

Our Customer Terms

Telstra Digital Business Section

Old Digital Business Plans

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1 About this Part

- 1.1 This part of the Telstra Digital Business section of Our Customer Terms sets out the Telstra Digital Business plans that are no longer available for sale to new customers or existing customers seeking to recontract their Digital Business service. Provisions in other parts of the Telstra Digital Business (Current Digital Business Plans) section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of the Telstra Digital Business (Current Digital Business Plans) section for more detail on how the various parts of the Telstra Digital Business section should be read together.

See clause 2 of the Telstra Digital Business (Current Digital Business Plans) section for more detail on the eligibility for various Telstra Digital Business plans.

- 1.2 See the Telstra Digital Business (Current Digital Business Plans) for Digital Business plans currently available for new connections. In this section, references to “Digital Business” mean Telstra Digital Business®.
- 1.3 All prices in this section are inclusive of GST.

2 Connections before 1 March 2012

Early Termination Charges

- 2.1 If you connected to Digital Business prior to 1 March 2012 and need to pay an ETC for any component of your Digital Business service, it will be calculated according to the following formula, unless we tell you that a different formula applies.

Monthly Fee x number of months (or part thereof) remaining in your contract term

What we mean by “Standard Calls”

- 2.2 For customers who connected to Digital Business prior to 1 March 2012, “standard calls” differ depending on whether you’re making a digital voice call or a mobile call.
- 2.3 For digital voice calls, standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to most satellite mobiles and to Directory Assistance. For mobile calls, standard calls are the same as for digital voice calls but also include calls to 13 numbers (including 1300 or 1345 number) and 1800 numbers.
- 2.4 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, and for digital voice services, calls to 13 numbers (including 1300 or 1345 number) and 1800 numbers are not included as standard calls.

Digital Business Core Plans

- 2.5 On and from 1 March 2012 the Digital Business Core Plans with a Monthly Fee of \$100, \$150 and \$200 are not available to new customers or existing customers seeking to recontract to a Digital Business Core Plan.

Charges

Core Plan	S	M	L
Monthly Fee	\$100	\$150	\$200
Data Allowance	50GB	Unlimited (500GB before your Dec 2017 bill cycle start date)	Unlimited (1000GB before your Dec 2017 bill cycle start date)
Excess Usage Charge	\$1 per GB (charged per MB or part thereof)	Not applicable from 1 Dec 2017	Not applicable from 1 Dec 2017

Office Plan

- 2.6 On and from 1 March 2012, the Office Plan with a Monthly Fee of \$65 is not available to new customers or existing customers seeking to recontract to an Office Plan.

Charges

Office Plan	65
Monthly Fee	\$65
Included standard calls	Unlimited in Australia
Calls to most landlines in Australia (per call)	0c
Calls to Telstra mobiles in Australia (per minute and charged per second)	0c
Call connection fee	0c
Calls to non-Telstra mobiles in Australia (per minute and charged per second)	0c
Call connection fee	0c

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All other calls (including international calls)	Charged at the rate applicable to BusinessLine Choice, as set out in the Business Phone Services section of Our Customer Terms .
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2.7 If you have an Office 65 Plan, you also receive an allowance of \$50 each month for international calls. Any allowance you don't use expires each month.

Share included standard calls

2.8 You can't share the unlimited calls or international call allowance you receive with an Office 65 Plan.

Cancelling your Office Plan

2.9 If you cancel your Office 65 Plan before the 24 month term we may charge you an early termination charge. You also have to pay back any port-in credit you received on a pro-rata basis.

Telstra Mobile Broadband (TMB) Plans

2.10 On and from 1 March 2012 the TMB Plans with a Monthly Fee of \$30 and \$70 are not available to new customers or existing customers seeking to recontract to a TMB Plan.

2.11 Existing customers on the TMB Plan with a Monthly Fee of \$30 and \$70 remain subject to the terms and conditions for TMB Plans set out in the TMB Plans section of the Digital Business Options section of the Telstra Digital Business section of Our Customer Terms.

