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Telstra Business Internet on nbn and PSTN Section

1 About Telstra Business Internet on nbn and PSTN

Our Customer Terms

- 1.1 This is the Telstra Business Internet on nbn and PSTN (**Telstra Business Internet**) of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply, unless you have entered into a separate agreement with us which excludes any of those terms. The [Services on the National Broadband Network section of Our Customer Terms](#) also applies.
- 1.3 In this section, references to “Telstra Business Internet” can mean:
- (a) Telstra Business Internet on ADSL;
 - (b) Telstra Business Internet on ADSL2+; and
 - (c) Telstra Business Internet on the nbn™ network.
- 1.4 All prices in this section are inclusive of GST.
- 1.5 This section incorporates other parts of Our Customer Terms. If there is any inconsistency between this and any other term in Our Customer Terms that applies to Telstra Business Internet, then to the extent of the inconsistency, they will be read in the following order of precedence:
- (a) [Services on the National Broadband Network section](#) in respect of Telstra Business Internet on nbn services and [Business Phone Services section](#) and the [Telstra Business Broadband](#) section in respect of Telstra Business Internet on ADSL or ADSL 2+;
 - (b) this section;
 - (c) any other section of Our Customer Terms which applies to Telstra Business Internet; and
 - (d) [The General Terms of Our Customer Terms](#).

References

- 1.6 If any term of Our Customer Terms which is expressly incorporated refers to “our network”, “our public switched telephone network”, “Telstra Network” or anything similar, for the purposes of this Section those terms will be taken to also include a reference to the nbn and a reference to “service” in those terms will be taken to include a reference to Telstra Business Internet on the nbn™ network service.
- 1.7 A reference to a time or a day in this section of Our Customer Terms is a reference to the time or a day at the place where the relevant premises is located.

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References to the National Broadband Network

- 1.8 In this section of Our Customer Terms, the following words have the following meanings:
- (a) **nbn co** means nbn co limited (ABN 86 136 533 741) and its related body corporates, officers, employees, agents, contractors, sub-contractors and consultants.
 - (b) **nbn or the nbn™ network** means the fibre network that is owned or controlled by, or operated by or on behalf of, nbn co and includes any other network, systems, equipment and facilities used by nbn co in connection with the supply of Broadband (nbn) services.

2 Telstra Business Internet

What is Telstra Business Internet?

- 2.1 Telstra Business Internet allows customers to bundle eligible Telstra ADSL, ADSL 2+ broadband and/or an nbn™ network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband connection, with IP telephony and mobile services on one account and one bill.
- 2.2 In this section, references to “broadband” mean an ADSL or ADSL2+ broadband or nbn™ network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband service of sufficient quality to support a digital voice service.
- 2.3 Telstra Business Internet consists of:
- (a) a plan of:
 - (i) one broadband connection; and
 - (ii) for Telstra Business Internet on nbn or ADSL 2+ one IP Voice service (“**digital voice service**”), or for Telstra Business Internet on ADSL, one Telstra Basic Telephone Service; and
 - (b) optional add-ons, including:
 - (i) Additional Voice Line; and
 - (ii) Business International Calling Pack.

Eligibility

- 2.4 To be eligible for a Telstra Business Internet service you must have an ABN, ACN or ARBN.
- (a) We supply the Telstra Business Internet service for business purposes and you must use Telstra Business Internet predominantly for business purposes.
 - (b) If you are a customer with a 13-digit account number, we supply the Telstra Business Internet service to you for a mix of business and residential purposes.

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- 2.5 Enterprise, Premier Business and Wholesale customers are not eligible for a Telstra Business Internet service. Telstra Business Internet services are also not eligible for resale.
- 2.6 To be eligible for a Telstra Business Internet service, you must maintain the underlying:
- (a) Basic Telephone Service or digital voice service; and
 - (b) Telstra broadband connection.

Compatibility with other offers

- 2.7 You can't take up any of the following on your Telstra Business Internet Account:
- (a) Reward packages, options or offers;
 - (b) All-4-Biz; or
 - (c) other port in or special offers that we determine from time to time are not compatible.

- 2.8 If you are an existing Telstra customer and sign up to a new Plan, any discounts (for example, loyalty discounts) will not apply to your new Plan.

Availability

- 2.9 Telstra Business Internet on ADSL is only available where
- 2.10 Telstra Business Internet on ADSL2+ is not available to new customers from 21 March 2017. Customers with existing Telstra Business Internet services can purchase additional Telstra Business Internet on ADSL2+ services.
- 2.11 Telstra Business Internet is only available in locations where either ADSL, ADSL2+ broadband or nbn™ network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband service of sufficient quality to support a digital voice service is available.
- 2.12 Availability for Telstra Business Internet on ADSL or ADSL 2+ also depends on a number of factors, including the length of cable to the nearest telephone exchange, the quality of the existing telephone service and whether the nearest exchange has enough ADSL or ADSL2+ capacity.
- 2.13 Availability for a Telstra Business Internet on the nbn™ network service depends on whether the premises in which you take it up is serviceable by nbn co fibre.
- 2.14 Once you take up a service with us on the nbn™ network you can't switch back to Telstra services on our existing copper network at the same location.
- 2.15 We may need to conduct a service qualification at your location to determine whether Telstra Business Internet is available and the maximum number of concurrent IP voice calls which can be supported at your location.
- 2.16 You need to have a telephone service for us to provide Telstra Business Internet. If you need us to connect a new telephone service, the connection charges set out in the:

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- (a) [Basic Telephone Service section of Our Customer Terms](#) will apply for Telstra Business Internet on ADSL or ADSL2+; or
- (b) [Services on the National Broadband Network](#) section of Our Customer Terms will apply for Telstra Business Internet on the nbn.

How we give you information about Telstra Business Internet

- 2.17 We can give you information about Telstra Business Internet verbally, by email, SMS or by mail. By taking up Telstra Business Internet you agree to receive service information, including notices about changes we may make to Telstra Business Internet from time to time, by any of these methods.

How we deliver Telstra Business Internet

- 2.18 The technical means we use to deliver the Telstra Business Internet service is completely up to us.

Call barring

- 2.19 We bar calls to 190 numbers from services connected to your Telstra Business Internet account automatically. You may change your call barring settings at any time by contacting us.

Power supply and Emergency 000 Access

- 2.20 Your Telstra Business Internet service needs mains power to work, so if the power goes out, you won't be able to use your Telstra Business Internet service (including to make and receive calls) and you won't have access to the Emergency 000 service. You must supply power to operate the equipment associated with your Telstra Business Internet service as specified in the equipment manual.
- 2.21 Therefore a Telstra Business Internet plan is not suitable if you have serious illness or condition, require disability services, have a back-to-base alarm, or require an uninterrupted telephone line, in that case we recommend an alternative service. If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you consider Business Protect or speak to your alarm service provider about mobile backup before you take up a Telstra Business Internet service

Telstra Business Internet and analogue equipment

- 2.22 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, although your Telstra Business Internet service may support Fax, EFTPOS, back to base alarm systems, medical diallers and other non standard dialler services and equipment we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please first check with your equipment manufacturer/provider about compatibility with a Telstra IP voice service on the nbn.

Universal Service Obligation

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- 2.23 Telstra Business Internet is not provided in fulfilment of Telstra's Universal Service Obligation.

Same Account

- 2.24 All the components of your Telstra Business Internet service must be on the same account to receive benefits such as free on account calls and sharing of included allowances. You can have Telstra Business Internet on ADSL or ADSL2+ and Telstra Business Internet on the nbn™ network services on the same account and still receive these benefits, but if your services aren't on the same account you won't receive these benefits.

Online Billing and Other Online Services

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2.25 Our online services are:

Online Service	What does it do?
Online Bill and Online Bill Reporting	Let's you view, analyse, download and generate reports about your Telstra bills
CustData	Let's you manage your broadband service
Mobile Data Usage Meter	Gives you an estimate of your data usage on all your mobile and mobile broadband devices in Australia
Commpilot	An online call management tool for your digital voice service.
Telstra Apps Marketplace	Let's you purchase Telstra applications
CallConductor	An online call management tool for your digital voice service that lets you manage account settings. CallConductor is only available for customers who take up a Telstra Business Internet service.

2.26 We will register you for online services including CallConductor when you take up your Telstra Business Internet service.

2.27 Some of our online services are subject to terms of use. Where terms of use apply, they are available for you to view when you log on to use the online service. If you don't agree with the terms of use, tell us and we will revoke your registration.

2.28 Unless you tell us otherwise, we will provide you with an online bill for your Telstra Business Internet service. You will not receive a paper bill unless you ask us to provide you with one.

Unlimited allowances and free voice calls

2.29 Some components of the Telstra Business Internet service give you access to free voice calls and unlimited allowances of calls and data usage. Where we make these available to you, you must follow our Telstra Business Internet Fair Play Policy set out in this section.

Relocating your business

2.30 If you relocate your premises to which a Telstra Business Internet plan or Additional Voice Line add-on is connected to premises outside the existing exchange area, you may need to change your telephone numbers.

2.31 If you have a Telstra Business Internet on ADSL or ADSL2+ service, the terms applicable to this are set out in the [Basic Telephone Service section of Our Customer Terms](#). We charge you a fee of:

- (a) \$99 standard fee to connect and activate a service; or

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- (b) \$299 to connect and activate any new service at your premises.

These fees don't include moving your equipment to your new premises or non standard installation.

- 2.32 If you have a Telstra Business Internet on the nbn™ network service, the applicable terms are set out in the [Services on the National Broadband Network](#) section of Our Customer Terms. We charge you a fee of:

- (a) \$99 to connect and activate your service where you self-install; or
- (b) \$299 to install your services at your new premises if you require a Telstra professional installation.

