

# Our Customer Terms

## Telstra Mobile Satellite Service



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### Recent Changes

| Date of change  | Service/Feature                        | What has changed?  | See  |
|-----------------|--|--|--|
| 10 April 2019   | TMS 45, TMS 75, TMS 135                | <ul style="list-style-type: none"> <li>The current pricing plans (TMS35, TMS55, TMS85 and TMS130) have been consolidated into 3 plans (TMS45, TMS75 and TMS135).</li> <li>Call rates will be charged in 60 second blocks to standardize them with other Telstra mobile products</li> <li>Flag fall has been removed</li> <li>Shared Included Call Value</li> <li>A new 12 month plan option has been added for MRO and BYO plans</li> <li>Removed GST-free plans</li> </ul>  | <p>Section 5.3, 5.9, 5.10, 5.11</p> <p>Section 5.6, 5.12, 5.14</p> <p>Section 5.7, 5.8, 5.14</p> <p>Section 3.7</p> <p>Section 3.3, 3.13, 6.1</p> <p>Section 3.2</p> |
| 13 October 2013 | TMS 30, TMS 50, TMS 80 and TMS 125     | <p>If you are a business or consumer customer:</p> <ul style="list-style-type: none"> <li>The monthly access charge of the TMS 30 (now TMS 35), TMS 50 (now TMS 55) TMS 80 (now TMS 85) and TMS 125 (now TMS 130) pricing plans have increased by \$5.</li> <li>The Data Access Monthly Charge on the TMS 35 and TMS 50 pricing plans have been removed.</li> <li>The SMS charge on all TMS pricing plans has been reduced to 50¢.</li> </ul> <p>The minimum combined monthly access charge of services on new TMS Group pricing plans is \$175.</p> | <p>Section 5.3</p> <p>Section 5.3</p> <p>Sections 5.11, 5.12, 5.13, 5.14, 5.15 and 5.16</p> <p>Section 3.8(b)</p>  |
| 1 October 2013  | Telstra mobile satellite general terms | We have moved some of the terms previously included in the Telstra Mobile satellite service Application Form into Our Customer Terms.  | New section 2.5, sections 2.11, 2.12, 3.4, 3.5 and new section 6   |

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|                 |   |  |   |
|-----------------|---|--|---|
|                 | TMS 30, TMS 50, TMS 80 and TMS 125        | <p>If you are a Telstra Enterprise &amp; Government customer:</p> <ul style="list-style-type: none"> <li>The monthly access charge of the TMS 30 (now TMS 35), TMS 50 (now TMS 55) TMS 80 (now TMS 85) and TMS 125 (now TMS 130) pricing plans have increased by \$5.</li> <li>The Data Access Monthly Charge on the TMS 30 (now TMS 35) and TMS 50 (now TMS 55) pricing plans have been removed.</li> <li>The SMS charge on all TMS pricing plans have been reduced to 50¢.</li> <li>The minimum combined monthly access charge of services on new TMS Group pricing plans is \$175.</li> </ul> | <p>Section 5.3</p> <p>Section 5.3</p> <p>Sections 5.11, 5.12, 5.13, 5.14, 5.15 and 5.16</p> <p>Section 3.8(b)</p> |
| 31 January 2012 | Number prefixes                           | The number prefixes 014710, 014711, 014712 and 014718 have been made available for use with Telstra Mobile Satellite services.   | Sections 6 and 8  |
| 1 July 2011     | Call diversion charges, TMS Pricing Plans | Part cent charges changed to whole cent charges for customers with a 13-digit Telstra account number.  | Sections 5.17 and 5.10 to 5.15  |
| 1 July 2010     | Charges and Billing                       | Removal of charges for calls to certain Telstra customer service numbers   | 5.10-5.13, 5.15, 6.8, 7.5   |
| 7 June 2010     | Service description and features          | <p>Clarification of service features, number for emergency services, Single Bill non-compatibility.</p> <p>Introduction of calling line identification</p>   | <p>2.1, 2.10, 4.7</p> <p>2.11 - 2.20</p>  |
| 1 April 2009    | TMS Seaphone 20 and TMS Seaphone 45       | Exit of TMS Seaphone pricing plans   | 3.15-3.17 (deleted), 5.3, 5.16-5.17 (deleted)   |
|                 | TMS Plan 1, 2 and 3                       | Exit of TMS Plan 1, 2 and 3  | 8 (deleted)   |
| 27 July 2007    | Charges and Billing                       | Removal of three-monthly billing intervals   | 4.8   |
| 23 June 2006    | Telstra Mobile Satellite Plans            | Introduction of new special offer of Telstra Mobile Satellite Plans for existing Seaphone customers  | 3, 5  |

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Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

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### 1 About the Telstra Mobile satellite service Section

- 1.1 This is the Telstra Mobile satellite service section of Our Customer Terms.
- 1.2 The following terms also apply to Telstra Mobile satellite services:
  - (a) the terms set out in your application for the Telstra Mobile satellite service; and
  - (b) the General Terms of Our Customer Terms (to see these terms – [click here](#))
- 1.3 If those terms are inconsistent with something in this section, then to the extent of the inconsistency:
  - (a) this section applies instead of the General Terms; and
  - (b) the terms set out in your application for the Telstra Mobile satellite service apply instead of this section.
- 1.4 If a term in this section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

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### 2 Telstra Mobile satellite service

#### Service description

- 2.1 The Telstra Mobile satellite service is a satellite based, digital mobile communications system. It allows you to:
  - (a) make or receive telephone calls to and from a compatible satellite handset/device to fixed, mobile and satellite services in and outside Australia; and
  - (b) receive and send SMS using a capable handset/device; and
  - (c) access data services using a capable handset/device.