Charges

TMB Plan	4GB	15GB
Contract Term	24 months	24 months
Monthly Fee	\$30	\$70
Monthly data allowance to use in Australia	4GB	15GB
Excess data fee (charged per 1 MB block or part thereof)	15c	
Excess Usage Cap (per service)	\$500	

Professional Services Options

2.12 Customers who connected to Digital Business prior to 1 March 2012 can choose from the following Professional Services Options:

Service	What we will do	Charge
Professional Installation	Between 8am and 5pm on business days, attend your premises to install and connect your Core Plan and your Digital Phones, and connect 1 computer to your Core Plan. We'll also provide 1 hour of telephone assistance to help you set up Microsoft email, mobile email and configure your digital phones. You have to take this option if you are moving from an existing ISDN service to Digital Business.	\$275
Mentoring and Configuration (on site)	Between 9am and 5pm on business days, attend your premises and deliver a 2 hour mentoring session to show you how to use Digital Business. We'll also help you to configure your Digital Business hardware.	\$264
Mentoring and Configuration (over the phone)	Between 9am and 5pm on business days, provide a 1 hour telephone mentoring session about how to use Digital Business, including advice about device configuration	\$99

3 Connections before 25 May 2012

Microsoft Email Service

- 3.1 If you connected to Digital Business before 25 May 2012 your Digital Business Plan includes one Microsoft Email service.
- 3.2 If you entered into a Digital Business Plan on or after 25 May 2012 you are not eligible for a Microsoft Email service as part of your Digital Business Plan. You may purchase an email service from us under the terms of the [T-Suite® services section of Our Customer Terms](#).

4 Connections before 16 October 2012

Early termination charges

- 4.1 If you connected to Digital Business on or after 1 March 2012 but prior to 16 October 2012 and need to pay an ETC for any component of your Digital Business service, it will be calculated according to the following formula, unless we tell you that a different formula applies.

$$(Monthly\ Fee\ x\ number\ of\ months\ (or\ part\ thereof)\ remaining\ in\ your\ contract\ term)\ x\ 90\%$$

Changing your Core Plan, User Plans or Digital Business Options

- 4.2 If you connected to Digital Business before 16 October 2012, you can change your Core Plan, User Plans or Digital Business Options. The rules that apply if your Plan or Option is subject to a fixed contract term are set out below.

Change	Terms
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Change	Terms
Move to a Core Plan, User Plan or Digital Business Option with a higher Monthly Fee	<p>You do not need to restart your 24 month term.</p> <p>Your Monthly Fee, call rates, included calls and monthly data allowance will be adjusted on a pro-rata basis.</p> <p>If you purchased equipment via the Hardware Purchase Plan (HPP) as part of your Plan or Option, this will continue on your new Plan or Option.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 24 month term, we may charge you an early termination charge applicable to your original Plan or Option.</p>
Move to a User Plan or TMB Plan with a lower Monthly Fee	<p>You will need to restart your 24 month term.</p> <p>Your Monthly Fee, call rates, included calls and monthly data allowance will be adjusted on a pro-rata basis.</p> <p>We may charge you an early termination charge and, if applicable a HPP cancellation fee.</p>
Move to a Core Plan with a lower Monthly Fee	<p>You do not need to restart your 24 month term.</p> <p>Your Monthly Fee, call rates, included calls and monthly data allowance will be adjusted on a pro-rata basis.</p> <p>If you purchased equipment via the Hardware Purchase Plan (HPP) as part of your Plan or Option, this will continue on your new Plan.</p> <p>If you subsequently cancel (other than as a result of a material breach by us) or we cancel your plan before the end of your 24 month term, we may charge you an early termination charge applicable to your original Plan.</p>

Digital Business Core Plans

- 4.3 On and from 16 October 2012 the Core Plans below are no longer available to new customers or existing customers seeking to recontract to one of these Core Plans.
- 4.4 You must select one of the following Digital Business Core Plans. Each is subject to a minimum contract term of 24 months and comes with a monthly data allowance. Any data you don't use expires each month:

Core Plan	S	M	L
Monthly Fee	\$130	\$180	\$230
Data Allowance	50GB	Unlimited (500GB before your Dec 2017 bill cycle start date)	Unlimited (1000GB before Dec 2017 bill cycle start date)

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Excess Usage Charge	\$1 per GB (charged per MB or part thereof)	Not applicable from 1 Dec 2017
Excess Usage Cap (per service)	\$300 per month	Not applicable from 1 Dec 2017
Installation Charge	\$179	

4.5 Each Core Plan comes with:

- a. one broadband service with a static IP address to host your own Virtual Private Network, website or FTP servers. The terms that apply to your broadband service are set out in the [Telstra Business Broadband section of Our Customer Terms](#);
- b. one digital voice service. The terms that apply to your digital voice service are set out in the [Telstra IP Telephony section of Our Customer Terms](#)
- c. one domain name;
- d. remote working software; and
- e. phone mentoring.