These fees don't include moving your equipment to your new premises or non standard installation.

- 2.33 If Telstra Business Internet is not available at your new premises you will have to cancel your service and you may be required to pay the applicable early termination charge.

What we mean by “Standard Calls”

- 2.34 Your Telstra Business Internet plan comes with included amounts of standard calls. This does not include all types of calls. If you make a call that is not a standard call, you have to pay for it separately.

- 2.35 Standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to Telstra satellite mobiles, Directory Assistance, to 13 numbers (including 1300 or 1345 number) and 1800 numbers.

- 2.36 All other call types are not included as standard calls. This includes international calls and international roaming, calls to the Sensis 1234 service, 12234 and 12455, third party content calls, Iterra calls, calls to radio paging, calls to Optus MobileSat, InfoCall 190, 19xx and 12xx numbers.

Equipment maintenance

- 2.37 Nothing in this section in any way affects any statutory guarantee we cannot exclude that applies to equipment we supply.

- 2.38 For the equipment you purchase with your Telstra Business Internet plan, you will receive maintenance for that equipment from us at no additional charge as set out in clauses 2.39 to 2.46 below.

- 2.39 For equipment you purchase with a plan, you will receive maintenance at no additional charge for up to 24 months starting the date we provide the equipment, provided you continue your plan during that time.

- 2.40 After these maintenance periods, and subject to any rights you have under applicable laws, you are responsible for maintaining your equipment and paying for any additional repair or replacement costs for such equipment.

- 2.41 Subject to normal warranty conditions, the maintenance services include:

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- (a) a help desk for you to report any faults with the equipment; and
 - (b) supplying replacement equipment when you notify us that the equipment is faulty, provided that we are reasonably satisfied that the equipment is faulty and the fault was not caused by you.
- 2.42 In metropolitan areas, we aim to get the replacement equipment to you the business day after you notify us. In other areas it may take up to 5 business days.
- 2.43 We will charge you for the replacement equipment, but we will rebate you the charge if we receive the faulty equipment back from you. If we don't receive the faulty equipment, you won't receive the rebate.
- 2.44 You are responsible for paying any costs associated with sending us faulty equipment for the purpose of the maintenance service and any damage or loss to the equipment that occurs while it is being sent to us.
- 2.45 Any equipment that has been returned to us becomes our property at the time we provide you with replacement equipment for it.
- 2.46 Maintenance services will not cover equipment that has been misused or abused by you or has liquid damage.

Modem Warranty

- 2.47 The Telstra Business Smart Modem™ is preconfigured with our specifications for use with the Telstra Business Internet service. If you change these specifications, we may not be able to provide some of the warranty services to you.
- 2.48 In addition to any rights and remedies that you may have under the Australian Consumer Law or any other law, we will provide you with certain warranty services from the date that you receive your Telstra Business Smart Modem™ from us. Our warranty services include:
- (a) access to the Helpdesk to report issues with your modem; and
 - (b) certain replacement and repair services, as described below.

Note also that if you are a consumer under the Australian Consumer Law, our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any

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unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

2.49 You can contact us for further details: Telstra Corporation Limited, telephone 13 2999.

2.50 On the date that we deliver the equipment to you:

(a) we transfer ownership of the equipment to you; and

(b) you are responsible and liable for the equipment.

2.51 We will provide you with technical support services for problems with your Telstra Business Smart Modem™. If we identify a defect with your equipment and your equipment is not under warranty, you will be required to rectify the defect at your own costs.

Messaging services

2.52 Your Telstra Business Internet plan come with a messaging service that attaches voice messages left on your digital phone or mobile to email and sends them to your nominated email address. This service is activated on request and is provided at no extra charge on a casual, month to month basis. You are only allowed to use this feature in Australia, and we may withdraw it at any time with reasonable notice you. If the feature is withdrawn, you will still be able to retrieve and listen to your voice messages using your digital phone or mobile.

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3 Telstra Business Internet Plan

3.1 The Unlimited Business Internet Plan runs month to month and is available until withdrawn by us. The applicable inclusions and charges are set out below:

Unlimited Business Internet			
	Nbn	PSTN	13-digit account number customers
Contract Term	Month to month		
Fees (including price per month, installation options and fees, and minimum cost over 24 months)			
Monthly Charges	\$115		
Connection and activation fees	\$99 connection and activation fee – Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises. \$299 connection and activation fee if you request a technician at your premises or if it's a new phone line connection.	\$99 connection and activation fee for standard connection \$299 connection and activation fee for new service connection	The applicable nbn or PSTN connection and activation fees depending on if the service is provided over nbn or PSTN
Minimum cost over 24 months	\$2,859 when you stay connected for 24 months, including \$99 connection and activation fee. If you leave before 24 months, simply pay out your modem as set out in Hardware below.		
Basic Telephone Service connection charge	N/A	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms .	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms .
Plan and Call inclusions			
Monthly fixed data allowance	Unlimited		

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Standard Local calls	Included
Standard National calls	Included
Fixed to standard Mobile calls in Australia	Included
1300 calls	Included
International Calls	PAYG standard rates set out below or \$20/month Business International Calling Pack for unlimited standard international calls to select destinations
Directory Assistance calls	The following calls are included: (125, 1194 time and 1196 weather calls, Fixed SMS, 014 calls Optus or Telstra Satellite, 1224 calls, Sensis 1234 and 12456 calls)
On Account Calls	Included
Value added services included Standard fixed	MessageBank® diversion and retrieval in Australia; Calling Number Display; Static IP address (optional); Concierge Support; Mobile Broadband backup; Telstra Business Smart Modem™; Access to CallConductor, an account and user management tool
Hardware	<p>Telstra Business Smart Modem™ with mobile broadband backup is included with your new service. If you choose to cancel your service within 24 months, we may charge a fee of up to \$216 for your Telstra Business Smart Modem™, and you'll have to pay it out in full when you cancel.</p> <p>If there is an outage of the fixed broadband service, you will connect and have access to the internet via the Telstra Mobile Network.</p> <p>The Telstra Business Smart Modem section of Our Customer Terms applies to this usage. Alternatively, you may BYO an alternative modem that is configured to work with your service, however the mobile broadband back-up will not be included</p>
Mobile Broadband Back-up	4G coverage required. You must not use this feature as your primary broadband service. The Telstra Business Smart Modem section of Our Customer Terms applies to this usage.
Optional Add-Ons	

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Business International Calling Pack	Business International Calling pack (\$20/month) for unlimited standard international calls to selected destinations (see details below)		
Speed Boost	\$25/month	Not available	Only available for services on nbn
Additional Voice Line	\$50/month	Not available	Only available for services on nbn not available for 13 digit account numbers
Other Voice Add-Ons	IP Handset (\$10/month) / Line Hunt (\$10) / Auto Assistant (\$10) / Ads on Hold (\$50) not available for 13 digit account numbers		

4 Business Bundle Lite on the nbn network

- 4.1 The Business Bundle Lite plan (BBL) is only available by invitation from Telstra.
- 4.2 The BBL is only available to existing SMB NBN bundle customers transitioning from ADSL to NBN who is currently on a plan with a minimum monthly spend of \$100 (**transitional customer**).

The BBL runs month to month and is available until withdrawn by us. The applicable inclusions and charges are set out below:

Business Bundle Lite Plan and inclusions	
Monthly Price	\$90 /mth
Monthly Data Allowance	500GB /mth
Excess Usage Charges	\$0.001 per MB Capped at \$300 per month.
Speed	Standard plus speed
Calls to standard Australian numbers	Local calls included

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	Standard National Calls - 80c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456) Mobile Calls - 36c per minute + 55c call connection fee per call, capped at \$2 anytime 13 Calls - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
Calls to international numbers	Standard International Rates apply.
Telstra Business Smart modem/Telstra Smart modem	Included for Telstra Business Bundle customers
Total minimum cost	\$2,160 if you stay connected for 24 months

Additional Voice Lines

- 4.3 You must have an active BBL to purchase an additional voice line.
- 4.4 The new Business International Calling pack is not compatible
- 4.5 The additional Voice Line will be cancelled if you choose to cancel the BBL.

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Our Changes to your Plan

- 4.6 From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can leave if you don't like the change: just pay out your device and accessories in full (as applicable) and your services for that month in full. If we change your plan or move you to a new plan:
- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
 - (b) You can cancel your plan if you don't like the change or the new plan; you'll need to pay out the remaining cost of your devices and accessories (as applicable) in full and your services for that month in full.
 - (c) We can tell you about changes to your Ultimate Business Voice Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the Telstra 24x7® App or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Telstra Business Voice Services in this section.

Cancelling your Plan

- 4.7 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:
- (d) a pro-rated amount for your last billing period based on when you cancel your plan;
 - (e) any additional charges payable for that month; and
 - (f) any charges for your Telstra Business Smart Modem™ in full as set out in clause 3.1.
- 4.8 Additionally, if you cancel your plan, then:
- (a) unless you have another Telstra Business Internet Plan that you are not cancelling your access to online tools will be cancelled; and
 - (b) all Additional Voice Lines and other optional add-ons related to that plan will be cancelled, and you'll need to pay a pro-rated amount for your last billing period based on when you cancel your plan.
- 4.9 If you cancel your underlying broadband connection or digital voice service or Telstra Basic Telephone service, or transfer one or both of those services to another account, you will:
- (a) no longer be eligible for your Business Internet Service; and
 - (b) be taken to have cancelled your Business Internet Service,

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and clause 4.7 will apply. Additionally, if you transfer your broadband connection only, you may choose any current Telstra Business Basic Telephone Service or Business Voice Service that is available to you at the time of the transfer. If you don't choose, we'll convert your remaining Telstra Basic Telephone Service or digital voice service to an appropriate Business Voice Service.