#### Coverage limitations

- 2.2 To make or receive calls using the service or to access data services, your handset/device must be in the coverage area of the Iridium satellite network system in Australia and in other countries where satellite handsets/devices can be lawfully used.
- 2.3 To use the service, the antenna of your handset/device must be pointing straight up with clear line of sight to a wide view of the sky.

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- 2.4 The service cannot be used from indoors without connection to an outside building antenna. The 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 dense forest canopy, tall buildings or high narrow gorges).
- 2.5 The Telstra Mobile satellite service gives you international roaming access on the Iridium Network from Australia and most overseas countries. Due to the nature of satellite services (in particular that fact that the quality of service can be affected by the environment, surrounds and atmosphere) and the global nature of the Iridium satellite network, which is controlled by a third party, we cannot promise that you will always be able to access the Telstra Mobile satellite service from within Australia or overseas countries.

### **Compatible handsets/devices and SIM cards**

- 2.6 You must use a compatible handset/device (including a SIM card) to access the service.
- 2.7 We can supply you with compatible handset/devices and Telstra Mobile satellite service SIM cards to access the service. You can buy a compatible handset/device from us for use in relation to the Telstra Mobile satellite service, either:
- (a) alone; or
  - (b) by entering into a pricing plan for a contract term.
- 2.8 We supply you with a specific Telstra Mobile satellite service SIM card. The telephone number for your service will begin with a 014710, 014711, 0141712, 014714, 014715, 014716 or 014718 prefix (**TMS prefix**). If you access the Telstra Mobile satellite service using the SIM card for a Telstra Mobile (GSM) service, higher charges apply as set out in the charges section below. If you place your Telstra Mobile satellite service SIM card in a cellular mobile service handset/device and make calls, you are charged at Telstra Mobile satellite service rates as set out in this section.

### **Separate account needed**

- 2.9 You need a separate Telstra Mobile account for Telstra Mobile satellite services, but you can list more than one Telstra Mobile satellite service on an account.

### **Using your own handsets/devices**

- 2.10 If a you apply for a satellite service and intend to use the SIM card you get from us in a handset/device you bought separately, you should first confirm whether your handset/device can be used in connection with the Telstra Mobile satellite service and confirm the accessibility and quality of the service using your particular handset/device before applying for a service.

### **Emergency services**

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

### **Calling Number Display**

- 2.13 Calling Number Display shows you who's calling your Telstra Mobile satellite service handset from Australia by displaying the calling number on your handset (unless the number calling is blocked). This only applies to calls that are made in Australia.
- 2.14 Calling Number Display also enables your Telstra Mobile satellite service number to be displayed on the mobile or fixed phone you are calling (unless it is blocked).
- 2.15 Your phone number may also be displayed to a person you are calling overseas (unless it is blocked).
- 2.16 You must apply to us to block your Telstra Mobile satellite service number on all calls (otherwise you can block your number on a single call). A permanent line block will apply to calls made within Australia and calls made to people overseas.
- 2.17 Calling Number Display is automatically connected to your phone free of charge.

### **Calling line identification**

- 2.11 Calling line identification (CLI) is information that can be sent through the network when you make a call from your Telstra Mobile satellite Service on a compatible handset. CLI includes the telephone number of the calling party.
- 2.12 CLI allows the other party to see your telephone number if they have enabled Calling Number Display (CND).
- 2.13 We do not charge you for presenting or blocking your CLI.

### **Compatible handsets**

- 2.14 CLI is only available from compatible handsets. The 9500 and 9505 handset models are not compatible with CLI and the telephone number of the calling party will not be presented if they are calling from one of these handsets.

### **Presenting or blocking CLI on compatible handsets**

- 2.15 If you take up a new Telstra Mobile satellite service on and from 7 June 2010, your CLI will be presented automatically. If you wish to block your CLI, you must call Telstra.
- 2.16 If you have an existing Telstra Mobile satellite service on 7 June 2010, your CLI will be blocked by default. If you wish to present your CLI, you will need to call Telstra to arrange

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for your CLI to be presented. Depending on the type of handset you have, you will then be required to either:

- (a) visit your handset provider's website to download the application to present your CLI; or
- (b) send your handset to Telstra to activate the CLI presentation.

If your CLI is presented, you may still block your CLI on a per call basis by dialing the prefix #31# before the number you are calling.

