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### Contents

Click on the section that you are interested in.

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|          |   |                                     |
|----------|---|-------------------------------------|
| <b>1</b> | <b>About this Part</b>  | <b>2</b>                            |
| <b>2</b> | <b>About the Small Business Broadband Section</b>                 | <b>2</b>                            |
|          | Our Customer Terms  | 2                                   |
|          | Inconsistencies   | 2                                   |
| <b>3</b> | <b>General Terms</b>  | <b>2</b>                            |
|          | About Small Business Broadband                                    | 2                                   |
|          | Activation and Installation for Small Business Broadband          | 3                                   |
|          | Casual Plan Fee   | <b>Error! Bookmark not defined.</b> |
|          | Changing/cancelling your plan                                     | 3                                   |
|          | Transferring to the National Broadband Network (the nbn™ network) | 4                                   |
|          | Electronic Billing and Payment                                    | 4                                   |
| <b>4</b> | <b>Pricing and inclusions</b>                                     | <b>5</b>                            |
|          | Telstra Invite Only Small Business Broadband                      | 6                                   |
|          | Small Business Broadband hardware                                 | 8                                   |
|          | Speed Boost – the nbn™ network and Cable services                 | 8                                   |

# Our Customer Terms

## Small Business Broadband Section



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### 1 About this Part

- 1.1 This is part of the Telstra Small Business section of Our Customer Terms.
- 1.2 Provisions in other parts of the Telstra Small Business section apply.

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## 2 About the Small Business Broadband Section

### Our Customer Terms

- 2.1 This is the Small Business Broadband section of Our Customer Terms.
- 2.2 The following sections of Our Customer Terms also apply to you if you take up a Small Business Broadband:
  - (a) the General Terms for Small Business Customers;
  - (b) the [Basic Telephone Services](#) section;
  - (c) the [BigPond Services section](#); and
  - (d) the [Services on the nbn™ network](#) section.

References to “home” or “consumer” in the BigPond Services section are to be read as Small Business Broadband for the purposes of your Small Business Broadband service.

### Inconsistencies

- 2.3 If the General Terms, the Basic Telephone Services section, or the BigPond Services section of Our Customer Terms are inconsistent with something in this Small Business Broadband section, then the Small Business Broadband section applies instead of the other section to the extent of the inconsistency.
- 2.4 If a provision of the Small Business Broadband section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

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## 3 General Terms

### About Small Business Broadband

- 3.1 Small Business Broadband is only available to customers who have received an invitation from us.
- 3.2 You can choose a Telstra Small Business Broadband plan for each of your BigPond Services. You can choose a different Telstra Small Business Broadband plan for each service, even if they are on the same account.
- 3.3 You cannot migrate an existing T-Biz Broadband, Telstra Business Broadband, DOT (Digital Office Technology) or Telstra BizEssentials service to a Small Business Broadband services.

# Our Customer Terms

## Small Business Broadband Section



- 3.4 If you are an existing Telstra customer and sign up to a new Bundle, any discounts (for example, loyalty discounts) will not apply to your new Bundle.
- 3.5 If you sign up to a 24 month minimum term and the 24 month minimum term ends, you will remain on your Small Business Broadband plan on a month to month basis.
- 3.6 Broadband service availability, and the type of service offered, depends on what is currently available at your location, following service qualification checks by us.
- 3.7 Foxtel from Telstra, Telstra TV and BigPond Movies are not available with Small Business Broadband.
- 3.8 Small Business Broadband is not available with any other offer unless we advise otherwise.

### Eligibility

- 3.9 To be eligible for a Small Business Broadband service you must have an ABN, ACN or ARBN. We supply the Small Business Broadband service for a mix of business and residential purposes.
- 3.10 Wholesale customers are not eligible for a Small Business Broadband service and it is not eligible for resale.

### Service availability

- 3.11 Small Business Broadband are not available to all areas, premises or customers. While we perform preliminary qualification checks upfront for broadband and voice service availability, the type of service offered (the nbn™ network, ADSL, ADSL2+ & Cable ) may be subject to further qualification checks to determine what is available at your location.

### Activation and Installation for Small Business Broadband

- 3.12 Activation, installation and charges for additional work are set out in the [Basic Telephone Service Section Part A General](#) ,the BigPond Services ([Part B Cable](#) & [Part C ADSL](#)), and the [Services on the nbn™ network Part B Phone and Broadband Services on the nbn network](#) sections of Our Customer Terms.
- 3.13 Additional installation charges may also apply for non-standard installation. Examples of whether this may apply include where your premises does not have any lead-in or you require other in-premises wiring work in order to connect your service(s).<sup>36</sup>

### Changing/cancelling your plan

- 3.14 You can change to another Telstra Small Business Broadband plan within the Small Business Broadband plan size once a month during your term.
- 3.15 If you were connected to a Small Business Broadband XS or XL plan size and then move to the Standard or Ultimate plans, you will not be able to move back to a Small Business Broadband XS or XL plan size. Any discounts (for example, loyalty discounts) you were receiving on Small Business XS or XL plan will also no longer apply.
- 3.16 .

