

# Unlimited Business Internet



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

| Unlimited Business Internet                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                          |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Monthly Charge</b><br>Casual month to month        | \$110 (\$115 from 1 November 2023)                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                          |
| <b>Monthly Data Allowance</b>                         | Unlimited                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                          |
| <b>Speed</b><br>Included on nbn technology types only | nbn network access: Standard Plus Speed                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |
| <b>Calls</b><br>To standard Australian numbers        | Local Calls- Included                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                          |
|                                                       | National calls – Included                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                          |
|                                                       | Mobile Calls - Included                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |
|                                                       | 13 Calls - Included                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                          |
| <b>Calls</b><br>To international numbers              | Standard international rates at <a href="https://www.telstra.com.au/small-business/internet/plans/international-calling">https://www.telstra.com.au/small-business/internet/plans/international-calling</a> or the \$20 Business International Calling Pack for unlimited calls to standard numbers in selected international destinations                                                                                                                                    |                                                                                                                                                                                                                                                          |
| <b>What's Included</b>                                | Your plan includes: <ul style="list-style-type: none"><li>• A phone service on the PSTN or nbn network</li><li>• An internet service on the nbn network, ADSL or Cable</li><li>• MessageBank®</li><li>• Calling Number Display</li><li>• Mobile Broadband back-up - where you are using a Telstra Business Smart Modem™</li><li>• Static Ip address (except cable) - one IPv4 and one range of dual stack IPv6 addresses (except on Telstra BigPond cable services)</li></ul> |                                                                                                                                                                                                                                                          |
| <b>What's Not Included</b>                            | <ul style="list-style-type: none"><li>• The data allowance included with this plan cannot be shared with any other services</li><li>• Calls and data outside of the inclusions will be charged separately</li></ul>                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                          |
| <b>Minimum Cost</b><br>Includes set up costs          | Casual month to month                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Min cost \$425 for new customers who cancel after 1 month (incl. \$99 connection fee and \$216 modem). If you leave within 24 months pay out the remaining cost of your Telstra Smart modem pro rata (\$9/mth) or stay connected to have the fee waived. |

## Information about the service

### Service availability

This plan is available to you if you:

- Are a business customer and are billed directly by Telstra
- Pre-select Telstra for long-distance, international and mobile calls

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

### Changing your plan

From time to time we may make changes to your plan or add ons (including price and inclusions), or we may move you to a new plan (which may cost more). If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it. If you don't like the change you can change or cancel your plan or add ons and just pay out your device, accessories and services in full.

### Hardware

You will need a compatible phone (not included). We will provide you with a Telstra Business Smart Modem™/Telstra Smart Modem that supports voice services if you are taking

up a new service. If you wish to use your own modem then whilst we are required to undertake post-migration testing we may be unable to do so successfully and if any other known issues are affecting your nbn service then you must inform us about these, as these issues will need to be resolved prior to any post-migration testing commencing.

### Mobile Broadband Back-up

Your new plan includes a mobile broadband back-up. The Mobile Broadband Back-up can only be used with your Telstra Business Smart Modem™. If there is an outage of the broadband service, you will still have access to the internet via the mobile broadband back up service. Some services may not work in back-up (e.g. services hosted on-premise when Static IP is in use). If we reasonably believe you are misusing the back-up service, we will contact you. If you continue to misuse the back-up service, we may:

- suspend or limit your mobile broadband back-up service; and/or
- cancel your mobile broadband back-up service by telling you at least 7 days beforehand

### Broadband Speeds

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your premises

- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

A broadband service can never go faster than the maximum line speed available at your premises, so for FTTN/B/C customers we will confirm your actual speeds after connection. Typical nbn Fixed Wireless speeds may be lower than other nbn access types.

For information on nbn speeds, visit [telstra.com/nbn-speeds-explained](https://www.telstra.com/nbn-speeds-explained)

### Other charges

In addition to the monthly charge, you may pay the following connection and installation charges:

|                                     |                                                                                                                                                                                                                                               |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection charge                   | For new Telstra Phone or Internet customers: \$99 (not charged with Standard Professional Installation)                                                                                                                                       |
| Standard Professional Installation  | \$299 if a technician visits your premises                                                                                                                                                                                                    |
| Non-standard installations          | Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points                                                                                                         |
| Connecting to the nbn network       | nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you                                                                                                                                |
| Premium Speed Boost                 | \$30/mth (\$25/mth from 1 November 2023) for customers on the nbn network (excluding Fixed Wireless). If you already have a speed boost, you will continue to receive your speed boost and be charged for it each month unless you cancel it. |
| Additional Voice Line               | \$55/mth (\$50/mth from 1 November 2023) up to 9 lines                                                                                                                                                                                        |
| Business International Calling Pack | \$20/mth per month                                                                                                                                                                                                                            |

### Moving to the nbn network

Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Telstra Wi-Fi Modem device payout fee will be charged in these circumstances. If you are moving your service(s) to Telstra then you should not request your service(s) to be disconnected from your current provider until your Telstra service is operational.

### nbn satisfaction guarantee

If you are moving to the nbn network with Telstra for the first time and you're not happy with your nbn services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your nbn services without penalty. We'll even refund your monthly plan fee for that first month. Find out more at [telstra.com/guarantee](https://www.telstra.com/guarantee)

### Service limitations and important information - nbn Network

If you have any critical equipment that runs over your fixed phone that you haven't told us about in your order we may still be able to connect it to the nbn network. Please note we take no responsibility for the equipment working over the nbn network and you should always check with your provider first before having your services cutover. This includes alarm services, which won't work over the nbn network when the power goes out. If your connection is provided over

Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines. Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (eg, phones, fax or EFTPOS lines). You'll need to take up a separate plan for each phone line. If you have an existing service on the copper network and you switch to the nbn network service, you'll need to cancel your existing copper service and you won't be able to switch back.

### Power outage

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). 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 speak to your monitoring service provider about mobile backup before you move across to the nbn network.

### Billing

On the same day of each month, you'll be billed in advance for the minimum charge, as well as for use during the month. The figures in this Critical Information Summary are for a full billing cycle.

### Bill Payment Charges

- Direct Debit is our preferred payment method, you can set it up anytime at [telstra.com/directdebit](https://www.telstra.com/directdebit)
- Electronic payments – Free
- Payments made in person or by cheque – Extra \$2.50 (some exemptions apply)
- Paperless bills are free. A paper bill can be issued for \$2.20 per copy sent (some exemptions apply)
  - Paper bills are issued unless you set up paperless billing. Set up Email Bill at [telstra.com/emailbill](https://www.telstra.com/emailbill) or for more information on your billing options visit [telstra.com/fees-on-payment-methods](https://www.telstra.com/fees-on-payment-methods)

### Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please visit [telstra.com/business/selfservice](https://www.telstra.com/business/selfservice). Or for customers with an account number starting with 2000, please go to [myservices.telstra.com.au/home](https://myservices.telstra.com.au/home) or the My Telstra app available for download through the Apple or Android store.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### Need help? We're here for you.

Visit [telstra.com/contactus](https://www.telstra.com/contactus) for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://www.telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://www.tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://www.telstra.com/customer-terms).

**Disclaimer** ^ This service is only available for customers with an 10-digit account number. It excludes customers with

a 13-digit account number beginning with 2000.