Inclusions and other plan features

4.10 Your plan comes with:

- (a) **one broadband service** with a static IP v4 (optional) on ADSL or a dual stack IPv4 and IPv6 address(excluding 13 digit account numbers) on nbn to host your own Virtual Private Network, website or FTP servers. If you have IP Addresses issued by us for another Telstra service, you may be able to use those IP addresses with your Telstra Business Internet on the nbn service. The terms that apply to your broadband service are set out in the [Telstra Business Broadband section of Our Customer Terms](#) for Telstra Business Internet on ADSL or ADSL2+ services and [Telstra Business Broadband section of Our Customer Terms](#) and [Broadband \(nbn\) Section of Our Customer Terms](#) for Telstra Business Internet on the nbn services;
- (b) **one digital voice service**. The terms that apply to your digital voice service are set out in the Telstra Business Voice on nbn and ADSL section of Our Customer Terms.
- (c) **mobile broadband backup**: in the event that the broadband service connected to your Unlimited Business Internet Plan becomes temporarily unavailable, the router we provide will automatically failover data to the Telstra Mobile Network and will automatically return to the broadband service once it has been restored. We will notify you once the service has been restored. Subject to the terms set out in this section, the Data Services Section of Our Customer Terms applies to use of the mobile broadband backup, and:
 - (i) If the mobile broadband backup is activated, inbound and outbound calls made to and from your main business number connected to your Unlimited Business Internet plan will be made using data over the Telstra Mobile Network.
 - (ii) You may only use the mobile broadband backup service for failover purposes and not as a wireless broadband service. The Telstra Mobile Network SIM card will be locked to prevent unauthorised use.
 - (iii) The mobile broadband device we give you will use a small amount of your data allowance (approximately 9kb per hour) while it is connected but not backing up the service.

Free On Account Calls

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4.11 You can make free voice calls in Australia to and from fixed or mobile voice services, that are on the same account as your Telstra Business Internet plan (“**Free On Account Calls**”). The following applies to Free On Account Calls:

- (a) Free On Account Calls do not apply to video calls, international calls or international roaming calls.
- (b) If you have more than one Telstra account, Free On Account Calls do not apply between accounts.

Equipment

4.12 You may need to buy the following from us to use with your Telstra Business Internet plan. If you do need to buy the following from us, it will be under a Hardware Purchase Plan. The charges for these are in addition to the charges for your Core Plan:

- (a) one router package (“**router**”); and
- (b) one wired IP voice handset (“**digital phone**”) (optional for Telstra Business Internet on nbn services).

We will provide you with details of these charges at the time you apply for your Telstra Business Internet plan.

4.13 The maximum number of Additional Voice Lines, EFTPOS and Fax Options that may be collectively connected to a Core Plan is 9. For Telstra Business Internet on ADSL or ADSL+2 services, you can use a maximum of 3 lines at the same time and for Telstra Business Internet on the nbn services, you can use a maximum of 10 lines at the same time. This number includes any Additional Voice Line, and also includes both calls you receive and calls you make.

Installation

4.14 Where you require us to install the equipment that comes with your Telstra Business Internet service at your premises, you must let us install the equipment.

4.15 We’ll install your Telstra Business Internet service between 8am and 5pm on business days.

4.16 Installation of your Telstra Business Internet service includes attendance at your premises to install and connect your router, your plan, and any Additional Voice Lines or EFTPOS and Fax, and configuration of your eligible existing network devices to the Telstra Business Internet service. Eligible existing network devices include network servers, computers, up to 3 printers, security devices or any other device notified by us. Installation does not include configuration of any new devices to your Telstra Business

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Internet service. It also does not include any cabling works, however you may take up the Voice and Data Cabling Option for an additional fee.

Digital Voice Service and Devices

- 4.17 Your main business number will be connected to the digital voice service that comes with your plan.
- 4.18 You can change the number that your main business number is automatically forwarded to by using CallConductor, however: if the number is not on your Telstra Business Internet account, or is outside Australia (for example, if the call is forwarded to a mobile service which is overseas), you will be charged for the call at the rates applicable to your plan. If the number to which you are forwarding the call is on your Telstra Business Internet account and is physically located in Australia, there is no charge for forwarding the call.
- 4.19 If you take up a Hunt Group or Virtual Receptionist service or request a new Direct Business Line Number separate to your main business number, you will be allocated a new Direct Business Line number for the digital voice service that comes with your Telstra Business Internet plan, and your main business number will be automatically forwarded to your Direct Business Line number.
- 4.20 If you make a call from your digital voice service, the telephone number that the call recipient will see (if they have enabled Calling Number Display and you have not asked for your telephone number to be blocked) will be your main business number, not your Direct Business Line number.
- 4.21 If you take up Telstra Business Internet on nbn or ADSL 2+, your voice services will be provided using IP-based technology. Your digital voice service includes the Quality of Service (QoS) voice calling enhancement feature which helps improve the reliability and consistency of voice calls made using your Telstra Business Internet Plan. The quality of voice communications may vary and may and you may experience temporary interruptions, loss of service and stuttering. There are a number of factors that will determine the quality of your voice communications, including your connected equipment and software configuration, the number of other users connected at the same time and the associated line transmission rates of those end users, and performance of interconnecting infrastructure not operated by us.
- 4.22 Each month you have to pay us the Monthly Fee and the applicable charges for any calls you make that aren't included in your plan.

Telstra Business Internet on the nbn™ network Broadband Speed Tiers

- 4.23 Clauses 4.24 to 4.29 apply to Telstra Business Internet on the nbn™ network services alone.
- 4.24 Your Telstra Business Internet on the nbn™ network service includes Standard Plus Speed. Premium Speed Boosts may be available (subject to availability at your premises) for an extra \$30 a month. The specified upload and download speeds in the table in clause 4.27 are indicative typical minimum line speeds into the premises during business hours (between 9am and 5pm Monday to Friday) only. These speeds exceed the capabilities of some content servers and personal computers. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not promise that the

Telstra Business Internet on nbn and PSTN Section

specified speeds will be achieved at all times. Actual speeds may be slower and will vary due to a number of factors, including your connected equipment and software configuration, source and type of content downloaded and the number of users and performance of interconnecting infrastructure not operated by us. Devices connected by WiFi may experience slower speeds than those connected by ethernet cable.

- 4.25 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not promise successful data transmission using the broadband service. Temporary interruptions and packet loss may occur from time to time. The broadband service is a “best efforts” internet access service that is generally not suited to applications that are sensitive to delay, delay variation or packet loss (such as real time video streaming) or require high volume continuous file transfers.
- 4.26 The nbn™ network is shared by many end users. The shared nature of the network means that throughput may vary depending on the number of end users connected at the same time and the associated line transmission rates of those end users.
- 4.27 The typical busy period line speeds into the premises during business hours (between 9am and 5pm Monday to Friday) are set out below:

Speed tier	Standard Plus	Premium
	<p>Speeds experienced may be lower due to various factors including your in-home setup and wiring and will be confirmed post-connection for FTTN/B/C.</p> <p>An nbn service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your maximum attainable speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Find out more about speeds on the nbn network with Telstra at telstra.com/nbn-speeds</p> <p>Typical download speeds between 9am-5pm weekdays will be lower on nbn™ Fixed Wireless.</p>	

- 4.28 You may change your Speed Tier once per month by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rated basis and your new monthly subscription fee will pro-rated for the remainder of the first month, calculated on the number of days left in your billing cycle.
- 4.29 There is a limit of only one Speed Tier per Core Plan per month. Your chosen Speed Tier continues to apply until you change it.

Moving to Telstra Business Internet

You can move from other Telstra services to a Telstra Business Internet plan, even if you are within a fixed contract term. We won't charge you any early termination fees.

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5 Optional add-ons

5.1 Depending on if your Telstra Business Internet service is provided over ADSL, ADSL 2+ or nbn, you can choose from a range of optional add-ons.

Option	Description
Business International Call Pack	For an additional \$20/month, you can choose to apply a Business International Calling Pack to your plan. The Business International Calling Pack provides for unlimited standard international calls to select destinations. For other rates, see clause 12.
Additional Voice lines	For an additional monthly fee, you can add an additional voice line to your plan.
Hunt Group	For an additional monthly fee, Hunt Group allows you to direct incoming calls to a group of digital voice services on your Telstra Business Internet account that you nominate, that are on the same plan.
Virtual Receptionist	Virtual Receptionist is a hosted service providing businesses with a virtual and intelligent receptionist feature. It greets inbound callers with a pre-recorded welcome message, and is configured to direct calls via an IVR-like menu system (Press 1 for Sales, 2 for Service, 3 To Leave A message, etc.) to other phone numbers.
Ad on Hold	For an additional monthly fee, customers' inbound calling your business who are placed on hold will hear a professional advertising voice-over service with background music.
Voice and Data Cabling	For an additional once off fee, we will install cabling from your router to other locations in your premises.