Equipment

4.6 You need to buy the following equipment from us, under a Hardware Purchase Plan, to use with your Core Plan. The charges for these are in addition to the charges for your Core Plan:

- a. one broadband router (“**router**”); and
- b. one wired IP voice handset (“**digital phone**”).

4.7 Where you have multiple Core Plans on your Digital Business account, you may share the included data between all Core Plan plans. Each Core Plan can support a maximum of 3 digital voice calls at the same time, whether they are calls you receive, or calls you make.

Installation

4.8 You have to let us install the equipment that comes with your Digital Business service at your premises.

4.9 We’ll install your Digital Business service between 8am and 5pm on business days. Installation includes attendance at your premises to install and connect your router, digital phones, and 1 computer to your router.

Digital Voice Service and Devices

- 4.7 Your main business number will be connected to the digital voice service that comes with your Core Plan.
- 4.8 Each Core Plan requires a digital phone. Digital phones currently available on your digital voice service can be viewed by clicking [here](#).

Auto-Attendant

- 4.9 Auto-attendant is a feature of your digital voice service which lets you forward calls to your main business number to other services.
- 4.10 If you use auto-attendant to forward calls to other services, we treat this as if you are making a call to the number to which the call is being forwarded.
- 4.11 If the number to which you are forwarding the call is on your Digital Business account and is physically located in Australia, there is no charge for forwarding the call. If the number is not on your Digital Business 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 a casual Office Plan.

Included standard calls

- 4.12 For the digital voice service on your Core Plan, your Monthly Fee includes:
- a. unlimited standard calls in Australia; and
 - b. free MessageBank® diversion and retrieval in Australia.
- 4.13 All other calls, including international calls are charged at the rates applicable to BusinessLine Choice as set out in the [Business Phone Services section of Our Customer Terms](#).
- 4.14 You can't share the unlimited standard calls on your Core Plan with any other Digital Business services.

Welcome credit

- 4.15 If in the 3 months prior to taking up a Core Plan you have not had a fixed broadband service with Telstra, you will receive a welcome credit equal to 3 times the Monthly Fee for your Core Plan.

Microsoft Email Service

- 4.16 If you entered into a Core Plan before 25 May 2012 your Core Plan includes one Microsoft Email service.
- 4.17 To avoid doubt, if you entered into a Core Plan on or after 25 May 2012 you are not eligible for the Microsoft Email service as part of your Core Plan. You may purchase an email service from us under the terms of the [T-Suite® services section of Our Customer Terms](#).

Domain name

- 4.18 As part of your Core Plan you can activate one domain name. Hosting and renewal charges for the domain name will be waived for the term of your Core Plan. If you cease to hold your domain name or allow the registration of your domain name to lapse, you may lose access to your Microsoft Email service (if applicable) and any other services which rely on your domain name.

Remote working software

- 4.19 We will provide you with remote working software at no additional charge as part of the Core Plan. This will enable you to connect into your Local Area Network via a Virtual Private Network server. The remote working software will be able to support up to 15 users, with a maximum of 5 users at any one time. You are responsible for installing the remote working software.
- 4.20 The remote working software works with Microsoft Windows operating systems. It also works with Macintosh operating systems, but not if they are older than version X 10.6.

Moving to a Core Plan

- 4.21 You can move from other Telstra services to a Digital Business Core Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Do I have to pay an ETC?
Telstra Business Broadband (TBB)	If you move to a Core Plan with a higher monthly charge, you don't have to pay an ETC. If your Core Plan has a lower monthly charge, you have to pay an ETC.
BigPond Broadband	If your BigPond Broadband service has been activated 3 months or longer, you don't have to pay an ETC. If activated less than 3 months, you have to pay an ETC.
Telstra Business Systems (TBS) fixed voice plan	If you move to a Core Plan before the fixed term of your TBS fixed voice plan has expired you have to pay an ETC.
Telstra fixed voice service	If you move to a Core Plan and keep the same or a higher number of fixed lines connected, you don't have to pay an ETC. If you keep less fixed lines connected you have to pay an ETC.

