

Service Terms






Adaptive Mobility

1 About this document

1.1 Where this document fits into our agreement with you

- (a) Thank you for choosing Telstra. Our Digital Services Agreement (**Agreement**) with you is made up of the following parts:
- ① If different parts of this Agreement conflict, the part listed earlier in the table applies to the extent of the inconsistency.

About the parts of this Agreement

 Overview	You sign this when you first agree to buy products and/or services from us. It includes your key Agreement details.
 Price Schedule	Outlines the prices and pricing conditions of the products and Services you buy from us.
 Order Request	A record of the orders you've submitted to us, including changes you've requested to your products and Services that have incurred a charge.
<p>The following parts make up our standard form of agreement terms with our customers for the purposes of Part 23 of the Telco Act. We update these terms from time to time in line with our agreement with you.</p>	
 Service Terms	The specific conditions for each product and service you buy.
 General Terms	The conditions that apply to all our products and services, available at telstra.com/digitalterms .

- (b) This document, the [Service Terms for Adaptive Mobility](#), has **6 sections**. At the top of each page, you can see which section you are in:



2 SERVICE SUMMARY

2.1 What is Adaptive Mobility

- (a) The Adaptive Mobility solution is a modular Mobile, Mobile Broadband and Enterprise Wireless solution.
- (b) You can add one or more Adaptive Mobility Plans to your Adaptive Mobility solution. Each Adaptive Mobility Plan and its inclusions and options are described in section 4 below.
- (c) You can also add various optional add-ons (as described in section 4 below) to each Adaptive Mobility Plan.
- (d) You can also:
 - (i) purchase compatible devices and accessories under your Adaptive Mobility solution either outright or on a repayment plan, as further described in section 4.4 of these Service Terms; or
 - (ii) lease devices under your Adaptive Mobility solution as further described in section 4.4 of these Service Terms.

3 AVAILABLE PLANS

3.1 Adaptive Mobility Plans

You can add one or more of the following Adaptive Mobility Plans to your Adaptive Mobility solution.

Mobile Plans (smartphones, feature phones, voice-enabled PDAs)			
	Essential	Enhanced	Epic
Monthly Charge (per plan, incl. GST)	\$55	\$65	\$75
Mobile Network	3G, 4G/LTE and 5G compatible		
Monthly Data Allowance For use in Australia (see section 4.3 below)	40 GB Shared Data Peace of Mind Data	80 GB Shared Data Peace of Mind Data	120 GB Shared Data Peace of Mind Data
Speed Cap Downloads/Uploads	Capped at 50 Mbps	Capped at 250 Mbps	No speed cap
Calls + SMS + MMS + MessageBank® To standard Australian numbers	Unlimited		
Calls + SMS + MMS To standard international numbers from Australia	Standard international calling rates apply.		
Roaming Calls + SMS + MMS + Data For use while overseas	International Roaming Day Pass for use in Eligible Countries will apply. Standard international roaming rates apply for non-Eligible Countries.		
What's not included?	Any optional add-on set out in section 4.1, unless you take up these add-ons. Non-standard calls and messages. See section 4.3 below for further details.		
Mobile Broadband Plans (tablets, laptops, dongles and personal hotspots)			
	Essential	Enhanced	Epic
Monthly Charge (per plan, incl. GST)	\$20	\$35	\$50
Mobile Network	3G, 4G/LTE and 5G compatible		
Monthly Data Allowance For use in Australia (see section 4.3 below)	10 GB Shared Data Peace of Mind Data	30 GB Shared Data Peace of Mind Data	50 GB Shared Data Peace of Mind Data
Speed Cap Downloads/Uploads	Capped at 50 Mbps	Capped at 250 Mbps	No speed cap
Calls + SMS + MMS + MessageBank®	Not available		
Roaming Data For use while overseas	International Roaming Day Pass for use in Eligible Countries. Standard international roaming rates apply for non-Eligible Countries.		
What's not included?	Any optional add-on set out in section 4.1, unless you take up these add-ons. Non-standard calls and messages. See section 4.3 below for further details.		
Enterprise Wireless (non-personal modems and routers)			
Monthly Charge (per plan, incl. GST)	\$50		
Mobile Network	3G, 4G/LTE and 5G compatible		
Monthly Data Allowance For use in Australia (see section 4.3 below)	50 GB Peace of Mind data Data Top-Up Packs available (see section 4.1 below)		
Speed Cap Downloads/Uploads	No speed cap		
Calls + SMS + MMS + MessageBank®	Not available		
What's not included?	Any optional add-on set out in section 4.1, unless you take up these add-ons.		