Additional Voice Line

5.2 If you select an Additional Voice Line, the following will apply:

Fees (Price per month, installation options and fees)	
Monthly Charges	\$50
Connection and activation fees	\$99 connection and activation fee – Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises. \$299 connection and activation fee if you request a technician at your premises or if it's a new phone line connection.
Basic Telephone Service connection charge	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms

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Call Inclusions	
Standard Local Calls	Included
Standard National Calls	Included
Fixed to standard Mobile calls in Australia	Included
1300 calls	Included
International Calls	PAYG standard rates set out below or \$20/month Business International Calling Pack for unlimited standard international calls to select destinations
Directory Assistance calls	The following calls are included: (125, 1194 time and 1196 weather calls, Fixed SMS, 014 calls Optus or Telstra Satellite, 1224 calls, Sensis 1234 and 12456 calls)
On Account Calls	Included
Hardware	<p>Telstra Business Smart Modem™ with mobile broadband backup is included with your new service. If you choose to cancel your service within 24 months, we may charge a fee of up to \$216 for your Telstra Business Smart Modem™, and you'll have to pay it out in full when you cancel.</p> <p>If there is an outage of the fixed broadband service, you will connect and have access to the internet via the Telstra Mobile Network.</p> <p>The Telstra Business Smart Modem section of Our Customer Terms applies to this usage. Alternatively, you may BYO an alternative modem that is configured to work with your service, however the mobile broadband back-up will not be included</p>

Hunt Group

- 5.3 Hunt Group allows you to direct incoming calls to a group of digital voice services on your Telstra Business Internet account that you nominate, that are on the same Telstra Business Internet plan (“**Group**”). If a call to a phone in the Group is not answered, Hunt Group will automatically divert the call to the next available line in the group of phones selected.
- 5.4 You can choose from any of the following “hunt” schemes, each of which rings the specified phones in a different manner:
- (a) Regular Hunt Groups sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.

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- (b) Circular Hunt Groups sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
 - (c) simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.
 - (d) with Uniform Hunt Groups, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.
- 5.5 You can take up Hunt Group for a monthly fee of \$10 (payable in addition to the cost of your Telstra Business Internet Plan). Hunt Group is available on a casual, month-to-month basis, and you can cancel it at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis.

Virtual Receptionist

- 5.6 You can take up Virtual Receptionist for a monthly fee of \$10 (payable in addition to the cost of your plan).
- 5.7 Virtual Receptionist is a hosted service providing businesses with a virtual receptionist feature. It greets inbound callers with a pre-recorded welcome message, and is configured

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to direct calls via an IVR-like menu system (Press 1 for Sales, 2 for Service, 3 To Leave A message, etc.) to other phone numbers.

- 5.8 Virtual Receptionist is set-up with a default message. At your request, we can change the default message.
- 5.9 If you use Virtual Receptionist to forward calls to other services, this will be treated as if you are making a call to the number to which the call is being forwarded.
- 5.10 If the number to which you are forwarding the call is on your Telstra Business Internet account and is physically located in Australia, there is no charge for forwarding the call. If the number is not on your Telstra Business Internet account, or is outside Australia (for example, if the call is forwarded to a mobile service which is overseas), you will be charged for the call at the rates applicable to your plan.

Ad on Hold

- 5.11 The Ad on Hold Option allows you to create a customised recording which will play while inbound callers to the digital voice service that comes with your Telstra Business Internet plan or Additional Voice Line are placed on hold.

Availability

Effective immediately, Ad on Hold will enter a passive cease sale status, with no new customer purchases permitted. Existing customers retain the ability to make changes to their service. From July 31, 2024, Ad on Hold will transition to an active cease sale, prohibiting new activations and restricting changes for existing customers. Finally, as of September 30, 2024, the service will be exited, and customers will no longer have access.

- 5.12 You can take up one Ad on Hold Option for each plan.
- 5.13 You can take up the Ad on Hold Option for a monthly fee of \$50 (payable in addition to the cost of your plan). If you use the same Ad on Hold recording for each plan that you have we will only charge you the monthly fee for one Ad on Hold Option.
- 5.14 If you choose the Ad on Hold Option, our supplier will work with you to develop a professional advertising voice-over of up to two minutes duration, including our nominated background music and we will configure your Telstra Business Internet service to play the recording to inbound callers calling your digital voice service that comes with your plan and any Additional Voice Lines are placed on hold.
- 5.15 Until your Ad on Hold recording is finalised we will configure your Telstra Business Internet service to play a default recording for inbound callers indicating that your line is busy and asking the caller to stay on hold.
- 5.16 You can choose the Ad on Hold service for the additional monthly fee set out below:

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Ad on Hold service	Monthly Fee (GST inclusive)
New Ad on Hold service	\$50

Ad on Hold service	Once-off Upfront Fee (GST inclusive)
Variation of an existing Ad on Hold service	\$270
Re-recording of an existing Ad on Hold service	\$545

- 5.17 You are responsible for ensuring that the content of your Ad on Hold service complies with all laws or regulations.
- 5.18 You agree that the recording and use of your Ad on Hold service will not infringe the intellectual property rights of any person.
- 5.19 We may immediately disable, suspend or remove the recorded content of your Ad on Hold service by written notice to you if we reasonably suspect that your recorded content or any part of it breaches any laws, regulations, determinations or industry codes applicable to your service or infringes the rights (including intellectual property rights) of any person.
- 5.20 Your Ad on Hold service will continue on a month-by-month basis until you tell us to remove it.
- 5.21 If you vary or re-record your Ad on Hold service you will need to pay the relevant Once-Off Upfront Fee in addition to the Monthly Fee for the relevant month of your Ad on Hold service.
- 5.22 If you cancel your Telstra Business Internet Plan, your Ad on Hold service will be automatically cancelled (and an early termination charge may apply). If your Ad on Hold service is cancelled you will no longer have access to your customised recording.
- 5.23 You may turn off the Ad on Hold functionality on your Telstra Business Internet service at any time (but you will still be required to pay the Ad on Hold Monthly Fee while the functionality is turned off).
- 5.24 You consent and agree:
- (a) to us disclosing your personal information collected by us to our supplier;
 - (b) to our supplier disclosing your personal information collected by our supplier to us; and
 - (c) to our supplier contacting you,

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for the purpose of providing the Ad on Hold service to you.

- 5.25 We agree to comply, and will use reasonable efforts to ensure our supplier complies, with the Privacy Act 1988 (Cth) and Telecommunications Act 1997 (Cth), in relation to your personal information.
- 5.26 Our supplier will provide you with a support service for your Ad on Hold service between the hours of 9am and 5pm (Australian Eastern Standard Time), excluding Queensland and National public holidays. The customer support service number will be provided to you by the supplier at the time your Ad on Hold service is being recorded.

Voice and Data cabling

- 5.27 If you require cabling to be installed from your router to other locations in your premises, you can take up the Voice and Data Cabling Option, which is suitable for connecting your digital phone or computer via a standard Ethernet RJ-45 socket.
- 5.28 For Telstra Business Internet on ADSL or ADSL2+ services, we charge you the following for the Voice and Data Cabling option:

Number of installation points	Charge
The first installation point requiring up to 40 metres of cabling and/or up to 4 hours of installation time	\$299
Each additional installation point requiring up to 40 metres of cabling and/or up to 4 hours of installation time	\$180 per point
Installation point requiring more than 40 metres of cabling and/or more than 4 hours of installation time	The technician attending your premises will agree any additional charges with you before carrying out the installation.

- 5.29 For Telstra Business Internet on the nbn™ network services, all cabling is done at an additional cost which we will quote you prior to commencing the work.
- 5.30 You do not need to select Telstra to do any cabling work you require.
- 5.31 We'll install your cabling between 8am and 5pm on business days, either:
- (a) when we attend your premises to install your Telstra Business Internet service; or
 - (b) at another time we agree.
- 5.32 We will do our best to install the cabling where you want it, but some limitations exist. We won't be able to run cabling through roof space, or under floors where there is insufficient space for our technicians to safely operate. If we find that we can't install the

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cablings in your preferred location, we will try and present alternative options. These options may include running the cabling in conduit around internal walls.

- 5.33 The Voice and Data Cabling Option includes 40 meters of cable for each point you have ordered and a maximum of 4 hours installation time. If you need a cable to a location that requires more than 40 meters of cabling or installation will take more than 4 hours, an additional charge will apply.

6 Additional Terms that apply only to Telstra Business Internet for customers with 13-digit account numbers

- 6.1 The following section of Our Customer Terms also apply to you if you have a 13-digit customer account number and take up a Telstra Business Internet plan: [The General Terms for Small Business Customers](#).

For ACT Customers

- 6.2 If your Telstra Voice service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you the ACT Government Utilities Tax Charge. See the General Terms of Our Customer Terms for full terms.

Transferring to the National Broadband Network (the nbn™ network)

- 6.3 We can transfer your Telstra Business Internet service to a service supplied using the nbn™ network with 30 days' notice to you.

Electronic Billing and Payment

- 6.4 Any Telstra Business Internet service that is connected requires paperless billing and electronic payment. A \$2.20 fee will apply each month in arrears if you receive a paper bill. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.

- 6.5 Exemptions from these fees are available for:

- (a) Telstra Pensioner Discount customers;
- (b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
- (c) Australian Government Health Care Card Holder customers; and
- (d) customers who do not have an email address or internet access.

- 6.6 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the [General Terms for Small Business Customers](#) section of Our Customer Terms.

- 6.7 **Electronic Payment:** You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment

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processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) ® Registered to BPAY Pty Ltd ABN 69 079 137 518.

7 Telstra Business Internet Application

- 7.1 The Telstra Business Internet Application enables Telstra Business Internet users to make and receive voice and video calls and manage Telstra Business Internet call settings.
- 7.2 In order to access the Telstra Business Internet Application you must have an eligible Telstra Business Internet service.
- 7.3 The Telstra Business Internet application is available on compatible mobile devices and computer operating systems as notified from time to time.
- 7.4 The Telstra Business Internet application can only be accessed with an internet connection irrespective of the technology used to access it. If an appropriate IP network configuration is required, it is your responsibility to ensure that is in place.
- 7.5 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, you acknowledge that there are no guaranteed service levels for the Telstra Business Internet Application service when operated outside of the business premises in which your primary Telstra Business Internet service is installed.
- 7.6 You acknowledge that you may incur data usage charges when you use the Telstra Business Internet Application. If you make and receive voice and video calls, data charges will apply in addition to standard call costs under your Telstra Business Internet Plan.