Cancelling your Core Plan

- 4.22 If you cancel your Core Plan before the end of the 24 month term:
- a. you have to pay an ETC for the Core Plan;
 - b. you have to pay back any welcome credit you received on a pro-rata basis;
 - c. your domain name licence will continue until expiry of your then current registration period and, if you wish to continue to acquire your domain name licence beyond this period, the [T-Suite® services section of Our Customer Terms](#)

will apply and you will be required to pay any relevant charges for the use of your domain name;

- d. your Microsoft Email service (if applicable) access will be cancelled unless you make alternative arrangements with us;
- e. unless you have another Core Plan that you are not cancelling, your access to online tools will be cancelled; and
- f. all User Plans and Digital Business Options will be cancelled and you have to pay any applicable ETCs.

Digital Business User Plans

- 4.23 On and from 16 October 2012 the User Plans below are no longer available to new customers or existing customers seeking to recontract to one of these User Plans.
- 4.24 When you have selected your Core Plan you will be eligible to choose Digital Business User Plans. These plans have been designed to suit 3 different types of users:
- a. those who primarily work in a fixed location (**Office Plan**);
 - b. those who primarily work on the move and need to be mobile (**Mobile Plan**); and
 - c. those who work both in the office and on the move (**Unified Plan**).
- 4.25 Digital Business User Plans can be added at any time, as long as you have a Core Plan.
- 4.26 The maximum number of additional Office and Unified User Plans, EFTPOS and Fax Options that may be collectively connected to a Core Plan is 9.

Contract term

- 4.27 Each of the User Plans has a 24 month contract term, except the Casual Plan which is a month-by-month casual plan available for the Office Plan and Mobile Plan. The Unified Plan does not have a casual option.

Free Intra-Account calls

- 4.28 As part of the Digital Business User Plans, you can make voice calls in Australia from your digital voice or mobile services to other digital voice or mobile services on the same account for free. Free Intra-Account calls do not apply to video calls, international calls or international roaming calls.

Office Plans

- 4.29 On and from 16 October 2012 the Office Plans below are no longer available to new customers or existing customers seeking to recontract to one of these Office Plans.
- 4.30 Each Office Plan includes:
- a. an amount of included calls each month;

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- b. free MessageBank® diversion and retrieval in Australia; and
 - c. access to CommPilot, an online call management tool.
- 4.31 If you entered into an Office Plan before 25 May 2012 your Office Plan (excluding the Casual Office Plan) includes one Microsoft Email service.
- 4.32 To avoid doubt, if you entered into an Office Plan on or after 25 May 2012, you are not eligible for the Microsoft Email service as part of your Office Plan. You may purchase an email service from us under the terms of the [T-Suite® services section of Our Customer Terms](#).

Office Plans

- 4.33 You may choose from the following Office Plans. Each month you have to pay the Monthly Fee, any charges for calls not included as standard calls, and for calls in excess of the included standard calls that come with your Office Plan:

Office Plan	Casual	35	50	75
Monthly Fee	\$35	\$35	\$50	\$75
Included standard calls	\$15	\$35	\$50	Unlimited in Australia
Calls to most landlines in Australia (per call)	30c	30c	0c	0c
Calls to Telstra mobiles in Australia (per minute and charged per second)	30c	30c	0c	0c
Call connection fee	30c	30c	0c	0c
Calls to non-Telstra mobiles in Australia (per minute and charged per second)	30c	30c	30c	0c
Call connection fee	30c	30c	30c	0c
Calls to 1800, 132000, 132200, 132203, 132999, 133933 and 137663 numbers	0c	0c	0c	0c
All other calls (including international calls)	Charged at the rate applicable to BusinessLine Choice, as set out in the Business Phone Services section of Our Customer Terms .			

- 4.5 If you have an Office 75 Plan, you also receive an allowance of \$50 each month for international calls. Any allowance you don't use expires each month.

Share included standard calls

- 4.6 If you have a Casual, Office 35 or Office 50 Plan, you can share your included calls with other Plans on the same Digital Business account. Unused included calls expire at the end

of each month. You can't share the unlimited calls or international call allowance you receive with an Office 75 Plan.

Port-in credit

- 6.7 If you transfer a service from another carrier to Telstra and connect it to an Office Plan with a 24 month contract term, you will receive a port-in credit equal to 3 times the Monthly Fee for your Office Plan.

