicable fees included in your DLC depending upon when the change took effect, and your SBO (if any) will cease.
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Early termination charges (ETC)

60.34 You need to pay an ETC if your My Business Mobile Lease Plan is cancelled (other than due to our material breach) or if it says so in the table above. It will be calculated as:

$$\frac{\text{Base ETC x number of months (or part thereof) remaining in contract term}}{\text{total number months in the minimum term}}$$

60.35 The ETC decreases over the minimum term. The maximum ETC for each My Business Mobile Lease Plan is set out in the tables below. Please contact us for the amount of ETC payable.

SBO Plans	Maximum ETC (incl. GST) 24 months
\$59 Plan	\$708
\$79 Plan	\$948
\$99 Plan	\$1,188
\$129 Plan	\$1,548
\$149 Plan	\$1,788
\$199 Plan	\$2,388

60.36 If you have taken up a DLC, any SBO you were receiving will end when your My Business Mobile Lease Plan is cancelled and you must pay back any remaining DLC repayments.

At the end of your minimum term

60.37 At the end of your minimum term, your service will remain on your chosen My Business Mobile Lease Plan and you will continue to pay the minimum monthly charge for your My Business Mobile Lease Plan (unless you return your device or you offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.

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60.38 If My Business Mobile Lease Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.

61 Connected Business Mobile Lease Plans

Availability

Not available for new service connections or service changes from 28 February 2021 and discontinued from 30 August 2021

Eligibility

61.1 To be eligible for a Connected Business Mobile Lease Plan (**CBM Lease Plan**) you'll need a 10 digit account number and an ABN, ACN or ARBN. We supply CBM Lease plans for business purposes, so you must use the CBM Lease plan predominantly for business purposes.

61.2 You cannot have any of the following plans on the same account as your CBM Lease plan:

- Telstra Business All-4-Biz Plans
- Telstra Business Mobile Select
- Telstra Corporate Plan
- Telstra Government and Customised Plan
- Telstra Business Cap Plan
- Telstra My Business Mobile Plan
- Telstra Go Business Plan
- Telstra Business Mobile Maximiser Plan
- Business Performance Plan
- Business Performance Data Share Packages
- Telstra Business Mobile Cap Plan
- Telstra 3G Mobile Plan
- Telstra 3G Cap Plan
- Telstra Business Phone
- Consumer Mobile
- Enterprise Fleet
- Telstra Next G Cap Plan
- Telstra Business Choice Cap Plan
- Telstra Mobile Ultimate Plan
- Telstra Business and Smartphone Plan
- Telstra Business Talk Plan
- Telstra Business Talk Saver Plan
- Telstra Business Untimed Plan
- Telstra Business Mobile Select Plan
- Telstra Share Data Plan
- Telstra All-4-Biz Plan
- Telstra Consumer Plan.

Part B – Our current and recent business pricing plans

Availability

- 61.3 CBM Lease plans are available until they are withdrawn by us.
- 61.4 If you want to connect your existing Telstra mobile service to a CBM Lease plan, you'll need to cancel your current plan and pay us any early termination charges, fees and remaining device repayments arising from that cancellation.
- 61.5 CBM Lease plans are available as a 24 month SBO plan meaning you must lease an eligible device from us under a Device Lease Contract (**DLC**) for an additional cost which may include a discount to offset the monthly device lease payments known as a Smartphone Bonus Offer (**SBO**).

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

- 61.6 CBM Lease plans are not available with any other Telstra mobile offer unless specified by us.

FairPlay Policy

- 61.7 The Telstra FairPlay Policy – Business Use in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) (**Business FairPlay Policy**) applies to any unlimited component of the CBM Lease plans, except the provisions about Excessive Use.

- 61.8 In addition to the Business FairPlay Policy, you must not use, or allow others to use any service connected to a Fleet Plus Plan:
- (a) as a point of interconnect for calls from overseas into Australia;
 - (b) 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);
 - (c) to establish any point to point data connections with another modem; or
 - (d) to send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services.

General

- 61.9 All amounts listed in this CBM Lease plan section of Our Customer Terms are inclusive of GST.

Our Customer Terms

Telstra Mobile Section

Part B – Our current and recent business pricing plans

What's included?