8 Telstra Business Connect®

- 8.1 On and from 1 July 2022, Telstra Business Connect® is not available to new customers or for new connections or subscriptions for existing customers.
- 8.2 If you are an existing Telstra Business Connect® customer on 1 July 2022, then on and from that date you acknowledge and agree that to the extent permitted by applicable law and subject to any right you may have under the Australian Consumer Law:
 - (a) we and our third-party service providers will cease to provide maintenance and support for Telstra Business Connect®;
 - (b) we do not guarantee or promise that Telstra Business Connect® or your use of Telstra Business Connect® will be continuous, uninterrupted or fault-free, or that we will be able to resolve any fault associated with Telstra Business Connect®; and
 - (c) we will continue to provide you with a Help Desk for your Telstra Business Connect® service, which will be available between 8.00 am – 5.00pm (AEST) on business days. However, while we will use reasonable efforts to resolve issues you raise through the Help Desk, we do not guarantee that we will be able to fix or resolve such issues.

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- 8.3 Telstra Business Connect® enables Telstra Business Internet users to make and receive voice and video calls and manage Telstra Business Internet call settings.
- 8.4 In order to access the Telstra Business Connect® you must have an eligible Telstra Business Internet service.
- 8.5 Telstra Business Connect® is available on compatible mobile devices and computer operating systems as notified from time to time.
- 8.6 Telstra Business Connect® can only be accessed with an internet connection irrespective of the technology used to access it. If an appropriate IP network configuration is required, it is your responsibility to ensure that is in place.
- 8.7 You acknowledge that you may incur data usage charges when you use the Telstra Business Connect® application. If you make and receive voice and video calls, data charges will apply in addition to standard call costs under your plan.

9 Telstra Business Internet Fair Play Policy

What is the Telstra Business Internet Fair Play Policy?

- 9.1 Our Telstra Business Internet Fair Play Policy (**FPP**) is intended to ensure that the Telstra Business Internet service is not used in an unreasonable or fraudulent manner, or in connection with equipment that has not been approved by us.
- 9.2 Generally, legitimate use of our services for their intended retail purpose will not breach our FPP.
- 9.3 The FPP applies to the exclusion of any other Fair Play, Reasonable Use or Acceptable Use policy that might apply to any component of your Telstra Business Internet service.
- 9.4 In this clause, a reference to the Telstra Business Internet service means the service as a whole, and any individual component of it.

Commercial use

- 9.5 You must not use the Telstra Business Internet service:
- (a) for the purpose of resale or commercial exploitation;
 - (b) to re-route call traffic in order to disguise the originating party, or to establish a point of interconnection between international destinations and Australia;
 - (c) in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider;
 - (d) other than with handsets or other equipment that have been approved by us for use on our networks;

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- (e) to make calls or send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services; or
- (f) for the purposes of telemetry or any other machine-to-machine application.

Unreasonable Use

9.6 You must not use the Telstra Business Internet service in a way that is unreasonable. We consider it unreasonable where you use the Telstra Business Internet service fraudulently or in a manner that causes significant network congestion. Fraudulent use of our Telstra Business Internet services includes resupplying the service without our consent, so that someone else can take advantage of the benefits of the service.

9.7 We also consider it unreasonable where you use the Telstra Business Internet service:

- (a) to menace or harass any person or injure or damage anyone or anything;
- (b) for a purpose that a reasonable person would consider offensive;
- (c) to infringe another person's intellectual property rights;
- (d) to misuse another person's confidential information;
- (e) to infringe or commit an offence against any law, standard or code;
- (f) to send or receive instructions that could damage or injure somebody or something if implemented;
- (g) in a way that exposes either you or us to risk of prosecution or legal or administrative action under any law;
- (h) to interfere with, disrupt or affect the availability or use of the Internet or any other network or computer system; or
- (i) in a way that results in a virus, worm, Trojan or similar program being sent through the Telstra Business Broadband service from your equipment.

What we can do

9.8 If we reasonably believe that you are in breach of this FPP, we can:

- (a) suspend or limit your Telstra Business Internet service without telling you before we do so; and
- (b) cancel your Telstra Business Internet service by telling you at least 7 days before we do so.

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10 Service Levels for Telstra Business Internet on ADSL2+

10.1 This section sets out the targets we aim to meet for Telstra Business Internet. We will do our best to meet these targets but don't guarantee we will do so. We don't offer any service rebates or credits in the event we fail to meet these targets, even if the target is set out in another part of Our Customer Terms that says a service rebate or credit is payable.

Activations and Changes

Event	Our Target
Activating a Telstra Business Internet Plan (and any Optional Add-ons)	10 business days from the date we accept your order you should be able to install your Telstra Business Internet equipment.
Adding an Optional Add-On to an existing plan	5 business days from the date we accept your order you should be ready to install your Telstra Business Internet equipment.
Relocating a Telstra Business Internet Plan (and any Optional Add-Ons) and activating at a new site	10 business days from the date we accept your order you should be able to install your Telstra Business Internet equipment at your new premises. You have to relocate your Telstra Business Internet equipment yourself.
Moving an existing Additional Voice Line or other Optional Add-On from one Telstra Business Internet plan to another	5 business days from the date we accept your order you should be ready to install your Telstra Business Internet equipment at your new premises. If you have to relocate your Telstra Business Internet equipment you need to do this yourself. You need to contact Telstra before you move your digital phones from one plan to another so we can help configure the phones. Your digital phones won't work if they aren't configured.
Changing the Monthly Fee of your existing plan or Optional Add-on	2 business days from the date we accept your order.

10.2 Our ability to meet these targets depends on you giving us all the information we need when you submit your order.

Availability and Quality

10.3 These targets are set out in other parts of Our Customer Terms and vary between the different components of the Telstra Business Internet service. They don't apply when there is a problem with your equipment, where events occur that are outside of our control,

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or where we have planned service outages to do network maintenance or maintenance or upgrades to your equipment.

- 10.4 The targets for:
- (a) Broadband are set out in the [Telstra Business Broadband section of Our Customer Terms](#);
 - (b) Digital voice services are set out in the [Telstra IP Telephony section of Our Customer Terms](#);
 - (c) Domain Name Hosting services are set out in the [T-Suite® services section of Our Customer Terms](#); and
 - (d) Mobile voice and mobile broadband are set out in the [Telstra Mobile section of Our Customer Terms](#).

Response and Restoration

- 10.5 We aim to respond to any fault with your Telstra Business Internet Services within 2 hours from when you tell us about it.
- 10.6 The targets we aim to meet for restoring your service depends on whether you're in an urban, rural or remote area.
- 10.7 An urban area is an area with a population of 10,000 or more people. A rural area is anywhere with fewer than 10,000 people but more than 200. A remote area is anywhere with fewer than 200 people.
- 10.8 For services in an urban area, we aim to meet the **Business Plus** service level set out in the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).
- 10.9 For services in a rural area, we aim to meet the **Business Plus** service level, plus 1 business day.
- 10.10 For services in a remote area, we aim to meet the **Business Plus** service level, plus 2 business days.
- 10.11 Our restoration targets for other aspects of your Telstra Business Internet service are:
- (a) For Microsoft Email and Domain Name Hosting services, set out in the [T-Suite® services section of Our Customer Terms](#); and
 - (b) For mobile voice and mobile broadband, set out in the [Telstra Mobile section of Our Customer Terms](#).

Maintenance or Upgrades to Equipment

- 10.12 The equipment that you use with your Telstra Business Internet service automatically checks for software upgrades and may undertake these upgrades on a regular basis. The timing of the maintenance or upgrade varies depending on the equipment type. Your

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Telstra Business Internet service may be impacted for up to 15 minutes when the maintenance or upgrade occurs.

- 10.13 If the maintenance or upgrade relates to your router, we will use reasonable endeavours to:
- (a) ensure that any outage occurs between the hours of 12.00am -6:00am (AEST); and
 - (b) ensure that any outage does not exceed 15 minutes.

11 Service Levels for Telstra Business Internet on the nbn

nbn access service provisioning times

- 11.1 We aim (but do not guarantee) to implement a standard installation of a nbn access service at your premises within thirty (30) business days from the day we tell you that we have accepted your application.

Appointments

- 11.2 An appointment will be attended by nbn co to establish the fibre connection and network terminating device into your premises. The second appointment will be attended by us, and we will connect your service.
- 11.3 In fibre to the node & building nbn co will not be installing any devices in your premises and may only activate services at the node.
- 11.4 Additional appointments with the nbn co may be necessary for non-standard installations. This will be assessed by the nbn co technician at the time of your initial appointment, and you will be advised further at that time.

12 International Calls

- 12.1 We charge you the following for international calls from your Telstra Business Internet Plan or Additional Voice Line on your Telstra Business Internet account.
- 12.2 For 0011 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 60 seconds or part thereof).
- 12.3 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).