Equipment

- 4.8 You may purchase digital phones for your Office Plan. The current list of available digital phones can be viewed by clicking [here](#). You can purchase a device for a once-off upfront payment or, if you take up an Office Plan with a 24 month term, on a 24 month Hardware Purchase Plan.

Moving to an Office Plan

- 4.9 You can move from other Telstra services to an Office Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Do I have to pay an ETC?
Telstra Business Systems (TBS) fixed voice plan	If you move to an Office Plan before the fixed term of your TBS fixed voice plan has expired you have to pay an ETC.
Telstra fixed voice service	If you move to an Office Plan and keep the same or a higher number of fixed lines connected, you don't have to pay an ETC. If you keep less fixed lines connected you have to pay an ETC.

Cancelling your Office Plan

- 4.10 You may cancel your Casual Office Plan at the end of any month by telling us. If you cancel before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis.
- 4.11 If you cancel your Office 35, Office 50 or Office 75 Plan before the 24 month term we may charge you an early termination charge. You also have to pay back any port-in credit you received on a pro-rata basis.

Mobile Plans

- 4.12 On and from 16 October 2012 the Mobile Plans below are no longer available to new customers or existing customers seeking to recontract to one of these Mobile Plans.
- 4.13 Each Mobile Plan includes:
- an amount of standard calls and data included each month; and
 - free MessageBank® diversion and retrieval in Australia.

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- 4.14 If you entered into a Mobile Plan before 25 May 2012 your Mobile Plan (excluding the Casual Mobile Plan) includes one Microsoft Email service.
- 4.15 To avoid doubt, if you entered into an Office Plan on or after 25 May 2012 you are not eligible for the Microsoft Email service as part of your Office Plan. You may purchase an email service from us under the terms of the [T-Suite® services section of Our Customer Terms](#).

Mobile Plans

- 4.16 You may choose from the following Mobile Plans. Each month you have to pay the Monthly Fee, any charges for calls not included as standard calls, and for calls in excess of the standard calls that come with your Mobile Plan:

Mobile Plan	Casual	35	50	100
Monthly Fee	\$35	\$35	\$50	\$100
Included standard calls	\$15	\$35	\$50	Unlimited in Australia
Calls to any landline or Telstra mobile in Australia (per minute and charged per second)	30c	30c	0c	0c
Call connection fee	30c	30c	0c	0c
Calls to non-Telstra mobiles in Australia (per minute and charged per second)	30c	30c	30c	0c
Call connection fee	30c	30c	30c	0c
Calls to 1800 numbers (per 30 seconds and charged per second)	10c	10c	10c	0c
SMS in Australia	25c	25c	25c	0c
MMS in Australia	50c	50c	50c	0c
Mobile data allowance to use in Australia	150MB	600MB	1GB	3GB
Excess Usage	15 cents per MB (charged per kb or part thereof)			
Excess Usage Cap (per service)	\$500 per month			

- 4.17 If you have a Mobile 100 Plan, you receive an allowance of \$50 each month for voice and video calls, SMS and MMS to international numbers. Any allowance you don't use expires each month.

Share included standard calls

- 4.18 If you have a Casual, Mobile 35 or Mobile 50 Plan, you can share your included calls with other Plans on the same Digital Business account. Unused included calls expire at the end

of each month. You can't share your unlimited calls or your international allowance you receive with a Mobile 100 Plan.

Share included data

- 4.19 You can share your data allowance with other Mobile Plans on the same Digital Business account or with your TMB Mobile or TMB SIM Options. Any data you don't use expires each month.

Port-in credit

- 4.20 If you transfer a mobile service from another carrier to Telstra and connect it to a Mobile Plan with a 24 month contract term, you will receive a port-in credit equal to 3 times the Monthly Fee for your Mobile Plan.

Handset options

- 4.21 Mobile Plans are only available with an approved compatible handset and a compatible SIM. Subject to the rules about moving from an existing Telstra Mobile service to a Mobile Plan, you can:
- a. bring your own handset;
 - b. buy a handset for a once-off, upfront charge; or
 - c. if you take up a Mobile Plan with a 24 month term, take up certain handsets using our Hardware Purchase Plan.
- 4.22 Features of the Mobile Plan may not be available if your handset does not have Microsoft® ActiveSync capability.