4 ADDITIONAL DETAILS

4.1 Optional add-ons

(a) You can enhance each Adaptive Mobility Plan with the following optional add-ons to that service:

Voice2Text (only available for Mobile Plans)	<p>When enabled, we will convert your voice messages from speech to text and deliver them to you as an SMS. Voice2Text replaces your voice mail notifications and any other voice mail or messaging service you may have (other than MessageBank®).</p> <p>Each voice message will only be stored for 14 days if you have not listened to it, or 7 days if you have listened to it. Voice2Text will not store more than 98 voice messages.</p> <p>Compatible with Android, Windows and iOS devices.</p>						
MessageBank® Plus for iPhone (only available for Mobile Plans)	<p>When enabled, MessageBank® Plus for iPhone sends voice messages received in your MessageBank® to your handset as a sound file, instead of the standard SMS notification. The sound file will be accessible in the Visual Voicemail application of the handset.</p> <p>Each voice message will only be stored for 14 days if you have not listened to it, or 7 days if you have listened to it. MessageBank® Plus for iPhone will not store more than 98 voice messages.</p> <p>MessageBank® Plus for iPhone replaces standard MessageBank® and Voice2Text service (if active) on the Adaptive Mobility Plan to which it is enabled.</p> <p>Only available for Adaptive Mobility Plans with iPhones.</p>						
International Call and SMS Pack (only available for Mobile Plans)	<p>When enabled, 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 Adaptive Mobility Plans while in Australia to standard international numbers in eligible destinations:</p> <table border="1" data-bbox="673 936 1422 1182"> <thead> <tr> <th></th> <th>Eligible Destinations</th> </tr> </thead> <tbody> <tr> <td>International Call and SMS Pack – All countries</td> <td>All countries</td> </tr> <tr> <td>International Call and SMS Pack – 20 countries</td> <td>Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam</td> </tr> </tbody> </table> <p>* We may change the Eligible Destinations at any time by notice to you.</p> <p>** MMS not included and charged at standard PAYG rates (as set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms).</p> <p>*** Calls, SMS, MMS to premium and satellite services is are not included and charged at standard PAYG rates (as set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms).</p>		Eligible Destinations	International Call and SMS Pack – All countries	All countries	International Call and SMS Pack – 20 countries	Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam
	Eligible Destinations						
International Call and SMS Pack – All countries	All countries						
International Call and SMS Pack – 20 countries	Canada, China, Denmark, Germany, Guam, Hong Kong, India, Ireland, Indonesia, Japan, Malaysia, New Zealand, Norway, Puerto Rico, Romania, Singapore, South Korea, UK, USA, Vietnam						
International Roaming Month Pass (only available for Mobile and Mobile Broadband Plans)	<p>When enabled, International Roaming Month Pass (IR Month Pass) supersedes the default International Roaming Day Pass (IR Day Pass), providing 4GB data allowance per month with unlimited standard international calls and text for use in Eligible Countries.</p> <p>If enabled, costs for IR Month Pass apply regardless if the Adaptive Mobility Plan has roamed to the Eligible Countries.</p> <p>See section 4.6 for further detail on this optional add-on.</p>						
Accelerator (only available for Mobile and Mobile Broadband Plans associated with an account number not beginning with “7000”)	<p>When enabled and using Monthly Data Allowance (or your Shared Monthly Data Allowance, as applicable), Accelerator removes the Speed Cap on the Essential and Enhanced Adaptive Mobility Plan (where applicable) and optimises data performance providing a speed uplift on our 4G and 5G networks. You will have access to a reporting portal indicating average speeds you achieved each day with Accelerator in comparison to the speeds that we estimate a user on our network without Accelerator would have received in similar radio conditions</p> <p>Accelerator will not provide any benefits once you have exceeded your Monthly Data Allowance (or your Shared Monthly Data Allowance, as applicable). Peace of Mind Data still applies once Monthly Data Allowance (or your Shared Monthly Data Allowance, as applicable) has been exceeded.</p> <p>Accelerator is available to select customers only and subject to availability. We can cancel or suspend this add-on in relation to one or more of your Adaptive Mobility Plans at any time at our discretion. If we do, we will contact you to let you know.</p> <p>Accelerator does not guarantee a minimum speed throughput or uplift for your data. The performance of this add-on is subject to a range of factors that could</p>						