### **When you cannot block CLI**

2.17 Even where we have activated CLI block on your Telstra Mobile satellite service, you cannot block CLI:

- (a) for calls to the emergency call service (000); and
- (b) to other carriers and carriage service providers where CLI is used for the purposes of billing, call management or credit control.

2.18 Even where we have activated a block on your CLI on your Telstra Mobile satellite service, your CLI may be presented for internet dial up calls made from your service to a Carriage Service Provider or Internet Service Provider connected to the Telstra network depending on the Service Provider's network configuration and where the Service Provider is require to use the CLI for the purposes of fraud prevention, billing, call management or credit control.

2.19 If your privacy is breached and we have activated your request for CLI block on your service, we will take steps to restore your privacy at our cost.

### **How we use your CLI**

2.20 We may use your CLI, including your telephone number, in the following ways:

- (a) on an itemised bill of one of our customers who has called your number;
- (b) on an itemised bill of one of our customers who has accepted a reverse charge or third party charge call from your service;
- (c) in customer premises or network based service or equipment to support CLI related products such as call return and CND where you have permitted presentation of your CLI;
- (d) to perform our malicious call trace or malicious caller identification services; and
- (e) when a law enforcement agency lawfully requests it.





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### 3 Pricing plans and handset contracts

#### General

- 3.1 You must choose a Telstra Mobile satellite pricing plan.
- 3.2 We charge GST in relation to all charges for the use of the Telstra Mobile satellite service within Australia (which includes up to 200 nautical miles out to sea and Australian external territories, excluding Antarctica). This is due to our system capability limitations. You can contact us for further information on the application of GST to charges for use of the Telstra Mobile satellite service, or to obtain an adjustment if you can establish that calls were made from GST-free regions.
- 3.3 Telstra Mobile satellite pricing plans are available for a minimum terms of 12 or 24 months. The minimum term starts on the day we approve your application for your Telstra Mobile satellite pricing plan. If you change your Telstra Mobile satellite pricing plan, the minimum term of your new plan is still calculated from the day we approved your original application for your Telstra Mobile satellite pricing plan.
- 3.4 Each month you must pay the monthly access fee for your Telstra Mobile satellite pricing plan, as well as call charges, call connection fees, general Telstra Mobile service charges and other applicable charges that apply under your Telstra Mobile satellite pricing plan.

#### TMS Data Only pricing plan

- 3.5 If you only require data services and no voice call capability, you can connect your handset/device to the TMS Data Only pricing plan.
- 3.6 If you choose the TMS Data Only pricing plan, the services on that plan:
- (a) only have circuit switched data call capabilities; and
  - (b) cannot be used to make voice calls; and
  - (c) can be used to receive SMS and, if using a capable handset/device, send SMS; and
  - (d) cannot be placed under the Shared Included Call Allowance

#### TMS Shared Included Call Allowance

- 3.7 Shared included call allowance enables you to share any included call allowance amount between all individual services on the same account.

It applies to your account when;

- (a) you have at least two active services on the TMS75 and/or TMS135 plans at any one time;
- (b) a separate contract term applies to each individual service

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- (c) call, SMS and call diversion charges are calculated under individual service pricing plans.

### **Handset contracts – Mobile Repayment Option**

- 3.8 We offer approved customers purchasing an approved handset/device when entering into a pricing plan, credit known as a “Mobile Repayment Amount”. We allow you to repay that credit by monthly installments over a 12-month or 24-month period. This credit goes towards the upfront purchase price of a handset/device.
- 3.9 The GST-inclusive Mobile Repayment Amounts available to select from \$295 to \$3,995 in \$50 increments, or any other amount we nominate or substitute.
- 3.10 The Mobile Repayment Amount chosen cannot be more than the handset price (including GST), less any applicable handset subsidy.
- 3.11 We pay the Mobile Repayment Amount directly to the relevant Telstra Shop or participating Telstra dealer on your behalf.
- 3.12 If the price of the handset/device is higher than the Mobile Repayment Amount, you must pay the difference between the price of the handset/device (including GST) and the Mobile Repayment Amount. You must pay this difference directly to us or the participating Telstra Shop or dealer where you bought the handset.
- 3.13 The Mobile Repayment Option is available when you connect to, or move an existing Telstra Mobile satellite service onto a current pricing plan. You must repay the Mobile Repayment Amount by monthly instalments over 12 or 24 months. If you do not repay the Mobile Repayment Amount, we may suspend or cancel your Telstra Mobile satellite service.
- 3.14 You must repay any balance of the Mobile Repayment Amount outstanding if your Telstra Mobile satellite service or account is cancelled.
- 3.15 Only one Mobile Repayment Option may be entered into for each Telstra Mobile satellite service. We must separately approve applications for four or more Mobile Repayment Options per customer.

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## **4 Charges and billing**

### **Meaning of “Australia”**

- 4.1 For this service, Australia includes up to 200 nautical miles out to sea and Australian external territories such as Norfolk Island and Lord Howe Island, but not Antarctica.

### **Calls made outside Australia**

- 4.2 The Telstra Mobile satellite service gives you international roaming access on the Iridium satellite network. International roaming access is not available from all countries.

