

THINGS YOU NEED TO KNOW

Business Mobile Advantage Plans – Standard Calls and Messages

You can use the monthly included allowance of your Telstra Business Mobile Advantage Plan for standard calls and messages in Australia. Standard calls and messages means 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 1800, 13, 1300, 11xx and 12xx (excluding Sensis 1234, 12 455 and 12 456 services) numbers, 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 does not include other call types including some information and operator assisted 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 19xx numbers and Sensis 1234, 12 455 and 12 456 services. Calls to Pivotal mobiles are not available.

Unused included allowances expire monthly.

You cannot apply your included Monthly Call Allowance towards data usage.

Unlimited standard SMS

You must not use the unlimited SMS allowance 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. Some types of SMS are excluded, such as 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, SMS to Pivotal numbers and some Instant Messaging Services. You will need to pay for these separately.

Bring your own mobile

Handsets that operate only on 2100MHz networks are not compatible with our Telstra Mobile Network. To ensure your compatible handset is correctly set up to experience the benefits of the Telstra Mobile Network, visit configure.telstra.com.au.

Unlimited MessageBank

Customers connecting to a \$60 or higher Business Performance BYO Plan or a \$80 or higher Business Performance Handset Plan will not pay for MessageBank connection, diversion and retrieval in Australia. The unlimited MessageBank allowance only applies to standard diversion and retrieval and does not apply to Voice2Text, Message2Text™, Memo, or MessageBank Plus and you will need to pay for these separately. Other associated charges such as access and messaging will still apply.

Sharing your included allowances

Any unused shared included call/message allowance expires monthly. You can only share your included allowance with eligible mobile services on the same account as your Business Mobile Advantage Plan service in Australia. Some plans (eg Business Performance plans, Business Mobile Maximiser plans, and Business Mobile Cap plans) cannot be on the same account as Business Mobile Advantage plans. The included call and message allowances on the \$130, \$150 and \$135 Casual Business Mobile Advantage Plans cannot be shared. Other eligible mobile services are those with Telstra Business Mobile PLUS Plans, Telstra Mobile Business Plans and Telstra Business Fleet Select Plans.

Included Data

Included data is for use in Australia only and unused data expires monthly. Excess usage will be charged per KB, at 10¢ per MB for data used in excess of your included monthly data allowance (unless you have added a data pack to your service, in which case the excess data usage rate for your chosen data pack will apply). Additional charges apply for sending/receiving email or using data while overseas.

Port-In Credit

The credit will be automatically added to your first or second bill and is not available with any other Port-in Credit offer. The credit is not redeemable for cash and is repayable on a pro-rata basis if you terminate your service early during the 24-month term.

MRO Bonus Credit

You will be entitled to an MRO Bonus Credit if your MRO term and your plan term have the same start date and end date (for example, both are 24 months duration). If you cancel your eligible plan or your MRO during this term, you'll no longer be entitled to the MRO Bonus.

Loyalty Credit

You will be entitled to a Loyalty Credit if you take up an eligible \$30 and higher Business Mobile Advantage plan for a minimum of 24 months. The credit will be applied to your bill on a monthly basis. If you cancel your eligible Business Mobile Advantage plan early, you'll no longer be entitled to the Loyalty Credit.

Unmetered content

Browsing charges apply when you access third party sites from the home tab or access sites directly from your mobile browser by typing in a URL. Free browsing within Australia only. Your standard download charges may apply.

Voice2Text

For converted, partially converted and notifications of non-converted messages. You will be charged the same rate for all converted and partially converted messages, ie you are charged for one message despite its length (up to three linked SMS) including long messages and notifications from the service. Charging takes place on the dispatch of the converted message, whether or not the text is delivered or received. Voice2Text will replace your standard 101 notifications and any other voicemail or messaging service you may have, other than MessageBank. We can't guarantee that the message will be correctly translated and we are not responsible for the content of the message. On average it should take around 3.5 minutes for text message notification to be received but in some instances it can take up to 20 minutes.