	<p>impact your speed, including device used and its capabilities, device configuration, location, congestion, coverage and download source.</p> <p>When Accelerator is enabled, the Business Demand Data add-on is not available on the applicable Adaptive Mobility Plan.</p>				
<p>Business Demand Data (available for all Adaptive Mobility Plan types except Enterprise Wireless Plans associated with an account number beginning with "7000")</p>	<p>Business Demand Data is a mobile broadband data solution that aims to provide enhanced data treatment on 4G/LTE on the Telstra Mobile Network during times of high traffic demand.</p> <p>Business Demand Data is only available when you are on 4G coverage on our Telstra Mobile Network (excluding 3G, 5G and satellite coverage) and relates only to data downloads and not uploads.</p> <p>Business Demand Data does not guarantee a minimum throughput for your data. During periods of unusual and unexpected high traffic demands, your experience with Business Demand Data may still be impacted. You may experience a slowdown for tasks requiring high speeds, such as downloading and uploading large files, high definition videos. Other traffic, such as high priority government, emergency situations and Telstra LANES® customers will be prioritised and given preferential data treatment over your traffic.</p> <p>We may suspend Business Demand Data in relation to one or more of your Adaptive Mobility Plans at any time. If we do, we will contact you to let you know.</p>				
<p>One Number (only available for Mobile Plans associated with an account number not beginning with "7000")</p>	<p>When enabled, if a smartwatch is paired with the mobile handset linked to the Adaptive Mobility Mobile Plan, both devices will share the Adaptive Mobility Mobile Plan's inclusions. Any call, message or data usage from or to the smartwatch will be considered to have been made with the relevant mobile handset.</p> <p>Only available with Apple Watch and Samsung Galaxy Watch.</p>				
<p>Data Top-up for Enterprise Wireless (only available for Enterprise Wireless Plans)</p>	<p>When enabled on an Enterprise Wireless Plans, Data Top-up will automatically add a blocks of data when you current Monthly Data Allowance has been exhausted (in blocks thereafter).</p> <table border="1"> <thead> <tr> <th>Available Data Top-up add-ons</th> </tr> </thead> <tbody> <tr> <td>50GB</td> </tr> <tr> <td>250GB</td> </tr> <tr> <td>1000GB</td> </tr> </tbody> </table> <p>Any Data Top-up is subject to the FairPlay policy set out in section 4.5 below applies.</p> <p>Your Data Top-up will expire with your bill cycle or, if your account number begins "7000", 31 days from the activation of the applicable Data Top-up.</p>	Available Data Top-up add-ons	50GB	250GB	1000GB
Available Data Top-up add-ons					
50GB					
250GB					
1000GB					
<p>Data Top-up for Mobile and Mobile Broadband Plans (only available for Mobile and Mobile Broadband Plans associated with an account number beginning with "7000")</p>	<p>When enabled on Mobile and Mobile Broadband Plans, upon the Shared Data pool being exhausted the Data Top-up feature will automatically add a 20GB block of unshared data to each Adaptive Mobility plan.</p> <p>Your Data Top-up will expire with your bill cycle or, if your account number begins "7000", 31 days from the activation of the applicable Data Top-up.</p>				

- (d) All optional add-ons are on a month-to-month basis and may be cancelled at any time. The charges applicable to any optional add-ons are set out in section 5.2 of these Service Terms.