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4.3 If you make or receive calls outside Australia, our charges for making or receiving those calls apply as well as call charges and indirect taxes charged by overseas phone companies and authorities. Use of your handset/device outside Australia is at your own risk and expense. You should confirm the terms of using Telstra Mobile satellite in a country other than Australia before using the service in that country.

4.4 You cannot make calls to 1800, 13 and 12 numbers outside Australia.

### **Format of numbers dialed**

4.5 You must include Australian state area codes for all calls to fixed phones in Australia, including calls to someone in the same state as you. You need to use 0011 or + 11 and then the country code when you make a call from your handset/device when outside Australia, even when you are calling a number in the same country.

### **Call records**

4.6 Call times are expressed according to Australian Eastern Standard Time for all call records.

### **Not compatible with Single Bill**

4.7 The Telstra Mobile satellite service cannot be included on a “Single Bill”. This means that Single Bill and multiple Telstra service discounts do not apply to the Telstra Mobile Satellite service.

### **Billing information and timing**

4.8 You can contact us for information about your call usage and charges or pre-billing information (Pre-billing data can be up to 48 hours old due to the external Satellite network). We issue bills monthly.

### **Calling a Telstra Mobile satellite service**

4.9 The charges for a call made from a Basic Telephone Service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

4.10 The charges for a call made from a Telstra cellular mobile service to a Telstra Mobile satellite service number beginning with a TMS prefix are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

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### 5 Pricing plan charges

#### Monthly access charges and included calls

- 5.1 We charge you a monthly access charge depending on the pricing plan you have chosen. An additional monthly access charge applies for access to data services using your Telstra Mobile satellite service.
- 5.2 The monthly access charge for each pricing plan includes an “included calls amount” that is applied to the voice call and data use charges you incur using your Telstra Mobile satellite service. You need to use the included calls amount each month. Any portion of the included calls amount that you do not use in a given month is forfeited and does not roll over for use in the following month. You cannot apply your included calls amount to charges incurred using:
- (a) a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in your satellite handset/device; or
  - (b) a satellite service SIM card (with a telephone number beginning with a TMS prefix) in your cellular mobile service handset/device.

#### Data services

- 5.3 You can access data services using your Telstra Mobile satellite service, upon paying a monthly access charge. The amount of this monthly access charge varies depending upon your pricing plan. You will be charged for use of data services in accordance with the relevant call charges under your pricing plan.

| Pricing Plans | Monthly Access Charge |                 | Data Access Monthly Charge |          | Monthly Included Calls Amount |                 |
|---------------|-----------------------|-----------------|----------------------------|----------|-------------------------------|-----------------|
|               | GST Excl              | GST Incl        | GST Excl                   | GST Incl | GST Excl                      | GST Incl        |
| TMS 45        | \$40.91               | <b>\$45.00</b>  | No charge                  |          | \$0.00                        | <b>\$0.00</b>   |
| TMS 75        | \$68.18               | <b>\$75.00</b>  | No Charge                  |          | \$36.36                       | <b>\$40.00</b>  |
| TMS 135       | \$122.72              | <b>\$135.00</b> | No Charge                  |          | \$90.91                       | <b>\$100.00</b> |
| TMS Data Only | \$168.18              | <b>\$185.00</b> | No Charge                  |          | \$136.36                      | <b>\$150.00</b> |

- 5.4 Data access is not automatically applied. You must contact us to activate data access on your pricing plan.

#### Charges under pricing plans

- 5.5 We charge you the amounts in the following tables to access the Telstra Mobile satellite service by using a Telstra Mobile satellite service SIM card in a satellite handset/device.
- 5.6 All Mobile Satellite outgoing calls, other than calls to Telstra’s directory assistance

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services, are charged in 60-second blocks or part thereof.

- 5.7 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

### **Calls to Directory Assistance**

- 5.8 The charges for calls to National Directory Assistance (requests for phone numbers within Australia) and calls to International Directory Assistance (requests for phone numbers outside Australia) are set out in Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

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### TMS 45 Pricing Plan

5.9 If you choose the TMS 45 pricing plan, we charge you the following charges for using your service.

| <b>TMS 45 call charges</b>  | <b>GST Excl</b> | <b>GST Incl</b>  |
|---|-----------------|------------------|
| <b>Call types</b>   |                 |                  |
| <b>Calls from in Australia – per 60 second block or part thereof</b>  |                 |                  |
| Calls to a fixed or mobile service in Australia   | \$1.09          | <b>\$1.20</b>    |
| Calls to a service with a TMS prefix in Australia   | \$1.09          | <b>\$1.20</b>    |
| Calls to a service with a TMS prefix outside Australia  | \$1.09          | <b>\$1.20</b>    |
| For customers with a 10 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>    |
| For customers with a 13 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>    |
| For customers with a 10 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>    |
| <b>TMS 45 call charges</b>  | <b>GST Excl</b> | <b>GST Incl</b>  |
| For customers with a 13 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)  | \$18.18         | <b>\$20.00</b>   |
| Calls to an Optus Sat phone in Australia  | \$3.64          | <b>\$4.00</b>    |
| Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia                         | \$1.09          | <b>\$1.20</b>    |
| Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663                     | No charge       | <b>No charge</b> |
| <b>Calls from outside Australia – per 60 second block or part thereof</b>   |                 |                  |
| Calls to a fixed or mobile service in Australia   | \$1.81          | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix in Australia   | \$1.81          | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix outside Australia  | \$1.81          | <b>\$2.00</b>    |
| Calls to an 8816 or 8817 service in or outside Australia  | \$1.81          | <b>\$2.00</b>    |