Moving to a Mobile Plan

- 4.23 You can move from a Telstra mobile service to a Mobile Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Which Mobile Plan can I move to?	Do I have to pay an ETC?
Any consumer mobile plan with a fixed contract term	Any Mobile Plan	You have to pay an ETC.
Any business mobile plan with a fixed contract term, activated for less than 3 months	Any Mobile Plan	You have to pay an ETC.
Any SIM only business mobile plan with a fixed contract term, activated for 3 months or more	Any Mobile Plan except the Casual Mobile Plan	<ul style="list-style-type: none"> • If you move to a Mobile Plan with an equal or higher monthly charge, you don't have to pay an ETC or administration fee.

		<ul style="list-style-type: none"> • If you move to a Mobile Plan with a lower monthly charge, you have to pay a \$50 administration fee. • If you move from a mobile plan with a monthly charge of \$100 or greater to a Mobile Plan 100, you don't have to pay a \$50 administration fee
Any business mobile phone plan which includes a subsidised handset with a fixed contract term, activated for 3 months or more	Any Mobile Plan except the Casual Mobile Plan	<ul style="list-style-type: none"> • If you move to a Mobile Plan with an equal or higher monthly charge, you don't have to pay an ETC. • If you move to a Mobile Plan with a lower monthly charge, you have to pay an ETC. • If you move from a mobile plan with a monthly charge of \$100 or greater to a Mobile Plan 100 you don't have to pay an ETC.

4.24 If you received a subsidised handset with your Telstra mobile service and move to a Mobile Plan, you are not eligible to take up another handset via our Hardware Purchase Plan unless you cancel your mobile service and pay us any applicable ETC.

- 4.25 If you purchased your handset using our Mobile Repayment Option and you haven't finished paying it off:
- a. you can't take up the Casual Mobile Plan;
 - b. you have to keep making your Mobile Repayments;
 - c. if you cancel your Mobile Plan, you have to pay us any remaining Mobile Repayments in addition to any ETC you may have to pay for your Mobile Plan; and;
 - d. you are not eligible to take up another handset via our Hardware Purchase Plan unless you cancel your Mobile Repayment Option and pay us any remaining Mobile Repayments.

Cancelling your Mobile Plan

- 4.26 You may cancel your Casual Mobile Plan at the end of any month by telling us. If you do so before the end of a billing month, you will be charged your Monthly Access Fee on a pro-rata basis.
- 4.27 If you cancel your Mobile 35, Mobile 50 or Mobile 100 Plan before the end of the 24 month term we may charge you an early termination charge. You also have to pay back any port-in credit you received on a pro-rata basis.

Unified Plan

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- 4.28 On and from 16 October 2012 the Unified Plans below are no longer available to new customers or existing customers seeking to recontract to one of these Mobile Plans.
- 4.29 The Unified Plan is a combination of the Office Plan and the Mobile Plan. The terms and conditions relevant to these Plans apply to the Unified Plan, unless modified by this section.
- 4.30 Each Unified Plan includes:
- one digital voice service with an amount of included standard calls each month;
 - one mobile plan with an amount of standard calls and data included each month;
 - one Microsoft Email service (only if you entered into a Unified Plan before 25 May 2012); and
 - one integrated voicemail messaging service for both the mobile and digital voice components of the Unified Plan.

Unified Plans

- 4.31 You may choose from the following Unified Plans:

Unified Plan	70	100	165
Monthly Fee	\$70	\$100	\$165
Included standard calls for digital voice calls	\$35	\$50	Unlimited in Australia
Included standard calls for mobile voice calls	\$35	\$50	Unlimited in Australia
Mobile data allowance to use in Australia	600MB	1GB	3GB
Excess Usage	15 cents per MB (charged per kb or part thereof)		
Excess Usage Cap (per service)	\$500 per month		

Call Rates and sharing of included calls and data

- 4.32 The call rates, and rules about sharing of included calls and data, on a:
- Unified Plan 70 are the same as for an Office Plan 35 and Mobile Plan 35;
 - Unified Plan 100 are the same as for an Office Plan 50 and Mobile Plan 50; and
 - Unified Plan 165 are the same as for an Office Plan 75 and Mobile Plan 100.
- 4.33 If you have a Unified Plan 165, you receive an allowance of \$50 each month for calls from your digital voice service, and an allowance of \$50 each month for voice and video

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calls, SMS and MMS from your mobile to international numbers. Any allowance you don't use expires each month. You cannot share these allowances, or your unlimited calls, with other services on your account.