4.2 Eligible managed services

You can purchase eligible managed services to help manage your Adaptive Mobility solution and devices, including:

<p>Adaptive Mobility Care</p>	<p>You can purchase the Adaptive Mobility Care service to help manage your Adaptive Mobility solution. See the Service Terms for Adaptive Mobility Managed Services for service terms and pricing.</p>
<p>EMMS Modular</p>	<p>You can purchase EMMS Modular to help manage devices on your Adaptive Mobility solution.</p> <p>EMMS Modular must be purchased and ordered separately and is supplied under the terms set out in Part K – Enterprise Mobility Management section of Our Customer Terms and the term of your separate agreement with us.</p>
<p>Enterprise Wireless Managed Service</p>	<p>You can purchase the EWMS service to help manage devices for your Enterprise Wireless Plan. See the Service Terms for Adaptive Mobility Managed Services for service terms and pricing.</p>

T-MDM (only available if your account number does not begin with "7000")	You can purchase the T-MDM service to help manage devices on Adaptive Mobility Mobile and Mobile Broadband Plans. See the Service Terms for Adaptive Mobility Managed Services for service terms and pricing.
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4.3 Additional details

Additional inclusions and limitations that apply to your Adaptive Mobility Plans are further described below:

SIM cards	<p>We will provide a SIM and mobile number for each mobile service. You can only use the SIM that we provide you with devices that have been approved by us for use on our networks. Each SIM is provided in connection with a specific Adaptive Mobility Plan and must not be used in connection with any other Data Mobility Plan or other service.</p> <p>You can ask us at any time to replace a SIM or change your mobile number. Charges may apply for the replacement.</p>
Shared Data	<p>Some Adaptive Mobility Plans have the "Shared Data" feature (Shared Data Plan). The Monthly Data Allowance of each Shared Data Plan is pooled and shared across all your Shared Data Plans.</p>
Data usage and notifications	<p>Any unused Monthly Data Allowance (including any Data Top-up) expires at the end of each billing month.</p> <p>You will receive SMS or email notifications of your data usage at approximately 50%, 85% and 100% of your Monthly Data Allowance (or shared Monthly Data Allowance, as applicable) to help you make the most of it. You can also check how much data you've used via the My Telstra App, MyAccount, and the Mobile Data Usage Meter via MDUM*.</p> <p>*If your account number begins "7000", Mobile Data Usage can only be viewed on T-Connect.</p>
Peace of Mind Data	<p>If you exceed your Monthly Data Allowance (or your Shared Monthly Data Allowance, as applicable) for your Adaptive Mobility Plans in a billing period, the maximum download and upload speed for those Adaptive Mobility Plans will be reduced to a maximum download and upload speed 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 may be further reduced during busy periods to manage network congestion and ensure overall network experience, until the end of the relevant billing period.</p>
Speed Caps	<p>Some Adaptive Mobility Plans have a Speed Cap applied to both download and upload data transmissions over the 3G, 4G/LTE and 5G mobile network. These Speed Caps represent the maximum speed that the applicable Adaptive Mobility Plan can support when using your Monthly Data Allowance.</p> <p>Speed Caps should not be used as a guide for expected performance of the service. Your maximum attainable speeds are dependent on a range of factors including the device used, device configuration, location, congestion, coverage and download source.</p>
Telstra Mobile Network	<p>Our Telstra Mobile Network is built from multiple generations of wireless mobile technologies with different coverages and spectrum.</p> <p>Please note that different generations can support different levels of services and traffic speeds. For example, some areas may only support data traffic and not voice calls. Your device will notify you where your coverage is impacted.</p> <p>For coverage details, visit https://www.telstra.com.au/coverage-networks</p>
Standard Australian Numbers	<p>Standard Australian Numbers include the following:</p> <ul style="list-style-type: none"> • standard national direct dial voice and video calls (which includes calls to most fixed and mobile numbers in Australia and calls to Telstra and Optus Satellite Mobiles in Australia); • standard national SMS and MMS messages sent to mobile numbers on an Australian network within Australia; • MessageBank® diversion and retrieval calls within Australia; • voice calls to 1800, 13, 1300, 11xx, 12xx numbers (excluding calls to Sensis® 1234, 12455 and 12456); • call diversions within Australia to fixed numbers with an 02, 03, 07 or 08 area code only or mobile numbers commencing with 04xx only; and