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|   |         |                |
|---|---------|----------------|
| Calls to another satellite system phone (where a 0011 pre-fix is required)                | \$18.18 | <b>\$20.00</b> |
| Calls to an Optus Sat phone in Australia  | \$5.454 | <b>\$6.00</b>  |
| <b>SMS from in or outside Australia – per message charge</b>                              |         |                |
| SMS sent from a service with a TMS prefix to a mobile service within or outside Australia | 45¢     | <b>50¢</b>     |

### TMS 75 Pricing Plan

5.10 If you choose the TMS 75 pricing plan, we charge you the following charges for using your service.

| <b>TMS 75 call charges</b>  | <b>GST Excl</b> | <b>GST Incl</b>  |
|---|-----------------|------------------|
| <b>Call types</b>   |                 |                  |
| <b>Calls from in Australia – per 60 second block or part thereof</b>  |                 |                  |
| Calls to a fixed or mobile service in Australia   | \$1.00          | <b>\$1.10</b>    |
| Calls to a service with a TMS prefix in Australia   | \$1.00          | <b>\$1.10</b>    |
| Calls to a service with a TMS prefix outside Australia  | \$1.00          | <b>\$1.10</b>    |
| For customers with a 10 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>    |
| For customers with a 13 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>    |
| For customers with a 10 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>    |
| For customers with a 13 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)  | \$18.18         | <b>\$20.00</b>   |
| Calls to an Optus Sat phone in Australia  | \$3.64          | <b>\$4.00</b>    |
| Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia                         | \$1.00          | <b>\$1.10</b>    |
| Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663                     | No charge       | <b>No charge</b> |
| <b>Calls from outside Australia – per 60 second block or part thereof</b>   |                 |                  |
| Calls to a fixed or mobile service in Australia   | \$1.81          | <b>\$2.00</b>    |

# Our Customer Terms

## Telstra Mobile Satellite Service



|   |                 |                 |
|---|-----------------|-----------------|
| Calls to a service with a TMS prefix in Australia   | \$1.81          | <b>\$2.00</b>   |
| Calls to a service with a TMS prefix outside Australia                                    | \$1.81          | <b>\$2.00</b>   |
| Calls to an 8816 or 8817 service in or outside Australia                                  | \$1.81          | <b>\$2.00</b>   |
| Calls to another satellite system phone (where a 0011 pre-fix is required)                | \$18.18         | <b>\$2.00</b>   |
| <b>TMS 75 call charges</b>  | <b>GST Excl</b> | <b>GST Incl</b> |
| <b>Call types</b>   |                 |                 |
| Calls to an Optus Sat phone in Australia  | \$5.454         | <b>\$6.00</b>   |
| <b>SMS from in or outside Australia – per message charge</b>                              |                 |                 |
| <b>Call types</b>   |                 |                 |
| SMS sent from a service with a TMS prefix to a mobile service within or outside Australia | 45¢             | <b>50¢</b>      |

### TMS 135 Pricing Plan

- 5.11 If you choose the TMS 135 pricing plan, we charge you the following charges for using your service.

|   |                 |                 |
|---|-----------------|-----------------|
| <b>TMS 135 call charges</b>   | <b>GST Excl</b> | <b>GST Incl</b> |
| <b>Call types</b>   |                 |                 |
| <b>Calls from in Australia – per 60 second block or part thereof</b>  |                 |                 |
| Calls to a fixed or mobile service in Australia   | \$0.86          | <b>\$0.95</b>   |
| Calls to a service with a TMS prefix in Australia   | \$0.86          | <b>\$0.95</b>   |
| Calls to a service with a TMS prefix outside Australia  | \$0.86          | <b>\$0.95</b>   |
| For customers with a 10 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>   |
| For customers with a 13 digit Telstra account number:<br>Calls to a fixed or mobile service outside Australia     | \$1.81          | <b>\$2.00</b>   |
| For customers with a 10 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>   |
| For customers with a 13 digit Telstra account number:<br>Calls to an 8816 or 8817 service in or outside Australia | \$1.81          | <b>\$2.00</b>   |
| Calls to another satellite system phone (where a 0011 pre-fix is required)  | \$18.18         | <b>\$20.00</b>  |



