UWA/TELSTRA MOBILE SERVICES CONTRACT

A GUIDE TO TELSTRA MOBILE SERVICES

Introduction

UWA recently entered into a contractual arrangement with Telstra for the provision and support of mobile services.

Why Telstra

When selecting a mobile service provider, coverage, performance, reliability and service support are important factors to consider. The following information is provided to assist you in making an informed decision and hopefully one favouring a Telstra product and service.

Supporting Network/Services

All devices operate on Telstra’s NextG/3G Network and currently a USB device on the new LTE/4G Network. The network supports voice and wireless data services with negotiated voice rates and Telstra Mobile Broadband Data Plans for Smartphones and modems. Telstra Mobile Satellite voice plans are also available. Telstra’s range of devices also supports International Roaming.

Mobile Device range

The range of mobile devices available to UWA includes:

- Handsets - Apple iPhone, Nokia, LG, Samsung, Sony Ericsson, Motorola, HTC to support mobile voice requirement plus SMS, MMS, etc
- Smartphones - Apple iPhone, HTC, Samsung, Motorola android o/s
- Tablets supporting Wi-Fi and 3G – Apple iPad and Android o/s devices
- Wireless Broadband devices – USB for laptops, Wireless Gateway modems
- Satellite – Iridium

Telstra NextG Mobile Networks – Coverage

The Next G® network covers more than 2.1 million square kilometres, which is more than double the nearest 3G competitor, and more than the combined footprint of all other Australian 3G networks. The Next G® Network works better in more places.

- The Next G® (3GSM 850MHz) network is Australia’s largest & fastest national mobile broadband network.
- The Next G® network is Australia’s Number 1 Network.
- Providing a 3G HSPA+ enabled mobile voice, video and broadband coverage to more than 99 per cent of the Australian population.
- Australia’s largest 3G network coverage.
- Boasting Australia’s fastest and most extensive national mobile broadband coverage.
- In addition, the Next G® Network covers more than 1 million square kilometres out to sea.

Telstra NextG /3G Mobile Network – Speed
The Next G® network is not just Australia’s largest national mobile broadband network it is also Australia’s fastest!
- In December 2009 the Next G® network was further upgraded with eHSPA+ Dual Channel technology making it the fastest national mobile broadband network in Australia.
- Next G® customers using the Telstra Ultimate® USB Modem (eHSPA+ Dual Channel compatible) can experience typical user speeds of 1.1Mbps-20Mbps in all capital CBD’s, airports, much of the associated metropolitan areas and many regional and other locations – covering more than 60% of the population.
- eHSPA+ Dual Channel technology is now available to more than 60% of the population spanning across 750,000 square kilometres.

LTE/4G – Long Term Evolution
Telstra has been trialling LTE technology since May 2010 and on the 14th February 2011 unveiled plans to upgrade its Next G® network with LTE/4G technology by end 2011. Initial LTE/4G deployment will be in the central business districts of all Australian capital cities (approximate 5km radius from GPO), associated airports and selected regional centres. Plans to roll-out LTE/4G into regional areas is currently being finalised with locations to be advised later in 2011. By the end of 2011 Telstra plans to bring to market dual mode LTE/HSPA+ mobile broadband devices that operate seamlessly across the 1800MHz and 850MHz spectrum ranges, giving customers the benefits of 4G where it is available. A range of handheld devices with embedded LTE connectivity are expected to follow soon after.

Telstra NextG Mobile Networks – Devices, Applications & Content

Telstra’s Blue Tick handset accreditation program was a world first when it was launched in 2007. It continues to be the only such program that assists customers who either live in, or travel to more remote regional areas in selecting the most appropriate handset for their coverage requirements. You can view a video on how Telstra tests handsets on YouTube, at: http://www.youtube.com/watch?v=mOsAj7chlmC.
- Since 2006, Telstra has launched more than 269* Next G® devices including:
  - 142 Next G® handsets and PDAs,
  - 33 Next G® data cards and USB modems, and
  - 94 Next G® modules, routers, telemetry devices and embedded laptops.
- In the last year alone, Telstra launched around 59* new mobile devices.
- Next G® Network customers can access compelling made-for-mobile content, integrated offerings and world class services that compete against apps from the global marketplace.

*Data as at 14th February 2011
International Roaming

Next G® mobile phones and devices can roam throughout the world on Telstra's GSM and 3G roaming footprint. Sometimes a 3G network is not available in the country or no 3G coverage is available. In these instances, the handset or device should be able to connect to a 2G network, if there is a 2G network that roams with Telstra and provides coverage in the area you are travelling. Please refer to the below link for countries with which Telstra Mobile has 3G and 2GSM International Roaming agreements:


Also view information relating to International Roaming Voice and Data plans plus a guide to managing Smartphones when overseas:


Procurement

Please follow internal UWA procurement guidelines for further information on the range of devices available, current pricing and the process for placing an order for a Telstra mobile product or service.