	<ul style="list-style-type: none"> any other calls or messages we determine are Standard Australian Numbers.
Non-standard calls and messages (other than Standard Australian Numbers)	<p>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 Pivotal mobiles and any other calls or messages as determined by us.</p> <p>The rates and terms that apply to call or message types other than Standard Australian Numbers are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.</p> <p>Some non-standard numbers are not available (i.e. you cannot call or message these numbers) from your Adaptive Mobility Plans. Please contact us if you want to know more about what non-standard numbers are disabled.</p>
Moving other mobile services to an Adaptive Mobility Plan	<p>To move an existing mobile service to an Adaptive Mobility Plan you must request to be moved and connected to an Adaptive Mobility Plan. This will lead to the cancellation of your existing mobile service, which may result in additional charges.</p>
Changes and cancellation	<p>All your Adaptive Mobility Plans are month-to-month services.</p> <p>You may:</p> <ul style="list-style-type: none"> change an Adaptive Mobility Plan once per billing period; cancel an optional add-on at any time; and cancel an Adaptive Mobility Plan at any time. <p>If you change or cancel an Adaptive Mobility Plan, we may require you to pay all existing costs and charges in connection with that Adaptive Mobility Plan up until the end of the billing period in which you change or cancel the Adaptive Mobility Plan, and any changes may take effect from the start of the following billing period.</p>
Decommissioning of 3G mobile network	<p>We have announced our intention to switch off our 3G technology in June 2024. From that date you will not be able to access our mobile network from a 3G device.</p>

4.4

Devices and accessories

BYO devices and accessories	<p>If you choose to use your own device or accessory in connection with any Adaptive Mobility Plan, you must make sure your device or accessory is compatible with the relevant Adaptive Mobility Plan and, where applicable, the SIM card that we provide to you in connection with that Adaptive Mobility Plan. If you use a device or accessory that is not compatible, you may not be able to use the relevant Adaptive Mobility Plan on that device.</p> <p>We can tell you whether your device is compatible when you take up the relevant Adaptive Mobility Plan.</p>
Adaptive Mobility Outright	<p>You may purchase eligible devices and accessories outright under your Adaptive Mobility solution, in which case you must pay us the full amount for the relevant device or accessory at the time of purchase.</p> <p>The list of eligible devices and accessories that you can purchase under your Adaptive Mobility solution, and the price at which they may be purchase, may change from time to time. We can tell you what devices and accessories are available at what price on request.</p>
Adaptive Mobility Repayment	<p>You may be able to purchase eligible devices and accessories on a 12-month or 24-month Adaptive Mobility Repayment (AMR) under your Adaptive Mobility solution. If we approve your request, we will allow you to pay the total purchase price of the relevant device or accessory in monthly instalments over a 12-month or 24-month period, as applicable.</p> <p>If your Adaptive Mobility solution or the agreement under which we supply the Adaptive Mobility solution is terminated or cancelled for any reason, you must immediately pay us all remaining instalments in each 12-month or 24-month AMR under your Adaptive Mobility solution so that you have paid us the full purchase price for each device and accessories purchased under an AMR.</p> <p>The list of eligible devices and accessories that you can purchase under an AMR may change from time to time. We can tell you what devices and accessories are eligible for AMR and the relevant price on request.</p> <p>Additionally, following terms apply to any AMR:</p>
	<p>Additional Terms</p>