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12.4 PAYG Standard International Rates

Country	Call connection fee	Landline per min	Mobile per min
Afghanistan	\$0.55	\$1.95	\$1.95
Alaska	\$0.55	\$0.02	\$0.02
Albania	\$0.55	\$1.20	\$1.20
Algeria	\$0.55	\$1.95	\$1.95
American Samoa	\$0.55	\$1.95	\$1.95
Andorra	\$0.55	\$0.80	\$0.80
Angola	\$0.55	\$1.80	\$1.80
Anguilla	\$0.55	\$1.95	\$1.95
Antarctica	\$0.55	\$0.65	\$0.65
Antigua and Barbuda	\$0.55	\$1.35	\$1.35
Argentina	\$0.55	\$0.03	\$0.30
Armenia	\$0.55	\$1.55	\$1.55
Aruba	\$0.55	\$1.35	\$1.35
Ascension Island	\$0.55	\$1.60	\$1.60
Austria	\$0.55	\$0.30	\$0.45
Azerbaijan	\$0.55	\$1.55	\$1.55
Bahamas	\$0.55	\$0.85	\$0.85
Bahrain	\$0.55	\$1.50	\$1.50
Bangladesh	\$0.55	\$0.05	\$0.05
Barbados	\$0.55	\$1.40	\$1.40
Belarus	\$0.55	\$1.20	\$1.20
Belgium	\$0.55	\$0.05	\$0.30
Belize	\$0.55	\$1.40	\$1.40
Benin	\$0.55	\$1.90	\$1.90
Bermuda	\$0.55	\$1.20	\$1.20
Bhutan	\$0.55	\$1.70	\$1.70
Bolivia, Plurinational State of	\$0.55	\$1.40	\$1.40
Bosnia and Herzegovina	\$0.55	\$0.20	\$0.35
Botswana	\$0.55	\$1.60	\$1.60
Brazil	\$0.55	\$0.05	\$0.30
British Indian Ocean Territory	\$0.55	\$1.90	\$1.90
Brunei Darussalam	\$0.55	\$1.05	\$1.05
Bulgaria	\$0.55	\$1.35	\$1.35
Burkina Faso	\$0.55	\$1.90	\$1.90
Burundi	\$0.55	\$1.90	\$1.90
Cabo Verde	\$0.55	\$1.90	\$1.90
Cambodia	\$0.55	\$0.20	\$0.20
Cameroon	\$0.55	\$1.95	\$1.95
Canada	\$0.55	\$0.01	\$0.01
Cayman Islands	\$0.55	\$1.35	\$1.35
Central African Republic	\$0.55	\$1.90	\$1.90
Chad	\$0.55	\$1.95	\$1.95
Chile	\$0.55	\$0.05	\$0.30
China	\$0.55	\$0.02	\$0.02

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Colombia	\$0.55	\$1.40	\$1.40
Comoros	\$0.55	\$1.50	\$1.50
Congo	\$0.55	\$1.90	\$1.90
Congo, the Democratic Republic of the	\$0.55	\$1.95	\$1.95
Cook Islands	\$0.55	\$1.35	\$1.35
Costa Rica	\$0.55	\$1.60	\$1.60
Côte d'Ivoire	\$0.55	\$1.90	\$1.90
Croatia	\$0.55	\$0.40	\$1.00
Cuba	\$0.55	\$1.15	\$1.15
Cyprus	\$0.55	\$0.05	\$0.05
Czechia	\$0.55	\$0.10	\$0.30
Denmark	\$0.55	\$0.05	\$0.30
Djibouti	\$0.55	\$1.95	\$1.95
Dominica	\$0.55	\$1.15	\$1.15
Dominican Republic	\$0.55	\$0.85	\$0.85
Ecuador	\$0.55	\$1.40	\$1.40
Egypt	\$0.55	\$0.15	\$0.15
El Salvador	\$0.55	\$1.35	\$1.35
Equatorial Guinea	\$0.55	\$1.95	\$1.95
Eritrea	\$0.55	\$1.95	\$1.95
Estonia	\$0.55	\$0.20	\$0.20
Ethiopia	\$0.55	\$1.95	\$1.95
Falkland Islands (Malvinas)	\$0.55	\$1.40	\$1.40
Faroe Islands	\$0.55	\$1.25	\$1.25
Fiji	\$0.55	\$0.30	\$0.30
Finland	\$0.55	\$0.65	\$0.90
France	\$0.55	\$0.03	\$0.20
French Guiana	\$0.55	\$1.40	\$1.40
French Polynesia	\$0.55	\$1.00	\$1.00
Gabon	\$0.55	\$1.90	\$1.90
Gambia	\$0.55	\$1.90	\$1.90
Georgia	\$0.55	\$1.55	\$1.55
Germany	\$0.55	\$0.05	\$0.25
Ghana	\$0.55	\$0.20	\$0.20
Gibraltar	\$0.55	\$1.20	\$1.20
Greece	\$0.55	\$0.03	\$0.20
Greenland	\$0.55	\$1.25	\$1.25
Grenada	\$0.55	\$1.40	\$1.40
Guadeloupe	\$0.55	\$1.25	\$1.25
Guam	\$0.55	\$0.75	\$0.75
Guantanamo Bay	\$0.55	\$1.60	\$1.60
Guatemala	\$0.55	\$1.40	\$1.40
Guinea	\$0.55	\$1.90	\$1.90
Guinea-Bissau	\$0.55	\$1.95	\$1.95
Guyana	\$0.55	\$1.50	\$1.50
Haiti	\$0.55	\$1.80	\$1.80

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Holy See (Vatican City State)	\$0.55	\$0.40	\$0.40
Honduras	\$0.55	\$1.40	\$1.40
Hong Kong	\$0.55	\$0.02	\$0.02
Hungary	\$0.55	\$0.05	\$0.25
Iceland	\$0.55	\$1.00	\$1.00
India	\$0.55	\$0.03	\$0.03
Indonesia	\$0.55	\$0.10	\$0.10
Inmarsat Aero	\$ -	\$10.99	\$10.99
Inmarsat B	\$ -	\$ 5.99	\$ 5.99
Inmarsat B-HSD	\$ -	\$19.99	\$19.99
Inmarsat GAN ISDN	\$ -	\$14.99	\$14.99
Inmarsat M	\$ -	\$ 3.99	\$ 3.99
Inmarsat Mini M	\$ -	\$ 3.49	\$ 3.49
Iran, Islamic Republic of	\$0.55	\$0.15	\$0.15
Iraq	\$0.55	\$0.20	\$0.20
Ireland	\$0.55	\$0.03	\$0.25
Iridium	\$ -	\$ 4.85	\$ 4.85
Israel	\$0.55	\$0.03	\$0.15
Italy	\$0.55	\$0.03	\$0.25
Jamaica	\$0.55	\$1.35	\$1.35
Japan	\$0.55	\$0.03	\$0.15
Jordan	\$0.55	\$0.20	\$0.20
Kazakhstan	\$0.55	\$1.55	\$1.55
Kenya	\$0.55	\$0.25	\$0.25
Kiribati	\$0.55	\$1.95	\$1.95
Korea, Democratic People's Republic of	\$0.55	\$1.60	\$1.60
Korea, Republic of	\$0.55	\$0.03	\$0.05
Kuwait	\$0.55	\$1.40	\$1.40
Kyrgyzstan	\$0.55	\$1.55	\$1.55
Lao People's Democratic Republic	\$0.55	\$0.20	\$0.20
Latvia	\$0.55	\$1.15	\$1.15
Lebanon	\$0.55	\$0.10	\$0.35
Lesotho	\$0.55	\$1.35	\$1.35
Liberia	\$0.55	\$1.95	\$1.95
Libya	\$0.55	\$1.60	\$1.60
Liechtenstein	\$0.55	\$0.60	\$0.60
Lithuania	\$0.55	\$0.20	\$0.20
Luxembourg	\$0.55	\$0.75	\$0.75
Macao	\$0.55	\$1.35	\$1.35
Macedonia, the former Yugoslav Republic of	\$0.55	\$0.15	\$0.40
Madagascar	\$0.55	\$1.90	\$1.90
Malawi	\$0.55	\$1.60	\$1.60
Malaysia	\$0.55	\$0.03	\$0.03

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Maldives	\$0.55	\$1.90	\$1.90
Mali	\$0.55	\$1.90	\$1.90
Malta	\$0.55	\$0.20	\$0.05
Marshall Islands	\$0.55	\$1.70	\$1.70
Martinique	\$0.55	\$1.35	\$1.35
Mauritania	\$0.55	\$1.90	\$1.90
Mauritius	\$0.55	\$0.20	\$0.20
Mayotte	\$0.55	\$1.40	\$1.40
Mexico	\$0.55	\$1.10	\$1.10
Micronesia, Federated States of	\$0.55	\$1.70	\$1.70
Moldova, Republic of	\$0.55	\$1.63	\$1.63
Monaco	\$0.55	\$0.64	\$0.64
Mongolia	\$0.55	\$1.95	\$1.95
Montenegro	\$0.55	\$0.25	\$0.25
Montserrat	\$0.55	\$1.60	\$1.60
Morocco	\$0.55	\$1.95	\$1.95
Mozambique	\$0.55	\$1.95	\$1.95
Myanmar	\$0.55	\$1.70	\$1.70
Namibia	\$0.55	\$1.60	\$1.60
Nauru	\$0.55	\$1.95	\$1.95
Nepal	\$0.55	\$1.60	\$1.60
Netherlands	\$0.55	\$0.03	\$0.25
Netherlands Antilles	\$0.55	\$1.25	\$1.25
New Caledonia	\$0.55	\$1.00	\$1.00
New Zealand	\$0.55	\$0.03	\$0.30
Nicaragua	\$0.55	\$0.20	\$0.20
Niger	\$0.55	\$1.90	\$1.90
Nigeria	\$0.55	\$0.25	\$0.25
Niue	\$0.55	\$1.95	\$1.95
Norfolk Island	\$0.55	\$1.95	\$1.95
Northern Mariana Islands	\$0.55	\$1.40	\$1.40
Norway	\$0.55	\$0.30	\$0.30
Oman	\$0.55	\$1.30	\$1.30
Pakistan	\$0.55	\$0.10	\$0.15
Palau	\$0.55	\$1.30	\$1.30
Palestine, State of	\$0.55	\$0.03	\$0.03
Panama	\$0.55	\$1.35	\$1.35
Papua New Guinea	\$0.55	\$0.83	\$0.83
Paraguay	\$0.55	\$0.20	\$0.20
Peru	\$0.55	\$0.25	\$0.25
Philippines	\$0.55	\$0.02	\$0.15
Poland	\$0.55	\$0.05	\$0.20
Portugal	\$0.55	\$0.05	\$0.74
Puerto Rico	\$0.55	\$0.75	\$0.75
Qatar	\$0.55	\$1.90	\$1.90
Réunion	\$0.55	\$1.60	\$1.60