61.10 You can choose from the CBM Lease Plans set out in the table below:

Connected Business Mobile Lease (24 months)
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Minimum monthly charge	\$40	\$60	\$90	\$130	\$190
Minimum cost over 24 months	\$960	\$1,440	\$2,160	\$3,120	\$4,560
Monthly Call Allowance for standard calls	\$40	\$60	Unlimited		
Calls to 18xx numbers	Included				
Standard messages	Unlimited				
Monthly Data Allowance	0.5GB	3GB	8GB	20GB	30GB
Excess Data	2c per MB				
MessageBank® retrieval and diversion	Unlimited				

Telstra Mobile – Part B – Old Business and Corporate Plans was last changed on 22nd September 2023

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Voice2Text	\$10 per month	Unlimited	
Messagebank Plus for iPhone (iOS4.3+ required)	Included		
Business Lease Assure	\$10 per month https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	Included https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-business/mobile/business-critical-information-summary-lease-assure-plan.pdf	
Intra-Account calls	Included		
Monthly allowance for standard international calls and SMS from Australia	+ \$10 per month for unlimited to 15 Eligible Countries*	Unlimited to 15 Eligible Countries* included	Unlimited
Telstra Mobile Device Management Shared Platform (T-MDM)	Available to eligible customers from \$5 per month when you sign up to the T-MDM service		Included
Included Content	Telstra may include extra content or value add services within your plan from time to time. Such extra content or value add services may be available for a limited time		

Our Customer Terms

Telstra Mobile Section

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Monthly roaming allowance for use in Eligible Countries	Standard rates apply. See telstra.com.au/customer-terms/business-government/telstra-mobile/heading-overseas-international-roaming	Unlimited calls and SMS and 1.5GB of data to use in Eligible Countries.
Excess Data to use in Eligible Countries	Standard excess data rates apply	3c/MB
	<p>Unless otherwise stated, all allowances are for use in Australia and all calls and messages are to standard Australian numbers. 2 min standard call is \$2. If you use your International calls/SMS allowance for things not included in your allowance or to call non-eligible countries, International call rates will apply. *15 Eligible Countries are: Bangladesh, Canada, China, Hong Kong, India, Lebanon, Malaysia, New Zealand, Pakistan, Singapore, South Korea, Sri Lanka, UK, USA and Vietnam.</p>	

Part B – Old Business Plans

What you must pay each month

61.11 Each month you must pay us:

- (a) the minimum monthly charge for your CBM Lease;
- (b) for all usage in excess of or not eligible to draw from your included allowances;
- (c) under your DLC, the monthly lease payments for your eligible device (less any applicable SBO discount, if eligible);
- (d) any accessory repayments under an Accessory Repayment Option (ARO).

Monthly Call Allowance and unlimited standard messages

61.12 In addition to your minimum monthly charge you must pay for calls and messages that aren't standard calls and messages.

61.13 Standard calls and messages include most types of national direct dial voice calls, video calls and messages made in Australia to standard Australian numbers, voice calls to 11xx, 13xx, and 12xx numbers (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite mobiles and any other calls or messages as determined by us.

61.14 Standard calls and messages do not include third party content calls or messages, calls and messages to international numbers, international roaming calls and messages, calls or SMS to 19xx or Sensis® 1234, 12455 and 12456 services, premium SMS and MMS, wake up and reminder calls, information and operator assisted calls, reverse charge calls, Call Answer, Memo, PhonePage, SMS voting, SMS games, PocketNews, MobileFun, SMS Access Manager, Online SMS Business, some SMS Chat, some Instant Messaging Services, calls to Pivotal mobiles and any other calls or messages as determined by us.

61.15 Any unused Monthly Call Allowance expires each month.

Monthly Data Allowance

61.16 Your Monthly Data Allowance will be automatically pooled and shared with the data allowances of the following compatible services:

Part B – Old Business Plans

- Other Connected Business MobilePlans
- Telstra Business Fleet Plus Plans
- Telstra Business Fleet Connect Plans
- Data Share SIM
- Telstra Business Mobile Advantage Plan
- Telstra Connected Business Mobile Broadband Plans
- Telstra Mobile Broadband Share Plan taken up after August 2011
- Telstra Business Mobile Data Pack Shareable

(together **Eligible Services**).

The total shared data allowance for your account is the combined monthly data allowance of all Eligible Services on your account (**Shared Monthly Data Allowance**).