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## Telstra Mobile Satellite Service



|   |           |                  |
|---|-----------|------------------|
| Calls to an Optus Sat phone in Australia  | \$3.64    | <b>\$4.00</b>    |
| Calls to a 12, 1800, 1300, 66666 or 190 service (unless otherwise specified) in Australia     | \$0.86    | <b>\$0.95</b>    |
| Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663 | No charge | <b>No charge</b> |
| <b>Calls from outside Australia – per 60 second block or part thereof</b>                     |           |                  |
| Calls to a fixed or mobile service in Australia   | \$1.81    | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix in Australia   | \$1.81    | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix outside Australia  | \$1.81    | <b>\$2.00</b>    |
| Calls to an 8816 or 8817 service in or outside Australia                                      | \$1.81    | <b>\$2.00</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)                    | \$18.18   | <b>N/A</b>       |
| Calls to an Optus Sat phone in Australia  | \$5.454   | <b>N/A</b>       |
| <b>SMS from in or outside Australia – per message charge</b>                                  |           |                  |
| SMS sent from a service with a TMS prefix to a mobile service within or outside Australia     | 45¢       | <b>50¢</b>       |

### TMS Data Only Pricing Plan

- 5.12 If you choose the TMS Data Only pricing plan, we charge you the following charges for using your service.

| <b>TMS Data Only call charges</b>   | <b>GST Excl</b> | <b>GST Incl</b> |
|---|-----------------|-----------------|
| <b>Connection fee per call (where applicable)</b>   | N/A             | <b>N/A</b>      |
| <b>Call types</b>   |                 |                 |
| <b>Calls from in Australia – per 60 second block or part thereof</b>                      |                 |                 |
| Calls to a 66666 or data telemetry service in Australia                                   | \$0.78          | <b>\$0.86</b>   |
| <b>SMS from in or outside Australia – per message charge</b>                              |                 |                 |
| SMS sent from a service with a TMS prefix to a mobile service within or outside Australia | 45¢             | <b>50¢</b>      |

### Call diversion and message retrieval

- 5.13 You can divert incoming calls to your Telstra Mobile satellite service when your service is switched off, busy or not answered, or you can divert all incoming calls.
- 5.14 We charge per 60 second block (or part thereof) to divert incoming calls, and to retrieve messages from a messaging service.

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## Telstra Mobile Satellite Service



|  |   |   |                 |   |                 |
|--|---|---|-----------------|---|-----------------|
| <b>Call diversion charges</b>  |   | For customers with a 10-digit Telstra account number  |                 | For customers with a 13-digit Telstra account number  |                 |
|  |   | <b>GST Excl</b>   | <b>GST Incl</b> | <b>GST Excl</b>   | <b>GST Incl</b> |
| <b>When incoming calls are diverted if the satellite service is switched off, busy or not answered</b> |   |   |                 |   |                 |
| <b>Calls to a Telstra Mobile satellite service:</b>  | <b>Diverted to a fixed or mobile service:</b> | Per 60 second block   |                 | Per 60 second block   |                 |
| In Australia   | In Australia                                  | Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service. |                 | Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service. |                 |
| In Australia   | Outside Australia                             | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |
| Outside Australia  | In Australia                                  | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |
| Outside Australia  | Outside Australia                             | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |
| <b>Call diversion charges</b>  |   | For customers with a 10-digit Telstra account number  |                 | For customers with a 13-digit Telstra account number  |                 |
|  |   | <b>GST Excl</b>   | <b>GST Incl</b> | <b>GST Excl</b>   | <b>GST Incl</b> |
| <b>When all incoming calls are diverted</b>  |   |   |                 |   |                 |
| Connection fee per call  |   | Same as for other calls on your pricing plan.   |                 | Same as for other calls on your pricing plan.   |                 |
| <b>Calls to a Telstra Mobile satellite service:</b>  | <b>Diverted to a fixed or mobile service:</b> | Per 60 second block   |                 | Per 60 second block   |                 |
| In Australia   | In Australia                                  | Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service. |                 | Same as charges under your pricing plan for calls from a Telstra Mobile satellite service to another Telstra Mobile satellite service or fixed or mobile service. |                 |
| In Australia   | Outside Australia                             | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |
| Outside Australia  | In Australia                                  | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |
| Outside Australia  | Outside Australia                             | \$1.81  | <b>\$2.00</b>   | \$1.81  | <b>\$2.00</b>   |

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## Telstra Mobile Satellite Service



| When incoming calls are directly diverted to/received from MessageBank or Memo |              |                                |  |                 |  |                 |
|--|--------------|--------------------------------|--|-----------------|--|-----------------|
| Connection fee per call  |              |                                | Same as for other calls on your pricing plan.        |                 | Same as for other calls on your pricing plan.        |                 |
| <b>Calls to a Telstra Mobile satellite service:</b>                            |              | <b>Diverted to 101 or 102:</b> | Per 60 second block                                  |                 | Per 60 second block                                  |                 |
| <b>Call diversion charges</b>  |              |                                | For customers with a 10-digit Telstra account number |                 | For customers with a 13-digit Telstra account number |                 |
|  |              |                                | <b>GST Excl</b>                                      | <b>GST Incl</b> | <b>GST Excl</b>                                      | <b>GST Incl</b> |
| In Australia   | In Australia | \$0.78                         | <b>\$0.86</b>  | \$0.78          | <b>\$0.86</b>  |                 |
| Outside Australia  | In Australia | \$1.81                         | <b>\$2.00</b>  | \$1.81          | <b>\$2.00</b>  |                 |

