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POSITION ONLY

Things you need to know

Notes and passwords

Welcome to your new Telstra Business Internet on nbn™

visit a Telstra Business Centre or selected partner

13 2000 and say '**Business Internet**'

https://www.telstra.com.au/small-business/internet/plans

You've made a great choice. Now let's get started.

Your Telstra Business Internet on **nbn**™ combines a digital voice line, broadband and Telstra Business Smart Modem™ with included data, great calling features and outstanding benefits including:

• Mobile Broadband Backup

• Account Management Support

• Unlimited data

• Enhanced speed

• **nbn** Satisfaction Guarantee

This guide will help you discover how to get the most from your new service and how to manage the great features it includes.

Need help?

telstra.com.au/small-business/bundles

13 2000 and say 'Business Internet'

Discover

We offer a range of support and tutorial options to help you get the most from your Telstra Business Internet on nbn™.

Smart Call Management

Telstra Business Connect

Make and receive calls on your compatible devices looking as if you're in the office. Telstra Business Connect App helps increase mobility and flexibility by making and receiving calls using your fixed desk phone identity when you're on the go. Data charges apply in addition to standard call charges.

Download the App at telstra.com/businessconnectapp

Call Conductor

Call Conductor is a smart call management application that helps manage your business call flows effectively and efficiently, while you're at your desk or on the go.

Every Telstra Business Internet on nbn customer can access the smartphone, tablet and computer application.

For more information visit telstra.com.au/small-business/online-support

Online Support

All the help you need is a click away at telstra.com.au/small-business/online-support
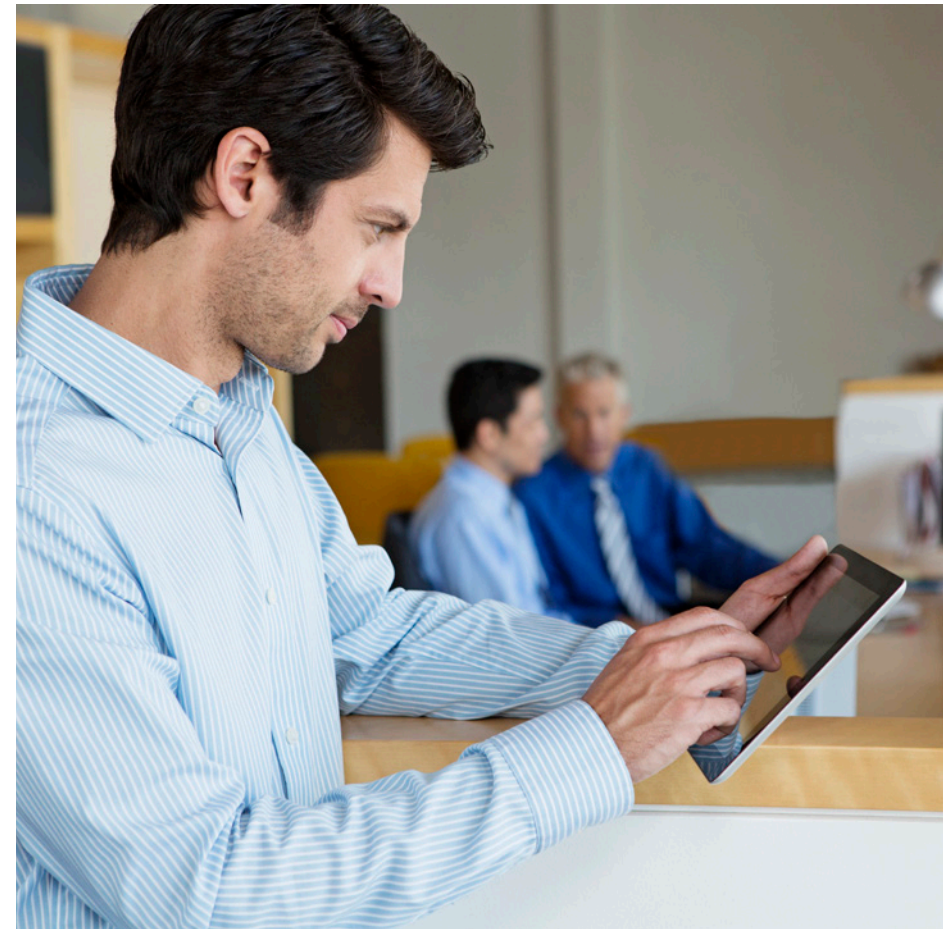
How to videos

User Guides

Online Bill Explainer

Wi-Fi instructions

Troubleshooting – Self Help Tips

If you have trouble with your Internet enabled handsets, fixed broadband or voice and broadband backup connection:

• switch the modem off for 1 to 2 minutes

• switch the modem back on and wait 15 minutes to complete reboot.

If you need further assistance, call **13 2000** and say **'Business Internet'** and when prompted say **'Technical Support'**.

For more information see 'Things you need to know' on the back page.

Manage

Manage your Telstra Business Internet on **nbn**™ features through online applications at **telstra.com.au/small-business/online-support**. Your login details were sent to you in the Configuration Summary email.

Included features

Sequential Ring

Your phones ring in sequence, until you pick up the call. Manage your settings on CommPilot.

⌒◦ telstra.com.au/small-business/ online-support

Voice2Email

Listen, forward, save or delete voicemail messages conveniently from your email.

To activate and manage it, call **13 2000** and say '**Business Internet**'.

Simultaneous Ring

All your phones ring at the same time. Manage your settings on the Telstra Business Connect App or in Call Conductor.

⌒◦ telstra.com.au/small-business/ online-support

Feature Access Codes

We have a range of temporary call features that can be turned on and off from a dual-tone, multi-frequency handset (a touchtone handset).

For more information, refer to the enclosed Features Access Codes card.

Feature Access Codes

CALL FORWARD-ALWAYS		
Activation	Deactivation	Status Check
*72	*73	*21*

CALL FORWARD-BUSY		
Activation	Deactivation	Status Check
*90	*91	*67*

CALL FORWARD-NO ANSWER		
Activation	Deactivation	Status Check
*92	*93	*61*

CALL RETRIEVE	CALL RETURN	ALL STATIONS PAGING CISCO SPA PHONES ONLY
*11	*69	800#

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MessageBank® tips

- Greeting and Message duration: 300 seconds.

- Number of messages that can be stored: 98.

- A new voicemail message remains on the service if not listened to for 14 days.

- An old voicemail message remains on the service after having been listened to for 7 days.

Optional business features

Select from a range of handy extras to help keep your business running smoothly. All charged in addition to the cost of your Telstra Business Internet on nbn Plan

Virtual Receptionist
Automatically answers and directs incoming calls with a customized greeting – $10/mth, month to month in addition to the cost of your Telstra Business Internet plan.

Hunt Group
Automatically directs incoming calls to a group of fixed numbers on your account that you nominate – $10/mth, month to month.

Ad on Hold
A professional advertising and marketing message for callers to hear when they're placed on hold – $50/mth for 24 months ($1,200).

Additional Voice Line on nbn™
Connect up to 10 additional voice lines (e.g. for inbound calls, EFTPOS, fax) for $55 per month month to month with standard local and national calls within Australia included.

We can help you with a range of additional services. like setting up your Network Printer, Server and/or Security Camera. To find out more, call **13 2000** and say '**Business Internet**'.

Customer to-do list

1. Download Telstra Business Connect to manage your Telstra Business Internet on **nbn**™ services – it's quick and easy at **telstra.com/businessconnectapp**

2. Have you set up your MessageBank and your Wi-Fi?

For more information see 'Things you need to know' on the back page.