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Romania	\$0.55	\$0.10	\$0.25
Russian Federation	\$0.55	\$1.50	\$1.50
Rwanda	\$0.55	\$1.60	\$1.60
Saint Helena, Ascension and Tristan da Cunha	\$0.55	\$1.40	\$1.40
Saint Kitts and Nevis	\$0.55	\$1.40	\$1.40
Saint Lucia	\$0.55	\$1.40	\$1.40
Saint Pierre and Miquelon	\$0.55	\$1.35	\$1.35
Saint Vincent and The Grenadines	\$0.55	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55
San Marino	\$0.55	\$0.48	\$0.48
Sao Tome and Principe	\$0.55	\$1.60	\$1.60
Saudi Arabia	\$0.55	\$1.58	\$1.58
Senegal	\$0.55	\$1.95	\$1.95
Serbia	\$0.55	\$0.25	\$0.25
Seychelles	\$0.55	\$1.90	\$1.90
Sierra Leone	\$0.55	\$1.90	\$1.90
Singapore	\$0.55	\$0.02	\$0.02
Sint Maarten (Dutch part)	\$0.55	\$1.25	\$1.25
Slovakia	\$0.55	\$0.20	\$0.20
Slovenia	\$0.55	\$0.10	\$0.10
Solomon Islands	\$0.55	\$1.34	\$1.34
Somalia	\$0.55	\$1.95	\$1.95
South Africa	\$0.55	\$0.05	\$0.25
South Sudan	\$0.55	\$1.60	\$1.60
Spain	\$0.55	\$0.05	\$0.30
Sri Lanka	\$0.55	\$0.10	\$0.15
Sudan	\$0.55	\$1.60	\$1.60
Suriname	\$0.55	\$1.35	\$1.35
Swaziland	\$0.55	\$1.90	\$1.90
Sweden	\$0.55	\$0.05	\$0.20
Switzerland	\$0.55	\$0.05	\$1.12
Syrian Arab Republic	\$0.55	\$0.30	\$0.30
Taiwan	\$0.55	\$0.03	\$0.15
Tajikistan	\$0.55	\$1.35	\$1.35
Tanzania, United Republic of	\$0.55	\$1.60	\$1.60
Thailand	\$0.55	\$0.03	\$0.03
Thuraya	\$ -	\$ 5.65	\$ 5.65
Timor-Leste	\$0.55	\$0.65	\$0.65
Togo	\$0.55	\$1.90	\$1.90
Tokelau	\$0.55	\$1.95	\$1.95
Tonga	\$0.55	\$0.90	\$0.90
Trinidad and Tobago	\$0.55	\$1.15	\$1.15
Tunisia	\$0.55	\$1.20	\$1.20
Turkey	\$0.55	\$0.05	\$0.15
Turkmenistan	\$0.55	\$1.35	\$1.35
Turks and Caicos Islands	\$0.55	\$1.60	\$1.60

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Tuvalu	\$0.55	\$1.76	\$1.76
Uganda	\$0.55	\$1.60	\$1.60
Ukraine	\$0.55	\$0.20	\$0.20
United Arab Emirates	\$0.55	\$0.25	\$0.20
United Kingdom	\$0.55	\$0.02	\$0.20
United States	\$0.55	\$0.02	\$0.02
Uruguay	\$0.55	\$0.15	\$0.40
Uzbekistan	\$0.55	\$1.35	\$1.35
Vanuatu	\$0.55	\$1.95	\$1.95
Venezuela, Bolivarian Republic of	\$0.55	\$1.00	\$1.00
Viet Nam	\$0.55	\$0.05	\$0.05
Virgin Islands, British	\$0.55	\$1.60	\$1.60
Virgin Islands, US	\$0.55	\$0.75	\$0.75
Wallis and Futuna	\$0.55	\$1.40	\$1.40
Yemen	\$0.55	\$1.60	\$1.60
Zambia	\$0.55	\$1.60	\$1.60
Zimbabwe	\$0.55	\$0.20	\$0.55

12.5 Telstra Business International Calling Pack Rates

Country	Call connection fee	Landline per min	Mobile per min
Afghanistan	\$0.55	\$1.95	\$1.95
Alaska	\$0.55	\$0.02	\$0.02
Albania	\$0.55	\$1.20	\$1.20
Algeria	\$0.55	\$1.95	\$1.95
American Samoa	\$0.55	\$1.95	\$1.95
Andorra	\$0.55	\$0.80	\$0.80
Angola	\$0.55	\$1.80	\$1.80
Anguilla	\$0.55	\$1.95	\$1.95
Antarctica	\$0.55	\$0.65	\$0.65
Antigua and Barbuda	\$0.55	\$1.35	\$1.35
Argentina		Unlimited	\$0.30
Armenia	\$0.55	\$1.55	\$1.55
Aruba	\$0.55	\$1.35	\$1.35
Ascension Island	\$0.55	\$1.60	\$1.60
Austria	\$0.55	\$0.30	\$0.45
Azerbaijan	\$0.55	\$1.55	\$1.55
Bahamas	\$0.55	\$0.85	\$0.85
Bahrain	\$0.55	\$1.50	\$1.50
Bangladesh		Unlimited	Unlimited
Barbados	\$0.55	\$1.40	\$1.40
Belarus	\$0.55	\$1.20	\$1.20
Belgium		Unlimited	\$0.30
Belize	\$0.55	\$1.40	\$1.40
Benin	\$0.55	\$1.90	\$1.90
Bermuda	\$0.55	\$1.20	\$1.20

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Bhutan	\$0.55	\$1.70	\$1.70
Bolivia, Plurinational State of	\$0.55	\$1.40	\$1.40
Bosnia and Herzegovina	\$0.55	\$0.20	\$0.35
Botswana	\$0.55	\$1.60	\$1.60
Brazil	\$0.55	\$0.05	\$0.30
British Indian Ocean Territory	\$0.55	\$1.90	\$1.90
Brunei Darussalam	\$0.55	\$1.05	\$1.05
Bulgaria	\$0.55	\$1.35	\$1.35
Burkina Faso	\$0.55	\$1.90	\$1.90
Burundi	\$0.55	\$1.90	\$1.90
Cabo Verde	\$0.55	\$1.90	\$1.90
Cambodia	\$0.55	\$0.20	\$0.20
Cameroon	\$0.55	\$1.95	\$1.95
Canada		Unlimited	Unlimited
Cayman Islands	\$0.55	\$1.35	\$1.35
Central African Republic	\$0.55	\$1.90	\$1.90
Chad	\$0.55	\$1.95	\$1.95
Chile		Unlimited	\$0.30
China		Unlimited	Unlimited
Colombia	\$0.55	\$1.40	\$1.40
Comoros	\$0.55	\$1.50	\$1.50
Congo	\$0.55	\$1.90	\$1.90
Congo, the Democratic Republic of the	\$0.55	\$1.95	\$1.95
Cook Islands	\$0.55	\$1.35	\$1.35
Costa Rica	\$0.55	\$1.60	\$1.60
Côte d'Ivoire	\$0.55	\$1.90	\$1.90
Croatia	\$0.55	\$0.40	\$1.00
Cuba	\$0.55	\$1.15	\$1.15
Cyprus		Unlimited	Unlimited
Czechia	\$0.55	\$0.10	\$0.30
Denmark	\$0.55	Unlimited	\$0.30
Djibouti	\$0.55	\$1.95	\$1.95
Dominica	\$0.55	\$1.15	\$1.15
Dominican Republic	\$0.55	\$0.85	\$0.85
Ecuador	\$0.55	\$1.40	\$1.40
Egypt	\$0.55	\$0.15	\$0.15
El Salvador	\$0.55	\$1.35	\$1.35
Equatorial Guinea	\$0.55	\$1.95	\$1.95
Eritrea	\$0.55	\$1.95	\$1.95
Estonia	\$0.55	\$0.20	\$0.20
Ethiopia	\$0.55	\$1.95	\$1.95
Falkland Islands (Malvinas)	\$0.55	\$1.40	\$1.40
Faroe Islands	\$0.55	\$1.25	\$1.25
Fiji	\$0.55	\$0.30	\$0.30