SO YOU WANT A BUSINESS MOBILE ADVANTAGE?

EVERY BUSINESS MOBILE ADVANTAGE PLAN GIVES YOU:

Free voice calls, video calls and SMS within Australia between eligible mobiles on the same account

Let your team talk as much as they need to, with **free** voice calls, video calls and SMS messaging (all within Australia) between all eligible mobile services on your account. There are no connection fees and no call charges – just open communication.

Share unused monthly call and data allowances

Help get cost certainty and save on excess usage charges by sharing your unused monthly call and data allowances between eligible mobile services on the same account in Australia.

More mobiles, more value

The more Business Mobile Advantage services you have on the same account, the lower your call and SMS rates become.

Unlimited SMS

Choose a Business Mobile Advantage with a minimum monthly spend of \$70 or more and you'll be free to send unlimited national SMS to standard Australian mobile numbers.

Unlimited MessageBank®

Choose a Business Mobile Advantage with a minimum monthly spend of \$90 or more and you'll have unlimited MessageBank call diversions and message retrievals within Australia.

Minimum costs of Business Mobile Advantage Plans over 12 months: \$70 plan is \$840; \$90 plan is \$1,080.

YOU CAN SAVE ON COST WITH EVERY CREDIT

Port-In Credits

Take your business even further with generous once-off Port-In Credits equal to three times your monthly plan fee when you switch your services over to Telstra on a \$40 or higher Business Mobile Advantage plan for 24 months.

| MONTHLY FEE | \$130 | \$150 | \$135 CASUAL |
|------------------------|-------|-------|--------------|
| 24-month term | ✓ | ✓ | ✗ |
| Monthly Port-In Credit | \$390 | \$450 | \$0 |

| MONTHLY FEE | \$30 | \$40 | \$50 | \$70 | \$90 | \$55 CASUAL |
|------------------------|------|-------|-------|-------|-------|-------------|
| 24-month term | NA | ✓ | ✓ | ✓ | ✓ | ✗ |
| Monthly Port-In Credit | NA | \$120 | \$150 | \$210 | \$270 | \$0 |

Minimum costs of Business Mobile Advantage Plans over 24 months: \$30 plan is \$720; \$40 plan is \$960; \$50 plan is \$1,200; \$70 plan is \$1,680; \$90 plan is \$2,160; \$130 plan is \$3,120 and \$150 plan is \$3,600.

Monthly Loyalty Credits

Get monthly Loyalty Credits that you can use when you bring or buy (Outright Purchase or Mobile Repayment Option) a handset; or for your eligible mobile plan payments if you don't take a handset.

| MONTHLY FEE | \$130 | \$150 | \$135 CASUAL |
|------------------------|-------|-------|--------------|
| 24-month term | ✓ | ✓ | ✗ |
| Monthly Loyalty Credit | \$25 | \$30 | \$0 |

| MONTHLY FEE | \$30 | \$40 | \$50 | \$70 | \$90 | \$55 CASUAL |
|------------------------|------|------|------|------|------|-------------|
| 24-month term | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Monthly Loyalty Credit | \$5 | \$10 | \$12 | \$15 | \$20 | \$0 |