	<ul style="list-style-type: none"> We may, without your consent and without notice to you, freely assign, novate, grant security over or otherwise deal with our rights and obligations in connection with any AMR (in whole or in part) to any person at any time. For example, we may do so in connection with a sale of our debts, securitisation or other financing arrangement. You cannot assign or otherwise deal with your rights or obligations under or in connection with any AMR. In addition to how we may use and share your information under our Privacy Statement, we may also share your confidential information (including personal information as referred to in our Privacy Statement) with third parties that we deal with, including assignees, financiers, agents, trustees, and other service providers, in connection with our rights above. Your obligation to make payments under or in connection with any AMR is absolute and unconditional. To the maximum extent permitted by law, you agree that you may not exercise any right to any set-off, counterclaim, withholding, deduction or reduction in respect of payments under or in connection with any AMR for any reason whatsoever.
Adaptive Mobility Lease	<p>You may lease eligible devices for your Adaptive Mobility solution under an Adaptive Mobility Lease (AML).</p> <p>The list of eligible devices that you can lease in connection with your Adaptive Mobility solution, and the price at which they may be leased, may change from time to time. We can tell you what devices are available at what price on request.</p> <p>Further details on AMLs, including applicable requirements and obligations are set out in section 4.9 below.</p>
5G devices	<p>Not all devices (including devices you may purchase from us or lease under your Adaptive Mobility solution) are 5G compatible.</p> <p>You will only be able to use your Adaptive Mobility Plans on our 5G mobile network with devices that are 5G compatible. We can let you know if a device is 5G compatible before your purchase it from us or before you lease it under an AML.</p>
Limit on number of AMRs	<p>The total number of AMRs under your Adaptive Mobility solution must not exceed the total number of Adaptive Mobility Plans you have taken up under your Adaptive Mobility solution.</p>

4.5

FairPlay policy

- (a) Our FairPlay policy is intended to ensure that our customers do not use our mobile network in an excessive, unreasonable or fraudulent manner, or in connection with equipment that has not been approved by us. Such usage may impact the reliable operation of our network and/or the quality or reliability of our services.
- (b) You must not resell or commercially exploit any of our mobile services or SIM cards. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale.
- (c) You may not use our mobile services in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider.
- (d) You can only use a SIM card that we provide you with handsets or other devices that have been approved by us for use on our networks.
- (e) You can only use a SIM card with the class of device that matches its corresponding service as follows:
 - (i) SIM cards for Mobile Plans can only be used with feature phones, smartphones and voice-enabled PDAs;
 - (ii) SIM cards for Mobile Broadband Plans can only be used with tablets, laptops, dongles and personal mobile hotspots; and
 - (iii) SIM cards for Enterprise Wireless can only be used with modems or routers designed for multiple users.
- (f) You must not use, or allow others to use any part of your Adaptive Mobility solution:
 - (i) as a point of interconnect for calls from overseas into Australia;
 - (ii) in connection with any machine-to-machine or internet-of-things applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
 - (iii) to establish any point-to-point connections with another modem; or
 - (iv) 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.
- (g) You must ensure that your end users comply with this FairPlay policy.

- (h) If we reasonably believe you are in breach of our FairPlay policy, we may suspend or cancel the relevant Adaptive Mobility Plan(s) immediately.

4.6 International Roaming

- (a) When a device used in connection with an Adaptive Mobility Mobile Plan or an Adaptive Mobility Mobile Broadband Plan is roaming overseas in an Eligible Country, unless you have barred International Roaming in relation to that Adaptive Mobility Plan, a International Roaming Day Pass (**IR Day Pass**) will be activated and charged on use. Your IR Day Pass will operate from activation till midnight Melbourne, Australia time on the same day. If your account number begins "7000" your IR Day Pass will operate for 24 hours from activation.
- (b) Alternatively, customers can purchase the International Roaming Month Pass (**IR Month Pass**) optional add-on, which replaces the IR Day Pass for the relevant Adaptive Mobility Plan whilst enabled. If enabled, costs for IR Month Pass apply regardless if the Adaptive Mobility Plan has roamed to the Eligible Countries.
- (c) Once activated, the IR Day Pass or IR Month Pass will provide the following allowances for its duration:

	IR Day Pass	IR Month Pass
Eligible Countries	<p><u>Zone 1:</u> New Zealand</p> <p><u>Zone 2:</u> 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, Laos, 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, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam</p>	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, Laos, 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, Sweden, Switzerland, Taiwan, Thailand, Turkey, Ukraine, UAE, UK, USA, Uruguay, Vanuatu, Vietnam
Calls and SMS to and from standard international numbers while in Eligible Countries	Unlimited	Unlimited
Data allowance for use in Eligible Countries	500MB / day. Unused data expires after 24 hours of provisioning.	4GB / month. Unused data expires at the end of each billing month.
Additional data use while roaming	1GB data pack, valid for 31 days. Applied automatically when included 500MB allowance is exceeded for each day.	1GB data pack, valid for 31 days. Applied automatically when included 4GB allowance is exceeded for each month.