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Finland	\$0.55	\$0.65	\$0.90
France		Unlimited	Unlimited
French Guiana	\$0.55	\$1.40	\$1.40
French Polynesia	\$0.55	\$1.00	\$1.00
Gabon	\$0.55	\$1.90	\$1.90
Gambia	\$0.55	\$1.90	\$1.90
Georgia	\$0.55	\$1.55	\$1.55
Germany	\$0.55	Unlimited	\$0.25
Ghana	\$0.55	\$0.20	\$0.20
Gibraltar	\$0.55	\$1.20	\$1.20
Greece		Unlimited	Unlimited
Greenland	\$0.55	\$1.25	\$1.25
Grenada	\$0.55	\$1.40	\$1.40
Guadeloupe	\$0.55	\$1.25	\$1.25
Guam	\$0.55	\$0.75	\$0.75
Guantanamo Bay	\$0.55	\$1.60	\$1.60
Guatemala	\$0.55	\$1.40	\$1.40
Guinea	\$0.55	\$1.90	\$1.90
Guinea-Bissau	\$0.55	\$1.95	\$1.95
Guyana	\$0.55	\$1.50	\$1.50
Haiti	\$0.55	\$1.80	\$1.80
Holy See (Vatican City State)	\$0.55	\$0.40	\$0.40
Honduras	\$0.55	\$1.40	\$1.40
		Unlimited	Unlimited
Hungary	\$0.55	\$0.05	\$0.25
Iceland	\$0.55	\$1.00	\$1.00
India		Unlimited	Unlimited
Indonesia	\$0.55	Unlimited	\$0.10
Inmarsat Aero	\$ -	\$10.99	\$10.99
Inmarsat B	\$ -	\$ 5.99	\$ 5.99
Inmarsat B-HSD	\$ -	\$19.99	\$19.99
Inmarsat GAN ISDN	\$ -	\$14.99	\$14.99
Inmarsat M	\$ -	\$ 3.99	\$ 3.99
Inmarsat Mini M	\$ -	\$ 3.49	\$ 3.49
Iran, Islamic Republic of	\$0.55	\$0.15	\$0.15
Iraq	\$0.55	\$0.20	\$0.20
Ireland	\$0.55	Unlimited	\$0.25
Iridium	\$ -	\$ 4.85	\$ 4.85
Israel	\$0.55	Unlimited	\$0.15
Italy	\$0.55	\$0.03	\$0.25
Jamaica	\$0.55	\$1.35	\$1.35
Japan	\$0.55	Unlimited	\$0.15
Jordan	\$0.55	\$0.20	\$0.20
Kazakhstan	\$0.55	\$1.55	\$1.55
Kenya	\$0.55	\$0.25	\$0.25
Kiribati	\$0.55	\$1.95	\$1.95

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Korea, Democratic People's Republic of	\$0.55	\$1.60	\$1.60
Korea, Republic of		Unlimited	Unlimited
Kuwait	\$0.55	\$1.40	\$1.40
Kyrgyzstan	\$0.55	\$1.55	\$1.55
Lao People's Democratic Republic	\$0.55	\$0.20	\$0.20
Latvia	\$0.55	\$1.15	\$1.15
Lebanon	\$0.55	\$0.10	\$0.35
Lesotho	\$0.55	\$1.35	\$1.35
Liberia	\$0.55	\$1.95	\$1.95
Libya	\$0.55	\$1.60	\$1.60
Liechtenstein	\$0.55	\$0.60	\$0.60
Lithuania	\$0.55	\$0.20	\$0.20
Luxembourg	\$0.55	\$0.75	\$0.75
Macao	\$0.55	\$1.35	\$1.35
Macedonia, the former Yugoslav Republic of	\$0.55	\$0.15	\$0.40
Madagascar	\$0.55	\$1.90	\$1.90
Malawi	\$0.55	\$1.60	\$1.60
Malaysia		Unlimited	Unlimited
Maldives	\$0.55	\$1.90	\$1.90
Mali	\$0.55	\$1.90	\$1.90
Malta	\$0.55	\$0.20	\$0.05
Marshall Islands	\$0.55	\$1.70	\$1.70
Martinique	\$0.55	\$1.35	\$1.35
Mauritania	\$0.55	\$1.90	\$1.90
Mauritius	\$0.55	\$0.20	\$0.20
Mayotte	\$0.55	\$1.40	\$1.40
Mexico	\$0.55	\$1.10	\$1.10
Micronesia, Federated States of	\$0.55	\$1.70	\$1.70
Moldova, Republic of	\$0.55	\$1.63	\$1.63
Monaco	\$0.55	\$0.64	\$0.64
Mongolia	\$0.55	\$1.95	\$1.95
Montenegro	\$0.55	\$0.25	\$0.25
Montserrat	\$0.55	\$1.60	\$1.60
Morocco	\$0.55	\$1.95	\$1.95
Mozambique	\$0.55	\$1.95	\$1.95
Myanmar	\$0.55	\$1.70	\$1.70
Namibia	\$0.55	\$1.60	\$1.60
Nauru	\$0.55	\$1.95	\$1.95
Nepal	\$0.55	\$1.60	\$1.60
Netherlands	\$0.55	Unlimited	\$0.25
Netherlands Antilles	\$0.55	\$1.25	\$1.25
New Caledonia	\$0.55	\$1.00	\$1.00
		Unlimited	Unlimited

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Nicaragua	\$0.55	\$0.20	\$0.20
Niger	\$0.55	\$1.90	\$1.90
Nigeria	\$0.55	\$0.25	\$0.25
Niue	\$0.55	\$1.95	\$1.95
Norfolk Island	\$0.55	\$1.95	\$1.95
Northern Mariana Islands	\$0.55	\$1.40	\$1.40
Norway	\$0.55	Unlimited	\$0.30
Oman	\$0.55	\$1.30	\$1.30
Pakistan	\$0.55	Unlimited	\$0.15
Palau	\$0.55	\$1.30	\$1.30
Palestine, State of	\$0.55	\$0.03	\$0.03
Panama	\$0.55	\$1.35	\$1.35
Papua New Guinea	\$0.55	\$0.83	\$0.83
Paraguay	\$0.55	\$0.20	\$0.20
Peru	\$0.55	\$0.25	\$0.25
Philippines	\$0.55	\$0.02	\$0.15
Poland	\$0.55	Unlimited	\$0.20
Portugal	\$0.55	\$0.05	\$0.74
Puerto Rico	\$0.55	\$0.75	\$0.75
Qatar	\$0.55	\$1.90	\$1.90
Réunion	\$0.55	\$1.60	\$1.60
Romania	\$0.55	\$0.10	\$0.25
Russian Federation	\$0.55	\$1.50	\$1.50
Rwanda	\$0.55	\$1.60	\$1.60
Saint Helena, Ascension and Tristan da Cunha	\$0.55	\$1.40	\$1.40
Saint Kitts and Nevis	\$0.55	\$1.40	\$1.40
Saint Lucia	\$0.55	\$1.40	\$1.40
Saint Pierre and Miquelon	\$0.55	\$1.35	\$1.35
Saint Vincent and The Grenadines	\$0.55	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55
San Marino	\$0.55	\$0.48	\$0.48
Sao Tome and Principe	\$0.55	\$1.60	\$1.60
Saudi Arabia	\$0.55	\$1.58	\$1.58
Senegal	\$0.55	\$1.95	\$1.95
Serbia	\$0.55	\$0.25	\$0.25
Seychelles	\$0.55	\$1.90	\$1.90
Sierra Leone	\$0.55	\$1.90	\$1.90
Singapore		Unlimited	Unlimited
Sint Maarten (Dutch part)	\$0.55	\$1.25	\$1.25
Slovakia	\$0.55	\$0.20	\$0.20
Slovenia	\$0.55	\$0.10	\$0.10
Solomon Islands	\$0.55	\$1.34	\$1.34
Somalia	\$0.55	\$1.95	\$1.95
South Africa	\$0.55	Unlimited	\$0.25
South Sudan	\$0.55	\$1.60	\$1.60
Spain	\$0.55	\$0.05	\$0.30

Our Customer Terms

Telstra Business Internet on nbn and PSTN Section

Sri Lanka	\$0.55	\$0.10	\$0.15
Sudan	\$0.55	\$1.60	\$1.60
Suriname	\$0.55	\$1.35	\$1.35
Swaziland	\$0.55	\$1.90	\$1.90
Sweden	\$0.55	Unlimited	\$0.20
Switzerland	\$0.55	Unlimited	\$1.12
Syrian Arab Republic	\$0.55	\$0.30	\$0.30
Taiwan		Unlimited	Unlimited
Tajikistan	\$0.55	\$1.35	\$1.35
Tanzania, United Republic of	\$0.55	\$1.60	\$1.60
Thailand		Unlimited	Unlimited
Thuraya	\$ -	\$ 5.65	\$ 5.65
Timor-Leste	\$0.55	\$0.65	\$0.65
Togo	\$0.55	\$1.90	\$1.90
Tokelau	\$0.55	\$1.95	\$1.95
Tonga	\$0.55	\$0.90	\$0.90
Trinidad and Tobago	\$0.55	\$1.15	\$1.15
Tunisia	\$0.55	\$1.20	\$1.20
Turkey	\$0.55	Unlimited	\$0.15
Turkmenistan	\$0.55	\$1.35	\$1.35
Turks and Caicos Islands	\$0.55	\$1.60	\$1.60
Tuvalu	\$0.55	\$1.76	\$1.76
Uganda	\$0.55	\$1.60	\$1.60
Ukraine	\$0.55	\$0.20	\$0.20
United Arab Emirates	\$0.55	\$0.25	\$0.20
United Kingdom		Unlimited	Unlimited
United States		Unlimited	Unlimited
Uruguay	\$0.55	\$0.15	\$0.40
Uzbekistan	\$0.55	\$1.35	\$1.35
Vanuatu	\$0.55	\$1.95	\$1.95
Venezuela, Bolivarian Republic of	\$0.55	\$1.00	\$1.00
Viet Nam		Unlimited	Unlimited
Virgin Islands, British	\$0.55	\$1.60	\$1.60
Virgin Islands, US	\$0.55	\$0.75	\$0.75
Wallis and Futuna	\$0.55	\$1.40	\$1.40
Yemen	\$0.55	\$1.60	\$1.60
Zambia	\$0.55	\$1.60	\$1.60
Zimbabwe	\$0.55	\$0.20	\$0.55