Moving to a Unified Plan

- 4.34 The rules about moving to an Office Plan also apply to moving your fixed services to a Unified Plan.
- 4.35 You can move from a Telstra mobile service to a Unified Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Which Unified Plan can I move to?	Do I have to pay an ETC?
Any consumer mobile plan with a fixed contract term	Any Unified Plan	You have to pay an ETC.
Any business mobile plan with a fixed contract term, activated for less than 3 months	Any Unified Plan	You have to pay an ETC.
Any business mobile member (SIM only) plan with a fixed contract term, activated for 3 months or more	Any Unified Plan	You do not have to pay an ETC or an administration fee.
Any business mobile phone plan which includes a subsidised handset with a fixed contract term, activated for 3 months or more	Any Unified Plan	<ul style="list-style-type: none"> If you move to a Unified Plan with a higher monthly charge, you don't have to pay an ETC. If your Unified Plan has a lower monthly charge, you have to pay an ETC. If you move from a mobile plan with a monthly charge of \$165 or greater to a Unified Plan 165 you don't have to pay an ETC.

Port-in credit

- 4.36 If you transfer your services from another carrier to Telstra and connect them to a Unified Plan, you will receive a port-in credit:

Plan	Landline Only	Mobile Only	Both
Unified Plan 70	\$105	\$105	\$210
Unified Plan 100	\$150	\$150	\$300

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Unified Plan 165	\$195	\$300	\$495
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Cancelling your Unified Plan

- 4.37 If you cancel your Unified Plan before the 24 month term we may charge you an early termination charge.

Digital Business Options

- 4.38 On and from 16 October 2012 the Digital Business Options below are no longer available to new customers or existing customers seeking to recontract to one of these Mobile Plans.
- 4.39 When you have selected your Core Plan and User Plans, you may be able to choose from a range of Digital Business Options.

Option	Description
Telstra Mobile Broadband	For an additional monthly fee, you can: <ul style="list-style-type: none"> (i) add more data to your Mobile Plan or Unified Plan to use in Australia (TMB Data Plan); or (ii) purchase a new mobile broadband device, or bring your own device, to use in your laptop, which comes with an amount of included data to use in Australia (TMB SIM Plan).
EFTPOS and Fax	For an additional monthly fee you may add the following to use with your Core Plan router: <ul style="list-style-type: none"> (i) a dedicated EFTPOS line which supports existing EFTPOS terminals plugged into PSTN lines; and/or (ii) a dedicated fax line which supports existing fax machines plugged into PSTN lines.
Mentoring	For an additional fee, we'll attend or your premises or talk to you over the phone about how to use your Digital Business service.
Alarm Line	For an additional monthly fee you can add a dedicated fixed phone line to your Core Plan for your back-to-base monitored security alarm service.

- 4.40

Telstra Mobile Broadband (TMB) Plans

- 4.41 The TMB Plans are set out below. You can take a maximum of 5 TMB Plans per Core Plan. Any data you don't use expires each month.

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TMB Plan	Casual	4GB	10GB	15GB
Contract Term	Month to month	24 months	24 months	24 months
Monthly Fee	\$30	\$35	\$50	\$75
Monthly data allowance to use in Australia	2GB	4GB	10GB	15GB
Excess data fee (charged per 1 MB block or part thereof)	15c			
Excess Usage Cap (per service)	\$500 per month			

- 4.42 You can share the data allowance on your TMB Plan with other TMB Plans and any Mobile Plan or Unified Plan on your account.
- 4.43 In addition to this section, the terms that apply to your TMB Plan are described in the Telstra Mobile Broadband section of [Data Services Section of Our Customer Terms](#). This section applies to the extent of any inconsistency.
- 4.44 If you select a TMB Data Plan you must have a current Mobile Plan or Unified Plan.
- 4.45 If you select a TMB SIM Plan you must have a current Core Plan. Your connection to a TMB SIM Plan includes a connection to the Telstra Data Default Voice Plan, and you are not allowed to connect your TMB SIM Plan to any other mobile voice plan. The terms and conditions for the Telstra Data Default Voice Plans (including the applicable charges for voice calls to an Australian fixed or mobile number on the Telstra Data Default Voice Plan) are set out in [Data Services Section of Our Customer Terms](#)
- 4.46 You must also have a compatible mobile broadband device approved by us to use your TMB SIM Plan. You can:
- bring your own device;
 - buy a device for a once-off, upfront charge; or
 - take up certain devices using our Hardware Purchase Plan.
- 4.47 You can move from an existing TMB service to a TMB Plan even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Which TMB Plan can I move to?	Do I have to pay an ETC?
Any TMB plan with a fixed contract term, activated for less than 3 months	Any TMB Plan	You have to pay an ETC.
Any TMB plan with a fixed	Any TMB Plan except the	If you move to a TMB Plan with a