- (d) We may change the Eligible Countries at any time by notice.
- (e) You cannot use International Roaming in all countries. A list of currently participating countries and operators is available from us or can be found at www.telstra.com/roaming. If you're travelling to a country where our IR Day Pass or IR Month Pass isn't available, please contact us for current PAYG rates.

4.7 Premium Numbers

Premium number provisioning (voice, MMS, SMS) is not available on your Adaptive Mobility Plans.

4.8 Telstra Enterprise Plus Fund (formerly Adaptive Mobility Funds)

Telstra Enterprise Plus Fund (formerly Adaptive Mobility Funds) is available for Adaptive Mobility solutions. See [Service Terms for Telstra Enterprise Plus Fund](#) for terms.

4.9 Adaptive Mobility Lease

Separate Agreement

- (a) Your AML is a lease agreement between you and our nominated third party financier ("**Financier**"). You will enter into a master lease agreement with the Financier in accordance with the process outlined below, which will become binding once signed by the Financier ("**Master Agreement**").

Process to enter into a Master Agreement

- (b) We will provide you with a copy of the Master Agreement for your signing. You acknowledge that our relationship with the Financier is that of independent contractors and that we are not an agent of the Financier in relation to the Master Agreement.
- (c) You will sign the Master Agreement and return it to us, for us to forward to the Financier for assessment.
- (d) Where the Financier approves your request to enter into a Master Agreement, they will return the signed Master Agreement to us, and we will upload the fully signed Master Agreement onto our Order Express platform or any other portal as maintained by us from time to time ("**Portal**"), together with confirming the lease facility available to you under the Master Agreement ("**Lease Facility**").
- (e) Your Lease Facility is the sum of the aggregate of the total lease repayment amounts payable by you under the Master Agreement and may be subject to increase or decrease at the Financier's discretion and will be as reflected on the Portal from time to time.
- (f) We will notify you where the Financier does not approve your request to enter into a Master Agreement.

Process to Order devices under the Master Agreement

- (g) Once we notify you of the approval of your Master Agreement, you can log into the Portal and place an order (or orders) for devices from our device list up to the total value of your Lease Facility ("**Order**"). Where you propose to place an Order in excess of your then current Lease Facility that Order will be subject to approval by the Financier.
- (h) Each Order will be a separate lease under the Master Agreement ("**Lease**"). Each Order will only become effective once approved by the Financier and us as reflected on the Portal.
- (i) We will keep an updated device list on the Portal which will reflect the available devices, and the relevant lease repayment amounts ("**Device List**"). We may update the Device List from time to time. However, any amendment or update to the Device List pursuant to this paragraph will not affect any Lease which is in place prior to the effective date of the updated or amended Device List.
- (j) Each Order will have its own lease term, as selected by you on the Portal ("**Lease Term**").
- (k) You agree to comply with your obligations under the Master Agreement and each Lease. You acknowledge that the Master Agreement and each Lease is and contract between you and the Financier.
- (l) The Financier may revoke its approval of the Master Lease at its discretion. Where this occurs, you will need to enter into a new Master Agreement in order to place new Orders.

Lease payments

- (m) During the relevant Lease Term, we will pay the amounts you owe to the Financier under the Master Agreement, and you will pay us equivalent amounts via monthly instalments that appear on your Telstra bill ("**Lease Repayment Amount**"). Our sole responsibility in connection with Master Agreement and each Lease is to bill you your Lease Repayment Amount.
- (n) The Lease Repayment Amount will differ depending on the length of your Lease Term and your chosen device.

Availability

- (o) Device Leasing is provided at our discretion and we are allowed to refuse you access to Device Leasing.
- (p) The Financier may have certain eligibility and availability criteria that also restrict the availability of Device Leasing.

Termination

- (r) Your rights and the rights of the Financier to terminate the Lease Agreement will be set out in the Master Agreement.
- (s) In addition to any other services you may have with Telstra, you must repay the Lease Repayment Amount by monthly instalments over the relevant Lease Term. If you do not repay the Lease Repayment Amount on time and in full:
- (i) your Lease may be suspended or cancelled in accordance with the terms of your Master Agreement; and
 - (ii) after reasonable consultation with you, we may assign your debt to the Financier (or another third party) to recover any outstanding amounts.