## 6 Early termination charges

### Early Termination Charges

#### 6.1 If:

- (a) you cancel your Telstra Mobile satellite pricing plan (you do this by notifying Telstra and quoting your Handset serial or identification number), including if you cancel because your handset/device is lost, stolen or damaged; or
- (b) we cancel your Telstra Mobile satellite pricing plan (for fraudulent use or misuse of your Telstra Mobile satellite service or because of failure to pay a bill by the date for payment or within any extra time we give you to pay),

you must pay us an early termination charge in accordance with the following formula:

12 month contract

Fee payable = (Base Fee ÷ 12 ) x Number of months (including any part month) of contract term remaining

24 month contract

Fee payable = (Base Fee ÷ 24 ) x Number of months (including any part month) of contract term remaining

6.2 The amount of the early termination charge payable depends upon whether you purchased your handset/device from us (whether or not using the Mobile Repayment Option) together with your Telstra Mobile satellite pricing plan or used your own handset/device to connect to a Telstra Mobile satellite pricing plan. The early termination charge decreases each month over the contract term.

6.3 The Base Fee is:

- (a) \$600 on a 24 month contract or \$360 on a 12 month contract if you purchased a reduced price handset/device together with your Telstra Mobile satellite pricing

# Our Customer Terms

## Telstra Mobile Satellite Service



- plan; or
- (b) \$300 on a 24 month contract or \$180 on a 12 month contract, if you brought your own handset

### Changing plans

- 6.4 You can change your Telstra Mobile satellite pricing plan at any time during your minimum term. If you change to a plan with a monthly access fee lower than the monthly access fee nominated on your original application for your Telstra Mobile satellite service plan, we may charge you a fee of \$100.

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## 7 Charges for using a Telstra cellular mobile SIM card in a satellite handset/device

### General

- 7.1 We charge you the charges below if you use a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device. These charges apply in addition to the applicable Telstra MobileNet Digital plan rates for the particular call.
- 7.2 All outgoing calls are charged in 30 second blocks or part thereof.
- 7.3 A call connection fee applies to all outgoing calls.
- 7.4 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 7.5 The charges for calls to 190 services apply in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.
- 7.6 If you use a Telstra Mobile (GSM) SIM card you bought from us in a satellite service handset/device you should first confirm whether your SIM card can be used with a satellite handset/device in connection with the Telstra Mobile satellite service and confirm the accessibility and quality of the service using your particular SIM card and handset/device.
- 7.7 If you use a Telstra Mobile (GSM) SIM card in a satellite service handset/device your service coverage:
- (a) in Australia will be limited to the coverage of Telstra’s GSM mobile network; and
  - (b) outside Australia will be limited to the coverage of Telstra’s GSM mobile network and international roaming service.

### Calls from in and outside Australia

- 7.8 We charge you the following for calls you make using a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”) in a satellite service handset/device.

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## Telstra Mobile Satellite Service



| Call Type   | GST Excl   | GST Incl         |
|---|------------|------------------|
| Connection fee per call   | 36.36¢     | 40¢              |
| <b>Calls from in Australia per 30 second block or part thereof</b>                            |            |                  |
| Calls to a fixed service in Australia   | \$1.81818  | <b>\$2.00</b>    |
| Calls to a mobile service in Australia  | \$1.81818  | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix in or outside Australia                                  | \$1.81818  | <b>\$2.00</b>    |
| Calls to an 8816 or 8817 service in or outside Australia                                      | \$6.36363  | <b>\$7.00</b>    |
| Calls to an Optus Sat phone in Australia  | \$3.63636  | <b>\$4.00</b>    |
| Calls to a 12, 1800, 1300 or 190 service in Australia   | \$1.81818  | <b>\$2.00</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)                    | \$13.63636 | <b>\$15.00</b>   |
| Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663 | No charge  | <b>No charge</b> |
| <b>Calls from outside Australia per 30 second block or part thereof</b>                       |            |                  |
| Calls to a service with a TMS prefix in or outside Australia                                  | \$6.36363  | <b>\$7.00</b>    |
| Calls to a fixed or mobile service in Australia   | \$6.36363  | <b>\$7.00</b>    |
| Calls to a fixed or mobile service outside Australia  | \$6.36363  | <b>\$7.00</b>    |
| Calls to an 8816 or 8817 service in or outside Australia                                      | \$6.36363  | <b>\$7.00</b>    |
| Calls to an Optus Sat phone in Australia  | \$6.36363  | <b>\$7.00</b>    |
| Calls to a 1900 service in Australia  | \$6.36363  | <b>\$7.00</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)                    | \$13.63636 | <b>\$15.00</b>   |

### Receiving calls in and outside Australia

- 7.9 We charge you the following to receive calls on your satellite service handset/device using a Telstra Mobile (GSM) SIM card (for a service with a telephone number beginning with “04”).