OPTIONS THAT MEAN BUSINESS

| BUSINESS MOBILE ADVANTAGE PLAN | | \$30 | \$40 | \$50 | \$70 | \$90 | \$55 CASUAL | \$130 | \$150 | \$135 CASUAL | |
|--|---|------------------------|-------|-------|----------------------|----------------------|------------------------|-----------|------------------------|--------------|--|
| Choose between 12 or 24-month contract terms | | ✓ | ✓ | ✓ | ✓ | ✓ | NA | ✓ | ✓ | NA | |
| Data-sharing in Australia on eligible plans | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Voice-sharing in Australia on eligible plans | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | NA | NA | NA | |
| Monthly allowance for standard national calls, SMS/MMS to most fixed and mobile numbers in Australia | | \$20 | \$40 | \$50 | \$70 + Unlimited SMS | \$90 + Unlimited SMS | \$40 | Unlimited | | | |
| Monthly allowance for standard call diversion from mobiles to most fixed and mobile numbers in Australia | | NA | | | | | | Unlimited | | | |
| Choose between | Timed Calls | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | NA | | | |
| | OR Untimed Calls | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | | |
| Choose between MessageBank options | Unlimited MessageBank Diversion and Retrieval in Australia | Available for purchase | | | | Included | Available for purchase | Included | | | |
| | OR Unlimited MessageBank Plus (iPhone users only) in Australia | Available for purchase | | | | Included | Available for purchase | Included | | | |
| Unlimited Voice2Text™ in Australia | | Available for purchase | | | | | | Included | Available for purchase | | |
| Monthly allowance for Mobile Data to use in Australia | | 50MB | 200MB | 600MB | 1GB | 2GB | 200MB | 3GB | 5GB | 3GB | |
| Excess Data Charges (charged per KB or part thereof) | | 10¢/MB | | | | | | | | | |
| Monthly allowance for calls and SMS to International numbers | | NA | | | | | | \$50 | \$100 | \$50 | |
| Monthly allowance for calls and SMS for International Roaming | | Available for purchase | | | | | | \$100 | Available for purchase | | |
| Choose to include an Email Solution Pack | BlackBerry® Individual Solution (BIS) | Available for purchase | | | Included | | Available for purchase | Included | | | |
| | OR BlackBerry Enterprise Solution (BES) | Available for purchase | | | | | | Included | Available for purchase | | |
| | OR Telstra Mobile Connect Solution (TMCS) | Available for purchase | | | Included | | Available for purchase | Included | | | |

| MINIMUM COSTS (plus usage in excess of, or excluded from, the monthly allowance and any handset repayments) | \$30 | \$40 | \$50 | \$70 | \$90 | \$55 CASUAL | \$130 | \$150 | \$135 CASUAL |
|---|-------|-------|---------|---------|---------|-------------|---------|---------|--------------|
| 12 months | \$360 | \$480 | \$600 | \$840 | \$1,080 | NA | \$1,560 | \$1,800 | NA |
| 24 months | \$720 | \$960 | \$1,200 | \$1,680 | \$2,160 | NA | \$3,120 | \$3,600 | NA |

YOU CAN MAKE CENTS OF EVERY CALL

\$30 TO \$90 BUSINESS MOBILE ADVANTAGE PLANS

- Choice of Timed or Untimed Calls:
 - Untimed calls: great for frequent long calls, so you can save by paying a single rate per call, with no call connection charge
 - Timed calls: effective cost-saving for short calls, as you pay only for what you use with per-second charging, with no call connection charge.
- Value-added options available to further customise your chosen mobile solution.

USAGE RATES FOR \$30 TO \$90 BUSINESS MOBILE ADVANTAGE PLANS

(The following call charges will apply on and from 1st October 2012)

| NUMBER OF ELIGIBLE MOBILES ON THE SAME ACCOUNT | SMS RATE (per message, per recipient) | STANDARD NATIONAL CALL RATES TO ELIGIBLE LANDLINES AND MOBILES IN AUSTRALIA | |
|--|---------------------------------------|---|--------------------------|
| | | Timed calls (per 30 secs, charged per sec) | Untimed calls (per call) |
| 1 – 10 | 25¢ | 29¢ | 99¢ |
| 11 – 19 | 25¢ | 26¢ | 95¢ |
| 20 – 39 | 20¢ | 21¢ | 85¢ |
| 40 – 79 | 20¢ | 17¢ | 74¢ |
| 80 – 149 | 20¢ | 15¢ | 63¢ |
| 150+ | 20¢ | 13¢ | 57¢ |