Returning your Leased Device

- (t) At the end of each Lease, you must return the relevant leased device to the Financier as required under the provisions of that Lease.

Your warranties and acknowledgements

- (u) You warrant that only your authorised officers will have access to the Portal and place Orders through the Portal. You acknowledge that the placement of an Order on the Portal by any of your representatives, or

by our dealers (acting within the scope of any authority you have provided them) will be deemed to have been ratified by your authorised representative.

5 CHARGES

5.1 Charges for your Adaptive Mobility Solutions

You must pay us the following fees and charges in relation to your Adaptive Mobility Solution:

- the applicable monthly charges for each of your Adaptive Mobility Plan (as set out in section 5.2);
- the applicable charges for any optional add-on you have taken up in relation to any Adaptive Mobility Plan or your Adaptive Mobility solution (as set out in section 5.3);
- the purchase price for any device your purchase from us outright (see section 4.4);
- the purchase price for any device you purchase from us on an AMR (see section 4.4); and
- the applicable Lease Repayment Amounts for any device you lease under a AML (see sections 4.4 and 4.9).

5.2 Charges for Adaptive Mobility Plans

We will charge you the following monthly charge for each of your Adaptive Mobility Plans:

Adaptive Mobility Plan	Charges (incl. GST)
Mobile Plans (smartphones, feature phones and voice enabled PDAs)	
Essential	\$55 per plan per month
Enhanced	\$65 per plan per month
Epic	\$75 per plan per month
Mobile Broadband Plans (tablets, laptops, dongles and personal hotspots)	
Essential	\$20 per plan per month
Enhanced	\$35 per plan per month
Epic	\$50 per plan per month
Enterprise Wireless (non-personal modems and routers)	
Epic	\$50 per plan per month

5.3 Other charges

The following additional charges also apply in relation to your Adaptive Mobility solution and Adaptive Mobility Plans:

Feature or optional add-on	Charges (incl. GST)
Optional add-ons	
Voice2Text optional add-on	\$10 per Adaptive Mobility Plan per month
MessageBank® Plus (for iPhone)	No additional charge
Business Demand Data	No additional charge
International Direct Dial – All countries	All countries: \$15 per Adaptive Mobility plan per month 20 countries: \$10 per Adaptive Mobility plan per month Refer to section 4.1 for further details
Data Top-up for Enterprise Wireless	\$50 for each 50GB (in blocks thereafter) per Adaptive Mobility plan \$230 for each 250GB (in blocks thereafter) per Adaptive Mobility plan \$850 for each 1000GB (in blocks thereafter) per Adaptive Mobility plan
Data Top-up for Mobiles and Mobile Broadband Plans	\$30 for each 20GB (in blocks thereafter) per Adaptive Mobility plan
One Number	\$5 per Adaptive Mobility Plan per month
Accelerator	\$25 per Adaptive Mobility Essential plan per month \$20 per Adaptive Mobility Enhanced plan per month \$15 per Adaptive Mobility Epic plan per month
International Roaming charges	
IR Day Pass – Zone 1	\$5 per Adaptive Mobility Plan per day Refer to section 4.6 for further details
IR Day Pass – Zone 2	\$10 per Adaptive Mobility Plan per day

	Refer to section 4.6 for further details
IR Month Pass (optional add-on)	\$60 per Adaptive Mobility Plan per month Refer to sections 4.1 and 4.6 for further details
Excess data usage	\$10 for each 1GB of excess data usage Refer to section 4.6 for further details
Non-Standard Calls and Messages	
Non-Standard Calls and Messages	The call rates and terms that apply to call and message types other than Standard Australian Numbers are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

6 SUPPORT

6.1 Technical and billing support

Engagement channel	Options
Online support	You may visit https://connectapp.telstra.com at any time to report an incident or to submit a service request in respect of your Adaptive Mobility services.
Phone support	You may call the support number presented on your invoice to speak to the service desk about your Adaptive Mobility services, including to report an incident or to submit a service request. Available may be impacted by unusual call volumes.