

Telstra Mobile Satellite Plans



Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Plan		TMS Essential	TMS Premium
Minimum Monthly Charge 12 or 24 month term		\$55/mth	\$85/mth
Monthly Data Allowance		Dial up data charged at the same rate as a voice call, based on the individual service plan charges set out below. Data rates will appear as a 66666 call on your bill, and will utilise your monthly call allowance.	
Calls + SMS + MMS To standard Australian numbers		<ul style="list-style-type: none"> Refer to the bottom of this table for individual call rates to fixed and mobiles in Australia (varies per plan) Incoming calls diverted directly to, or retrieved from, a Telstra MessageBank® service within Australia (per 60 seconds or part thereof) - 86c SMS (160 characters per message) - 55c/sms MMS is not available from this service 	
Calls + SMS + MMS To international numbers		<ul style="list-style-type: none"> Calls made from within Australia to a fixed or mobile service located outside Australia (per 60 seconds or part thereof) - \$2.00 	
What's Included		\$0 / PAYG Non-Share	\$40/mth call allowance Shared
What's Not Included		<ul style="list-style-type: none"> Charges incurred using a Telstra Mobile (GSM) SIM card for a service (with a telephone number beginning with 04) in your Handset or incurred using your Telstra mobile satellite SIM card in a cellular mobile handset or device (all of the charges in this Critical Information Summary are for calls and SMS using your Telstra mobile satellite SIM in your Handset); or Calls to 190, 1800, 13, 12 or directory assistance numbers, for international calls, international roaming calls, calls to Australian numbers roaming overseas or calls to non-Telstra mobile satellite services. You need to pay for this usage separately. Your service will not be able to make calls to 1800, 13 and 12 numbers while outside Australia Individual call charges for calls outside of your Monthly Call Allowance are outlined under Information about pricing - Other charges Content charges (including third party charges) 	
Minimum Cost	12 month term	\$660	\$1,020
	24 month term	\$1,320	\$2,040
Maximum Early Termination Charges (ETC)	12 month term	(Base Fee ÷ 12) x number of months (including any part month) of contract term remaining. The Base Fee is \$300 if you purchased a Handset from us (either outright or on a repayment plan), or \$180 if you brought your own Handset. If you purchased your Handset from us on a repayment plan, you'll also need to pay us your remaining repayments.	
	24 month term	(Base Fee ÷ 24) x number of months (including any part month) of contract term remaining. The Base Fee is \$600 if you purchased a Handset from us (either outright or on a repayment plan), or \$360 if you brought your own Handset. If you purchased your Handset from us on a repayment plan, you'll also need to pay us your remaining repayments.	
Call rate to fixed or mobile services within Australia per 60 second block		\$1.50	
Cost for a 2 minute standard fixed or mobile call within Australia - TMS Essential - \$3.00 ; TMS Premium - \$3.00 . The Total Minimum Cost does not include any handset repayments.			

Information about the service

Your plan is for a post-paid mobile phone service which allows you to make and receive calls and send and receive SMS, using the Telstra Mobile Satellite (TMS) service, which is a satellite based, digital mobile communications system. You can also use your plan to access data services, if you have asked us to activate data access.

Shared Allowance Eligibility

To be eligible for Shared Allowance you must have at least two active eligible TMS services on the TMS Premium Plan. The TMS Essential Data and TMS Essential plans are not eligible to share allowances.

Handset

You need a compatible satellite handset and a Telstra mobile satellite SIM card to use with your plan. You can bring your own Handset or buy one from us outright or on a 12 or 24 month repayment plan. We'll provide you with a satellite SIM.

Information about pricing

Refer to the Plan Cost table.

Other Charges

The following calls aren't eligible to be taken from your Monthly Call Allowance and you need to pay for these separately.

Charge (per 60 second block)	Call Rate (GST incl.)
Calls to another satellite system phone (where a 0011 prefix is required)	\$20.00
Calls to an Optus Sat phone in Australia	\$4.00
TMS Essential	
Calls to a 12, 1800, 1300 or 190 service (unless otherwise specified) in Australia	\$1.50
TMS Premium	
Calls to a 12, 1800, 1300 or 190 service (unless otherwise specified) in Australia	\$1.50

Using your service overseas

International roaming access is not available from all countries.

Use of your Handset outside Australia is at your own risk and expense, and you should check the terms of using Telstra mobile satellite in an overseas country before using the service (check iridium.com or ask the Consulate of the country you are visiting).

Charge (per 60 second block)	Call Rate (GST incl.)
Calls to a fixed or mobile service in Australia (including a service with a TMS prefix) and calls to a 8816 or 8817 service	\$2.00
Calls to another satellite system phone (where a 0011 prefix is required)	\$20.00
Calls to an Optus Sat phone in Australia	\$4.00
SMS sent from a service with a TMS prefix to a mobile service outside Australia (per message)	\$0.50

Changing or cancelling your plan

You can change between different Telstra Mobile Satellite Plans at any time during your minimum term, but we may charge you a fee of \$100 if you change to a plan with a lower minimum monthly charge. If you cancel your plan early you will need to pay us an Early Termination Charge (ETC) as outlined on the Plan Cost table.

Other information

Emergency Services

To access emergency services from within Australia, you can call 000 if you have an active SIM card in your Handset. If you do not have an active SIM card in your Handset you can access emergency services from within Australia by calling 112. When outside Australia, you need to dial the emergency services number for the country you are in.

Coverage

To use your service, your Handset must be in the coverage area of the Iridium satellite network system in Australia or in other countries where satellite devices can be lawfully used. Due to the nature of satellite services and the global nature of the Iridium satellite network (which is controlled by a third party), we can't promise that you will always be able to access the Telstra mobile satellite service from within Australia or overseas.

To use the service, the antenna of your Handset must be pointing straight up with clear line of sight to a wide view of the sky. Service quality will be affected where there is a narrow view of the sky, and by factors such as the environment, surrounds and atmosphere (eg where there is a dense forest canopy, tall buildings or high narrow gorges). The service cannot be used from indoors without connection to an outside building antenna.

Manage your service online

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information. To register, go to telstra.com/business/billing

Understanding my bill

Your bill is charged on the same date each month and you'll be billed in advance for the minimum monthly charge and for your use during the previous month. Your first bill will include a proportion of your minimum monthly charge as well as the next month's full minimum monthly charge in advance. For more information on other bill payment options, go to telstra.com/billpay

Support

If you have questions about your Telstra Mobile Satellite service, please visit telstra.com.au/mobile-phones/coverage-networks/satellite or call us on 1800 632 995.

Need help? We're here for you.

Visit telstra.com/contactus for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issues but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms