## TELSTRA BUSINESS MOBILE MAXIMISER PLANS- APPLICATION FORM forma

BUSINESS
$\square$ New Telstra Business Mobile Maximiser MRO Plan $\square$ New Telstra Business Mobile Maximiser Subsidy Plan $\square$ New Telstra Business Mobile Maximiser BYO Plan


(c) Personal Identification - Sole Trade, Partnership and Unincorporated Accounts only Enter details in relevant fields (eg do NOT enter credit card number if used)

|  |  | Document Type | Points | Doc/Acc.No. | Date Issued | Expiry Date |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| PRIMARY <br> (at least <br> one form) | 1 |  |  |  |  |  |
|  | 1 |  |  |  |  |  |
|  | 2 |  |  |  |  |  |
| TOTAL POINTS (must be 100 minimum) |  |  |  |  |  |  |

## 4. USER DETAILS (if different from Account Holder details in 2)



## 5. COMPANIES, INCORPORATED ASSOCIATIONS AND GOVERNMENT DEPARTMENTS

Verified ID of Company Representative (eg Employee Card, Corporate Credit Card)


## 6. TELSTRA BUSINESS MOBILE MAXIMISER PLANS

Are there 4 or more services?YesNo If yes, complete Multiple Service Order Form

## Step 1 Choose your Plan

$\square$ Business Mobile Maximiser Plan 49
$\square$ Business Mobile Maximiser Plan 79
$\square$ Business Mobile Maximiser Plan 129

## Step 2 Choose your contract term

If choosing a Subsidy Plan, select 24 month contract term.
$\square 12$ months $\square 24$ months Plan End Date $\square$
Step 3 Choose your compatible handset
N/A for BYO handset. Go to Section 7.


## 7. TELSTRA MOBILE SERVICE DETAILS

Network Type: $\square$ Next G ${ }^{\text {TM }}$ network
Mobile Service Number


## Value Added Service (tick the box if the service is required):

$\square$ White Pages ${ }^{\circledR}$ Online ${ }^{*}$ Listings $\square$ No Listings $\square$ Memo (High) $\square$ Memo (Low) $\square$ Memo (Free) * "Online" includes Directory Assistance and Telstra Call Connect.

## Call Barring PIN



## Voice2Text ${ }^{T \mathrm{~T}}$ :

## $\square$ Low (Pay As You Go)

$\square$ Medium (Monthly access fees and excess usage charges apply)
$\square$ High (Monthly access fees and excess usage charges apply)

## 8. HANDSET OPTION

$\square$ a) MRO Plan with a Mobile Repayment Option (MRO);
$\square$ b) Subsidy Plan with a Subsidised Handset; or
$\square$ c) BYO Plan with your own Handset or with a Handset purchased outright.

## A) Mobile Repayment Option (MRO)

Approved customers only. Customers must ensure that the Mobile Repayment Amount selected is equal to or less than the Handset Price (incl. GST).

Handset (incl. GST):
Mobile Repayment Amount selected (credit):
Amount payable by You upfront to the Dealer or Telstra Shop:

(Difference between the Handset Price and the Mobile Repayment Amount incl. GST)
Mobile Repayment Option Term:
$\square 12$ months $\square 24$ months
I agree to pay the monthly repayment amount (Mobile Repayment Amount divided by months in Mobile Repayment Option Term) of $\$$ for $\square$ months to Telstra, in return for Telstra paying the Mobile Repayment Amount to the Dealer or Telstra Shop on my behalf to contribute to the upfront cost of a Handset.
Final monthly repayment may be higher to cover total Mobile Repayment Amount.

## B) Subsidised Handset

Subsidised Term: $\square 24$ months only
Amount payable (if any) each month for 24 months for your Handset:

Handset Compatibility
$\square$ Compatible
$\square$ Incompatible
$\square$ Not Listed

## 9. DEALER AGENT AUTHORISATION

I am satisfied that the details provided on this form apply to the Account Holder and that the Account Holder/Authorised Signatory has shown me 100 points of current identification (in original form) to meet Telstra's ID requirements. I confirm that I have provided a copy of the "Important Information Your Rights and Obligations" Booklet, Telstra's "Protecting Your Privacy" statement and the Mobile Plan pricing brochure to the Authorised Signatory or to the Account Holder. I confirm that I have explained to the Account Holder that they may incur an early termination charge if this application involves an upgrade or a recontract of their existing Telstra mobile service that is still within a minimum term.


## 10. ACCOUNT HOLDER ACCEPTANCE AND IMPORTANT INFORMATION

IMPORTANT: Please read these terms, the terms on the back of this form, the pricing brochure we give you and our "Important Information Your Rights and Obligations" Booklet ("Booklet"). If there is anything you don't understand, please speak to the dealer or us. By signing this form, you are acknowledging that you have read and agree to be bound by the terms in this form, as well as Our Customer Terms.
You agree:

- You are responsible for any use of your Telstra service, whether you authorise it or not.
- Under Our Customer Terms, we can change the terms and prices of your plan.

The summary of Our Customer Terms sets out how we can do this.

- If you use your Telstra service overseas, you will be charged for international roaming. If you use mobile data services overseas, it won't come out of your included data, and unless you take up a separate plan, you will be charged \$15 per MB.
- We have explained to you that you will be charged for calls you make or for data you use in excess of the included calls or data on your plan. We have tools you can use to monitor your data usage and we recommend you sign up for these.
- Some calls are not included in your Monthly Allowance, such as calls to the 1234 service, calls to 12234 and 12455, third party content calls, international calls and messages, international roaming calls and messages, 19xx and 12xx numbers, premium SMS and MMS, wake up and reminder calls, operator assisted calls, information calls, reverse charge calls and any other calls or messages determined by us. If you make these types of calls you will have to pay for them separately. Calls to Pivotel mobiles are not available.
- You have received the Booklet which includes a copy of Telstra's Privacy Statement "Protecting Your Privacy"
- All information you have provided in this application is correct and that if you are not the Account Holder, you are authorised to sign this form on behalf of the Account Holder.
- You may be able to use your Telstra mobile service to purchase goods, services or content from a third party. If you do so, Telstra will debit the charges for the content, goods or services from your account. If you don't pay Telstra when due, Telstra may cancel your service.


Account Holder/Authorised Signatory

Telstra Mobile phones may interfere with sensitive biomedical electronic devices check with your specialist before use.

1. ELIGIBILITY

To be eligible for a Telstra Business Mobile Maximiser Plan
("Maximiser Plan"), you must:
(a) have a 10 digit account number;
(b) have an ABN, ACN or ARBN.; and
(c) not 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.

## 2. PAYMENT AND ELIGIBLE CALLS

You have to pay us your minimum monthly spend each month for your contract term.
You will not pay for calls of the type and value included within your Monthly Allowance. You have to pay for calls made over your Monthly Allowance. The calls that are included in your Monthly Allowance are most types of national direct dial voice calls and data calls (including WAP circuit or packet switched data calls, internet usage, SMS and MMS), MessageBank, Video MessageBank, voice calls to 1223, 1225, 124124, and 12488 numbers, voice calls to 1800 and 13 numbers (including 1300 or 1345 numbers), text and calls to most satellite mobiles, video calls, 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 and any other calls or messages as determined by us ("standard calls and messages"). See www.telstra.com.au/ourcustomerterms for charges for the standard calls and messages. If you have a MRO Plan 129, Subsidy Plan 129 or BYO Plan 99 , your plan's minimum monthly spend includes unlimited standard calls and messages subject to our FairPlay Policy and the terms set out in Our Customer Terms. Call types that are not included are calls to the 1234 service, calls to 12455 , third party content calls, international calls and messages, international roaming calls and messages, 19xx and $12 \times x$ numbers not specified, premium SMS or MMS, wake up and reminder calls, operator assisted calls, information calls, reverse charge calls and any other calls or messages determined by us. Calls to Pivotel mobiles are not available.

## (a) Maximiser Plans

The available Maximiser Plans are:
(i) MRO Plans, for a minimum term of 12 or 24 months. You can buy an eligible handset under Telstra's Mobile Repayment Option ("MRO").
(ii) Subsidy Plans, for a minimum term of 24 months which include 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 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.(iii) BYO Plans, for a minimum term of 12 or 24 months where you bring your own compatible handset or purchase a new compatible handset outright.
The plan charges, Monthly Allowance and Included Data are set out below. Full pricing details are in Our Customer Terms: For Subsidy Plans and MRO Plans

| Maximiser Plan | Plan 49 | Plan 59 | Plan 79 | Plan 99 | Plan 129 |
| ---: | :---: | :---: | :---: | :---: | :---: |
| Minimum <br> monthly spend | $\$ 49$ | $\$ 59$ | $\$ 79$ | $\$ 99$ | $\$ 129$ |
| Monthly | $\$ 450$ | $\$ 550$ | $\$ 800$ | $\$ 1,200$ | Unlimited <br> standard <br> calls and <br> messages |
| Monthly |  |  |  |  |  |
| Mncluded Data^ | 1 GB | 1.5 GB | 2 GB | 2.5 GB | 3 GB |
| MRO Bonus <br> (MRO Plan only <br> if customer is <br> eligible) $)$ | $\$ 10$ | $\$ 15$ | $\$ 20$ | $\$ 25$ | $\$ 30$ |

For BYO Plans

| Maximiser Plan | Plan 49 | Plan 59 | Plan 79 | Plan 99 |
| :---: | :---: | :---: | :---: | :---: |
| Minimum monthly spend ${ }^{+}$ | \$49 | \$59 | \$79 | \$99 |
| Monthly Allowance^ | \$550 | \$800 | \$1,200 | Unlimited standard calls and messages* |
| Monthly Included Data^ | 1.5GB | 2GB | 2.5 GB | 3GB |

* Unlimited standard calls and messages to Australian numbers in Australia. Our FairPlay Policy applies.
+ Minimum cost over 12 months for $\$ 49$ plan is $\$ 588$, for $\$ 59$ plan is $\$ 708$, for $\$ 79$ plan is $\$ 948$, for $\$ 99$ plan is $\$ 1,188$ and for $\$ 129$ plan is $\$ 1,548$. Minimum cost over 24 months for $\$ 49$ plan is $\$ 1,176$, for $\$ 59$ plan is $\$ 1,416$, for $\$ 79$ plan is $\$ 1,896$, for $\$ 99$ plan is $\$ 2,376$ and for $\$ 129$ plan is $\$ 3,096$.
^ Unused Monthly Allowance and Included Data are forfeited each month.
(b) MRO

If you have selected a MRO Plan, we will provide you with credit ("Repayment Amount") to purchase an eligible handset. You must repay the Repayment Amount in instalments over 12 or 24 months ("MRO Term"). If, during the contract term, you cancel your MRO Plan attached to the MRO, move to another Telstra plan or move to a MRO Plan with a lower monthly spend, you must pay the balance of the Repayment Amount, otherwise we may cancel your service.

## (c) MRO bonus

If you have taken up a MRO Plan, you will be entitled to a MRO Bonus of up to $\$ 30$ on your bill each month, depending on the value of your Plan. Your MRO term and your contract term have to be the same length and have the same start date. If you cancel your MRO Plan or your MRO, you will lose your MRO Bonus.

## (d) SMS bonus

If you take up a Subsidy Plan or MRO Plan with a minimum monthly spend of $\$ 59$ or more, or a BYO Plan with a minimum monthly spend of $\$ 49$ or more, you are eligible to send unlimited standard SMS messages to recipients with an Australian mobile number (including Telstra and Optus satellite phones) for free, while you are in Australia ("SMS Bonus"). Some message types are excluded. Full details are in Our Customer Terms. You will cease to receive the SMS Bonus if you cancel your Maximiser Plan, move to a Subsidy Plan or MRO Plan with a minimum monthly spend of less than $\$ 59$, move to a BYO Plan with a minimum monthly spend of less than $\$ 49$ or move to any other mobile plan. Our FairPlay Policy applies.

## (e) MessageBank bonus

If you take up a Subsidy Plan or a MRO Plan with a minimum monthly spend of $\$ 79$ or more or a BYO Plan with a minimum monthly spend of $\$ 59$ or more, you are eligible to receive free MessageBank diversion and retrieval in Australia ("MessageBank Bonus"). Some call connection types are excluded. Full details are in Our Customer Terms. You will cease to receive the MessageBank Bonus if you cancel your Maximiser Plan, move to a Subsidy Plan or a MRO Plan with a minimum monthly spend of less than \$79, move to a BYO Plan with a minimum monthly spend of less than $\$ 59$, or move to any other Telstra Mobile plan.

## (f) IDD bonus

If you take up a Subsidy Plan 129, MRO Plan 129 or BYO Plan 99, you will receive 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 Our Customer Terms.

## (g) Free Intra Account calls in Australia

You can make free national voice calls to other eligible Telstra mobile services on the same account. You will not be charged a call connection fee. Our FairPlay Policy applies. Full details are in Our Customer Terms.

## (h) Included Data

You will not pay for data usage within your Included Data but must pay for excess data usage, or for usage that is not eligible, at a rate of $\$ 0.25 / \mathrm{MB}$. 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 ("Excess Cap") set out in Our Customer Terms. Amounts we charge you for data usage for international roaming do not count towards the Excess Cap amount. You may choose to acquire an additional Data Service with your Maximiser Plan ("Additional Data Service") and the data usage prices for that Additional Data Service will apply to any data usage in excess of your Maximiser Plan Included Data.

## 3. MIGRATING TO MAXIMISER PLANS

If you are an existing Telstra mobile customer and want to move to a Maximiser Plan, you may need to restart you minimum term, pay us any Early Termination Charges, pay us an administration fee and/or pay the balance of your MRO (if applicable).

## 4. CHANGING YOUR SPEND

If you have a Maximiser Plan, you may move to another Maximiser Plan with a lower monthly spend during your contract term (if these are available at the time you wish to move), you must restart your contract term, pay an Early Termination Charge ("ETC"), pay the balance of your MRO or Handset charge (if applicable) and you may need to pay us an administration fee. If you have a Maximiser Plan, you may move to another Maximiser Plan with a higher monthly spend during your contract term (if these are available at the time you wish to move) and must start a new contract term, pay an ETC, pay the balance of your MRO or Handset charge (if applicable), except if you move from a BYO Plan to another BYO Plan, a MRO Plan to another MRO Plan or a Subsidy Plan to another Subsidy Plan where you do not need to start a new contract term or pay an ETC but you may need to pay us an administration fee. There will be no change to your MRO Bonus (if applicable).

## 5. CHANGING YOUR PLAN

## (a) Moving to another Telstra mobile plan

You may move to another Telstra mobile plan during your Maximiser Plan contract term, but you may have to start a new contract term, pay an ETC and pay the balance of your MRO or Handset Charge (if applicable).
(b) Deactivating your service or moving to a non-approved offer You may deactivate your Telstra mobile service, cancel your Maximiser Plan or move to another plan or Telstra offer without a fixed contract term, at any time during your Maximiser Plan contract term. However, if you choose to do so other than due to our material breach, or if we deactivate your Telstra mobile service because of your material breach, we may charge you the balance of your MRO or Handset Charge (if applicable) and an ETC calculated as follows:

## ETC payable $\left|=\left|\begin{array}{c}\text { Access } \\ \text { fee }\end{array}\right| \mathbf{x}\right| \begin{gathered}\text { Number of months (or part thereof) } \\ \text { remaining in your contract term }\end{gathered}|\mathbf{x}| 90 \%$

The Base ETC* for the Telstra Mobile Maximiser Plans are:

| Plan | Base ETC (incl. GST) |  |
| ---: | :---: | :---: |
|  | 12 months | 24 months |
| Maximiser Plan 49 | $\$ 529$ | $\$ 1,058$ |
| Maximiser Plan 59 | $\$ 637$ | $\$ 1,274$ |
| Maximiser Plan 79 | $\$ 853$ | $\$ 1,706$ |
| Maximiser Plan 99 | $\$ 1,069$ | $\$ 2,138$ |
| Maximiser Plan 129 | $\$ 1,393$ | $\$ 2,786$ |

* The Base ETC is the maximum payable and decreases over the contract term.
If you have taken up a MRO, any MRO Bonus you were receiving will end when your MRO Plan is cancelled and you must pay back the remaining repayments.


## 6. END OF CONTRACT

At the end of your contract term you will remain on your chosen Maximiser Plan, however your MRO Bonus will stop. If your Maximiser Plan is no longer available, we may move your service to a reasonably comparable alternative plan, or you can cancel your service.

## 7. GENERAL TERMS

- Your Telstra mobile service includes a number of features including voice, SMS, MMS, MessageBank and Video MessageBank and Video Calling ("service features"). Special terms and prices apply to these service features as set out in Our Customer Terms.
- Telstra's Our Customer Terms apply to all Telstra services relevant to your Maximiser Plan. We may vary Our Customer Terms (as set out in the Booklet).
- The Maximiser Plans are only available with other Telstra offers or promotions that we specify.

8. PRIVACY

Please read our Privacy Statement "Protecting Your Privacy" available at telstra.com.au/privacy/privacy_statement.html The Booklet contains the Privacy Statement that is current as at the date of printing the Booklet. The Privacy Statement describes how your personal information is collected, used and disclosed (including for marketing purposes) and your rights in relation to accessing and correcting that information. You agree to the collection, use and disclosure of your personal information in accordance with the Privacy Statement. You also agree that we may subject to the Privacy Act 1988 (Cth):
(a) disclose information about you and your application (including information contained in any application for additional services and information relating to the conduct of your account) to a credit reporting agency for the purpose of obtaining and maintaining a credit information file about you, and to another credit provider or a collection agent for the purpose of collecting overdue payments relating to credit owed by you and notifying defaults by you; and
(b) obtain and use information about your creditworthiness (including a consumer or commercial credit report) from a credit reporting agency, credit provider or other business that reports on creditworthiness for the purpose of assessing an application (including the application and any application for additional services) or collecting overdue payments.
In this section, "you" and "your" refers to you and your Authorised Signatory (if applicable).

## 9. GOODS AND SERVICES TAX AND STAMP DUTY

All amounts include GST (if any). If the GST law changes after the date of your contract any consideration that expressly includes GST must be adjusted to reflect the change in the GST law. You must pay us any stamp duty which is payable in relation to this agreement, up to a maximum of $\$ 20$.

## TELSTRA ID REQUIREMENTS FOR ENTERING INTO A CONTRACT FOR A POST PAID TELSTRA MOBILE SERVICE - 100 POINTS REQUIRED.

## Personal Applications (Private and Sole Traders)

All applicants must provide one form of Original Primary Identification and a minimum of one form of Original Secondary Identification. Requirements are split into primary and secondary. NB: ID sighted must be current, achieve a minimum of 100 points and be an original copy.

| Primary ID | Available Points |
| :--- | :---: |
| Australian Passport (with photo and signature) | 70 |
| Australian Drivers Licence with photo and signature (WA Drivers Licences accepted) | 60 |
| Police/Defence Force ID (with photo) | 60 |
| Credit Card (with photo and signature) | 50 |
| Blind Citizens Australia Identity card (with photo and signature) | 50 |
| Shooters Licence (with photo and signature) | 40 |
| Birth Certificate or original Birth Extract (need marriage certificate if name changed through marriage) | 40 |
| International Passport - Date of visa must expire after the contract end date | 30 |


| Secondary ID | Available Points |
| :--- | :---: |
| *Current Telstra customer greater than 12 months ${ }^{+}$ | 70 |
| Aged Pension card | 40 |
| *Credit, Debit, ATM cards (Australian financial institution cards only) | 40 |
| *Mortgage documents (letter of offer/contract) | 35 |
| * Certificate of Title | 35 |
| Valid Australian Proof of Age | 35 |
| Tertiary Student ID card with photo | 25 |
| Social Security card | 25 |
| Disability Pension card | 25 |
| Health Care card | 25 |
| *Private Health Insurance membership card | 25 |
| Paper Drivers Licence (e.g. interim licence) | 25 |
| Employment ID card (with photo) | 40 |
| Employment ID card (without photo) | 30 |
| Drivers licence (international/overseas) | 25 |
| *Adoption or Marriage certificate | 25 |
| *Electoral roll records | 25 |
| *Medicare card | 25 |
| * Local Council rates notice | 25 |
| *Statement of account from financial institution | 25 |
| *Gas, electricity, vehicle registration bills less than 12 months old | 25 |

* Gas, electricity, vehicle registration bills less than 12 months old
$* \quad$ Only one form of ID may be sourced from document types marked with an ${ }^{*}$ E.g. one credit card and/or one rate notice will be accepted.
+ Customer must show bill less than 6 months old.


## Unacceptable ID

The following forms of ID are amongst those considered as unacceptable for both personal and company accounts:
Any identification which has expired

Photocopies of ID

- Club cards (e.g. RSL, AFL, League clubs, etc)
- Store cards (e.g. Myer/Grace Bros, David Jones, Katies, Cash Converters, Sportsgirl, Esprit, etc)

Non Tertiary Student ID

- Housing Commission/Rent Assistance cards or passbooks
- Business Cards
- Group certificates
- Frequent Flyer cards

NSW birthcard

## Company and Government Accounts

All applicants must provide a letter of Authorisation/Purchase Order (dated within 60 days of purchase) plus one form of Original Primary Identification and a minimum of one form of Original Secondary Identification.
NB: Original Authorisation Letter on original company letterhead or Purchase Order signed by the company representative.

| Primary ID | Available Points |
| :--- | :---: |
| Australian Passport (with photo and signature) | 70 |
| Australian Drivers Licence with photo and signature (WA Drivers Licences accepted) | 60 |
| Credit Card (with photo and signature) | 50 |
| Police/Defence Force ID (with photo) | 60 |
| Blind Citizens Australia Identity card (with photo and signature) | 50 |
| Shooters Licence (with photo and signature) | 40 |
| International Passport - Date of visa must expire after the contract end date | 30 |


| Secondary ID | Available Points |
| :--- | :---: |
| * Telstra company account greater than 12 months | 70 |
| Electricity company account less than 6 months old | 40 |
| Gas company account less than 6 months old | 40 |
| Water company account less than 6 months old | 40 |
| Local Council company rates account less than 6 months old | 40 |
| Company Credit Card | 40 |
| Employment ID card (with photo) | 40 |
| Employment ID card (without photo) | 30 |

* NB: ID must be current

Customer must supply bill less thsn 6 months old

## Business Rules

- New post-paid connects on Next $G^{T M} 3 G$ and GSM networks.
- Does not include pre-paid services.
- Does not include handset upgrade to an existing Active service.

Telstra reserves the right to change or withdraw any part of the identification criteria without any prior notice.

## Corporate Customers

- Existing Corporate or Government customers and their authorised representatives who have an established agreement with Telstra, i.e> 6 months, will NOT be required to undergo the full 100 point ID check.
- An original letter of Authorisation or Company Purchase Order must still be provided.
- The representative must produce a security pass or company ID, the details of which should be recorded on the application.
NEW Corporate or Government accounts MUST COMPLETE AND SUBMIT the $\mathbf{1 0 0}$ points ID requirement.


## Current Telstra Mobile Customer upgrading to a contract

All applicants must provide one form of Original Primary Identification or two forms of Original Secondary Identifications. NB: Company upgrades require a letter of Authorisation/Purchase Order.

## TELSTRA BUSINESS MOBILE MAXIMISER PLANS- APPLICATION FORM forma

BUSINESS
$\square$ New Telstra Business Mobile Maximiser MRO Plan $\square$ New Telstra Business Mobile Maximiser Subsidy Plan $\square$ New Telstra Business Mobile Maximiser BYO Plan


5. COMPANIES, INCORPORATED ASSOCIATIONS AND GOVERNMENT DEPARTMENTS

Verified ID of Company Representative (eg Employee Card, Corporate Credit Card)