| Call Type   | GST Excl  | GST Incl      |
|---|-----------|---------------|
| Receiving calls on a cellular mobile (04) service in Australia (per 30 second block)      | \$1.81818 | <b>\$2.00</b> |
| Receiving calls on a cellular mobile (04) service outside Australia (per 30 second block) | \$6.36363 | <b>\$7.00</b> |

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## Telstra Mobile Satellite Service



### Call diversion and message retrieval

| Call diversion charges for calls to a cellular mobile (04) service in a satellite handset/device |   |  |               |
|--|---|--|---------------|
| Call & Diversion Type  |   | GST Excl   | GST Incl      |
| <b>When incoming calls are diverted if the service is switched off, busy or not answered</b>     |   |  |               |
| <b>Calls to a cellular mobile (04) service:</b>  | <b>Diverted to a fixed or mobile service:</b> |  |               |
| In Australia   | In Australia                                  | 90.909¢  | <b>\$1.00</b> |
| In Australia   | Outside Australia                             | \$6.36363  | <b>\$7.00</b> |
| Outside Australia  | In Australia                                  | \$6.36363  | <b>\$7.00</b> |
| Outside Australia  | Outside Australia                             | \$6.36363  | <b>\$7.00</b> |
| <b>When all incoming calls are diverted</b>  |   |  |               |
| <b>Calls to a cellular mobile (04) service:</b>  | <b>Diverted to a fixed or mobile service:</b> |  |               |
| In Australia   | In Australia                                  | 90.909¢  | <b>\$1.00</b> |
| In Australia   | Outside Australia                             | \$6.36363  | <b>\$7.00</b> |
| Outside Australia  | In Australia                                  | 90.909¢  | <b>\$1.00</b> |
| Outside Australia  | Outside Australia                             | \$6.36363  | <b>\$7.00</b> |
| <b>When incoming calls are directly diverted to/received from MessageBank or Memo</b>            |   |  |               |
| Connection fee per call  |   | Same as under Telstra cellular mobile pricing plans. |               |
| <b>Calls to a cellular mobile (04) service:</b>  | <b>Diverted to 101 or 102:</b>                | Per 30 second block                                  |               |
| In Australia   | In Australia                                  | 90.909¢  | <b>\$1.00</b> |
| Outside Australia  | In Australia                                  | \$6.36363  | <b>\$7.00</b> |

## 8 Charges for Telstra Mobile satellite services using a cellular mobile handset/device

- 8.1 If you use your satellite service SIM card (for your service with a telephone number beginning with a TMS prefix) in a cellular mobile handset/device, we charge you the amounts in the table below.
- 8.2 All outgoing calls are charged in 30 second blocks or part thereof.

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- 8.3 A call connection fee applies to all outgoing calls.
- 8.4 GST-inclusive connection fees only apply to calls originating from within Australia. GST does not apply to the connection fee for calls originating from outside Australia.
- 8.5 The charges for calls to 190 services are in addition to applicable 190 charges under Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

| Call Type   | GST Excl   | GST Incl         |
|---|--|------------------|
| Connection fee per call   | Same as under pricing plans for satellite services using a satellite handset/device.                       |                  |
| <b>Calls from in Australia per 30 second block or part thereof</b>                            |  |                  |
| Calls to a fixed or mobile service in Australia   | Same as under pricing plans for satellite services using a satellite handset/device.                       |                  |
| Calls to a service with a TMS prefix in Australia   | \$1.81818  | <b>\$2.00</b>    |
| Calls to a service with a TMS prefix outside Australia  | \$1.81818  | <b>\$2.00</b>    |
| <b>Call Type</b>  | <b>GST Excl</b>  | <b>GST Incl</b>  |
| Calls to a fixed or mobile service outside Australia  | \$1.07   | <b>\$1.175</b>   |
| Calls to an 8816 or 8817 service in or outside Australia                                      | \$3.18181  | <b>\$3.50</b>    |
| Calls to another satellite system phone (where a 0011 pre-fix is required)                    | Same as under pricing plans for satellite services using a satellite handset/device                        |                  |
| Calls to an Optus Sat phone in Australia  | Same as under pricing plans for satellite services using a satellite handset/device                        |                  |
| Connection fee per call   | Same as under pricing plans for satellite services using a satellite handset/device.                       |                  |
| Calls to a 12, 1800, 13, 66666 or 190 service in Australia                                    | Same as under pricing plans for satellite services using a satellite handset/device                        |                  |
| Calls to 125111, 1258880, 1258887, 1258888, 132000, 132200, 132203, 132999, 133933 and 137663 | No charge  | <b>No charge</b> |
| <b>Calls from outside Australia</b>   |  |                  |
| Outgoing and incoming calls   | The charges set out in Part I – Heading Overseas of the Telstra Mobile section of Our Customer Terms apply |                  |
| <b>SMS from in or outside Australia – per message charge</b>                                  |  |                  |

# Our Customer Terms

## Telstra Mobile Satellite Service



|   |   |
|---|---|
| SMS sent from a service with a TMS prefix to a mobile service within or outside Australia | Same as under pricing plans for satellite services using a satellite handset/device |
|---|---|