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contract term, activated for 3 months or more	Casual TMB Plan	higher monthly charge, you don't have to pay an ETC. If your TMB Plan has a lower monthly charge, you have to pay an ETC.
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- 4.48 If you received a subsidised device with your TMB service and move to a TMB Plan, you are not eligible to take up another device via our Hardware Purchase Plan
- 4.49 If you purchased your device using our Mobile Repayment Option and you haven't finished paying it off:
- you can't take up the Casual TMB Plan;
 - you have to keep making your Mobile Repayments;
 - if you cancel your TMB Plan, you have to pay us any remaining Mobile Repayments in addition to an ETC you may have to pay for your TMB Plan; and
 - you are not eligible to take up another device via our Hardware Purchase Plan.
- 4.50 You may cancel your TMB Casual Plan at the end of any month by telling us. If you do so before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis.
- 4.51 If you cancel your TMB 4GB, 10GB or 15GB plan before the 24 month term we may charge you an ETC.
- 4.52 You cannot move from an existing BigPond Mobile Broadband service to a TMB Plan.

EFTPOS and Fax Plan

- 4.53 You can get an extra line for an EFTPOS or Fax service for the additional Monthly Fee (per service) set out below.

EFTPOS and Fax Plan	Charges (per service)
Monthly Fee	\$20
Calls to any landline in Australia (charged per call)	30c
Calls to any mobile in Australia (per minute and charged per second)	30c
Call connection fee	30c
All other calls, including international calls	Charged at the rate applicable to BusinessLine Choice, as set out in the Business Phone Services section of Our Customer Terms .

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- 4.54 The EFTPOS and Fax Plan is available on a month-by-month casual plan. You can cancel at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis. The EFTPOS and Fax Option Monthly Fee does not give you any included calls.
- 4.55 The Core Plan router can support up to 2 analogue devices (such as one EFTPOS terminal and one fax machine). If you require more than 2 devices to be connected to the router, you will need to purchase an Integrated Access Device (often referred to as an IAD) and connect it to the router.

Alarm Line

- 4.56 You can add a dedicated fixed line for your back-to-base monitored security alarm service for an additional Monthly Fee set out below.

Alarm Line	Charges (per service)
Monthly Fee	\$20
Included monthly call allowance	\$20
Calls to local, 1800, 13xx, 000 numbers, Directory Assistance calls and calls to most Telstra sales and service numbers in Australia	Charged at the rates applicable to BusinessLine® Complete, as set out in the Business Phone Services section of Our Customer Terms .

- 4.57 We won't charge you for installation of your additional fixed phone line as part of your Alarm Line service.
- 4.58 Alarm Line is available on a casual, month-by-month basis. You can cancel at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis. Unused included calls expire at the end of each month. You can't share the included calls you receive with Alarm Line. Alarm Line is not eligible for free intra-account calls with other services on your Digital Business account and your included monthly calling allowance cannot be transferred or used on any other service.
- 4.59 With Alarm Line, you can use your included monthly call allowance to make calls to local, 1800 and 13xx numbers as well as 000, Directory Assistance calls and calls to most Telstra sales and service numbers in Australia. You need to pay for calls in excess of your included monthly call allowance. You cannot make calls to any other numbers.

Mentoring

- 4.60 You can choose from the following Mentoring Options:

Service	What we will do	Charge
On site Mentoring	Between 9am and 5pm on business days, attend your premises and deliver a 2 hour mentoring session to show you how to use Digital Business. We'll also help	Free for Core Plan 500GB and 1000GB,

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	you to configure your Digital Business hardware.	otherwise \$264
Phone Mentoring	Between 9am and 5pm on business days, provide a 1 hour telephone mentoring session about how to use Digital Business, including advice about device configuration	Free with any Core Plan