61.17 Any unused Monthly Data Allowance expires each month.

61.18 You can purchase a Business Mobile Datapack if you need more data for you Connected Business MobilePlan on the terms (including price) set out in the applicable sections of Part G - Data Services of the Telstra Mobile Section of Our Customer Terms. If you acquire a Business Mobile Datapack, the data usage charges for that Business Mobile Datapack will apply to any data usage in excess of your Monthly Data Allowance.

MessageBank®

61.19 CBM Lease Plans come with unlimited MessageBank® diversion and retrieval in Australia. This usage won't count towards your Monthly Call Allowance.

61.20 Unlimited MessageBank diversion and retrieval does not include Voice2Text, MessageBank2Text or Memo. You will need to pay for these separately unless otherwise specified in the table above.

61.21 CBM Lease Plans come with MessageBank Plus at no additional charge for iPhone handsets running iOS 4.3 or higher.

Included Intra-Account calls

61.22 You can make national voice and video calls, and send SMS messages, in Australia, between mobile services connected to Connected Business MobilePlans, Business Fleet Plus plans, Business Fleet Connect Plans on the same account, for free. Free Intra-Account calls do not apply to international calls and messages or international roaming calls and messages.

61.23 Our FairPlay Policy (set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#)) applies to Free Intra-Account calls.

Part B – Old Business Plans

Standard international calls and SMS

- 61.24 Standard international calls and SMS mean calls and SMS from Australia to standard international fixed and mobile numbers in any country.
- 61.25 If your CBM Lease Plan does not include an international call and SMS allowance you can add a Business International Pack for \$10/mth and receive unlimited standard international calls and SMS from Australia to the 15 Eligible Countries as set out in clause 56.10.
- 61.26 The international call and SMS allowance for the CBM Lease Plans are set out in the table in clause 61.10 above.
- 61.27 If you make non-standard international calls, or call to countries which are not Eligible Countries, you will be charged extra for those calls, as set out in clause 5.

Overseas roaming allowance

- 61.28 The overseas roaming allowance on the \$190 CBM Lease Plan can be used in any country that is listed as an “Eligible Country” in International Travel Pass Zone 1, or Zone 2 or Zone 3 (**International Roaming Eligible Country**). The list of International Roaming Eligible Countries is in clause 10 International Travel Pass of [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).
- 61.29 [While in an International Roaming Eligible Country, the overseas roaming allowance can be used for voice standard calls and SMS to any Eligible Country or Australia.](#)
- 61.30 The international roaming data allowance can only be used in an International Roaming Eligible Country. The charge for excess data usage within an International Roaming Eligible Country is 3¢/MB. Otherwise, standard international roaming charges apply for all roaming usage outside or above the overseas roaming allowance. These charges are set out in [Part I – Heading Overseas – International Roaming of the Telstra Mobile Section of Our Customer Terms](#).

Smartphone Bonus Offer (SBO)

- 61.31 If you take up a CBM Lease Plan and:
- (a) you lease an eligible handset on 24 month DLC; and
 - (b) your CBM Lease Plan and your DLC have the same length term and commence on the same day,
- you may be eligible to receive a credit towards your bill each month (SBO).
- 61.32 The amount of the SBO will depend on the smartphone handset and CBM Lease

Part B – Old Business Plans

Plan you choose. We will let you know beforehand what SBO will be applied. However, if you increase your minimum monthly spend during the term of your plan, you will continue to get your original SBO, it will not change in line with your new minimum monthly spend.

61.33 If your CBM Lease Plan or your DLC are cancelled, you will no longer be entitled to the SBO and you must pay the remaining repayments on your DLC which will be higher as you'll no longer receive a credit towards your handset.

Excess data charges

61.34 For all CBM Lease Plans, the charges that apply for data usage in excess of or not eligible to draw from your Monthly Data Allowance are:

Plan	Excess Data Charges
CBM Lease Plan (except services with a Business Mobile Data Pack)	See table in clause 56.10 above.
\$10/mth Business Fleet Plan	\$2 per MB (charged per kilobyte)
If you have a Business Mobile Datapack on your service	The applicable charges set out in Part G - Data Services of the Telstra Mobile Section of Our Customer Terms

Call charges for CBM Lease Plans

61.35 The charges for standard calls made from your CBM Lease Plan service will depend on the number of eligible Telstra mobile plan services you have connected to a CBM Lease Plan account or other plans that we deem eligible (**Eligible Mobile Services**) at any one time. The charges are set out in the following table:

Pricing Tier		Standard Call Rates (per 30 sec and charged per second)		
Tier	Number of Eligible Mobile Services	\$40 Minimum Monthly Charge	\$60 Minimum Monthly Charge	\$90, \$130, or \$190 Minimum Monthly Charge
Tier 1	1 to 39	28¢	24¢	Unlimited
Tier 2	40 to 149	20¢	16¢	Unlimited
Tier 3	150 or more	16¢	12¢	Unlimited

61.36 Eligible Mobile Services are mobile services connected to a CBM Lease Plan, Connected Business Mobile Plan, Telstra Business Fleet Plus, Telstra Business Fleet Connect, Telstra Business Mobile Advantage Plan, Telstra Business Mobile

Part B – Old Business Plans

PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan, Telstra Connected Business Mobile Broadband Plans, Telstra Mobile Broadband Plan, Telstra Mobile Broadband Shared Data Plan and Digital Office Technology Mobile Plan.

61.37 The CBM Lease Plan charges set out in this section of Our Customer Terms only apply to Eligible Mobile Services connected to a CBM Lease Plan. If your Eligible Mobile Service is not connected to a CBM Lease Plan, the relevant terms and conditions, including price, for your mobile services will be set out in the applicable section of Our Customer Terms.

61.38 If you add or remove Eligible Mobile Services, and qualify for a different CBM Lease Plan pricing tier as a result, the charges for standard calls for your CBM Lease Plan services will change automatically.

CBM Lease Plan with a \$90, \$130 and \$190 Monthly Fee

61.39 If you have a CBM Lease Plan with a \$90, \$130 and \$190 Monthly Fee, you will not be charged for usage of the types included in the unlimited components of your plan. Where your plan includes a fixed allowance for a particular usage types, you will not be charged for usage within that allowance.

Changing your 24 month CBM Lease Plan

61.40 If we allow you to move to another in-market plan during your minimum term the terms in the table below will apply.

<p>If you move to a CBM Lease with a lower minimum monthly charge</p>	<p>You must restart your minimum term. You must pay an Early Termination Charge for your plan and any applicable fees included in your DLC depending on when your change took effect</p>
<p>If you move from a CBM Lease Plan to a CBM Lease Plan with a higher minimum monthly charge</p>	<p>You will not need to restart your minimum term (unless you take up a new handset with your plan), and no early termination charge will apply. There will be no change to your original SBO (if applicable).</p> <p>If you lease a new handset with your plan you will need to restart your minimum term, pay the balance of any DLC and you may also need to pay an early termination charge.</p>
<p>If you move your CBM Lease to any non Lease Plan</p>	<p>You will need to pay us an early termination charge and any applicable fees included in your DLC depending upon when the change took effect, and your SBO (if any) will cease.</p>

Part B – Old Business Plans

Early termination charges (ETC)

61.41 You must pay an early termination charge (ETC) and Early Recontracting 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 your 24 month CMB Lease Plan; or
- (b) you move to a 24 month CMB Lease Plan with a lower Monthly Fee, take up a Connected Business Mobile Casual Plan or other non-Connected Business Mobile plan.

61.42 The amount of any ETC payable is calculated in accordance with the following formula:

$$\text{Monthly Fee} \times \text{number of months (or part thereof) remaining in your minimum term} \times 50\%$$

61.43 The ETC decreases over the minimum term and you can ask us to tell what ETC you will need to pay. The maximum ETC for each Fleet Plus Contracted Plan is:

CBM Lease Plans	Maximum ETC (incl. GST) 24 months
\$40 Plan	\$480
\$60 Plan	\$720
\$90 Plan	\$1080
\$130 Plan	\$1,560
\$190 Plan	\$2,280

61.44 If you have taken up a DLC, any SBO you were receiving will end when your CBM Lease is cancelled and you must pay back any remaining DLC repayments.

At the end of your minimum term

61.45 At the end of your minimum term, your service will remain on your chosen CBM Lease and you will continue to pay the minimum monthly charge for your CBM Lease Plan (unless you return your device or you offer to purchase your device under the terms of your DLC). You will also need to pay any other fees set out under your DLC.

61.46 If CBM Lease Plans are no longer available at the end of your minimum term we may roll your service over to any other current plan which is reasonably comparable or require you to move to any other current plan. We will tell you before this happens.