# Our Customer Terms

## Small Business Broadband Section



- 3.17 If you cancel your broadband service, or transfer it to another service provider, your plan will be cancelled.
- 3.18 If your Small Business Broadband plan is cancelled early (not due to our fault) and you do not agree with us otherwise we may charge you an early termination charge of no more than \$936, pro-rated for the months remaining on your minimum term.

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

- 3.19 We can transfer your Small Business Broadband service either before or after the end of your fixed length contract with 30 days' notice to you to a service supplied using our Standard Busy Period Speed plan on the the nbn™ network. This service has a minimum typical busy period speed of 15Mbps. Actual speeds will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Telstra. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### **Electronic Billing and Payment**

- 3.20 Any Small Business Broadband plan 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.
- 3.21 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.
- 3.22 **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.
- 3.23 **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 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

# Our Customer Terms

## Small Business Broadband Section



### 4 Pricing and inclusions

4.1 The following Small Business Broadband are currently available with the below pricing and inclusions:

|  | Standard   | Ultimate   |
|--|--|------------|
| Monthly Price  | \$80 /mth  | \$100 /mth |
| Monthly Data Allowance                                 | 500GB /mth   | Unlimited  |
| Excess Usage Charges                                   | \$0.001 per MB, capped at a maximum of \$300 per month. If the service is a new broadband customer they won't be charged any fixed broadband excess data charges for your first two bills ("Peace of Mind").   |            |
| Telstra Smart modem                                    | <p>Telstra Smart Modem with mobile broadband backup included with your new service.</p> <p>If there is an outage of the broadband services, you will still have access to the internet via the mobile broadband back up service. During this time, the modem is limited to speeds of 6Mbps for downloads and 1Mbps for uploads. Actual speeds may vary due to local conditions and content accessed.</p> |            |
| Minimum Term   | 24 months  | 24 months  |
| Minimum Cost<br>(24 month term, includes set up costs) | \$2,019  | \$2,499    |

4.2 The following Small Business Broadband prior to 28 February 2018:

|                        | S  | M          | L           |
|------------------------|--|------------|-------------|
| Monthly Price          | \$60 /mth  | \$80 /mth  | \$120 /mth  |
| Monthly Data Allowance | 200GB /mth   | 600GB /mth | 2000GB /mth |
| Excess Usage Charges   | \$0.001 per MB Capped at \$300 per month. If the service is a new broadband customer they won't be charged any fixed |            |             |

# Our Customer Terms

## Small Business Broadband Section



|  |   |                             |                             |
|--|---|-----------------------------|-----------------------------|
|  | broadband excess data charges for your first two bills (“Peace of Mind”). |                             |                             |
| Minimum Term   | Month-by-month or 24-months   | Month-by-month or 24-months | Month-by-month or 24-months |
| <b>Minimum Cost month by month</b> , includes 1 months fee, casual fee, activation fee & Gateway | \$447   | \$467                       | \$507                       |
| <b>Minimum Cost 24 month Contract</b> , includes 24 months fee, activation fee & Gateway         | \$1,707   | \$2,187                     | \$3,147                     |

### Telstra Invite Only Small Business Broadband before 28 February 2018:

- 4.3 These Small Business Broadband are only available to customers invited by Telstra and are not generally available. If you are invited by Telstra and choose one of the following Small Business Broadband and then move to one of our generally available plans, you will not be able to move back. The pricing and inclusions for these plans are below:

|  | XS  | XL             |
|--|---|----------------|
| Monthly Price  | \$40 /mth   | \$220 /mth     |
| Monthly Data Allowance   | 60GB /mth   | Unlimited      |
| Excess Usage Charges (unshaped )   | \$0.001 per MB Capped at \$300 per month.<br><br>If the service is a new broadband customer they won't be charged any fixed broadband excess data charges for your first two bills (“Peace of Mind”). | Not applicable |
| Minimum Term   | 24 months   | 24 months      |
| <b>Minimum Cost 24 month Contract</b> , includes 24 months fee, activation fee & Gateway | \$1,227   | \$5,547        |

# Our Customer Terms

## Small Business Broadband Section



# Our Customer Terms

## Small Business Broadband Section



### Small Business Broadband hardware

- 4.4 The Standard and Ultimate Plans include a Telstra Smart Modem™. We will waive the 24 monthly hardware payments equal to the regular retail price of the Telstra Smart Modem™ (as applicable) over the minimum term of your plan provided you do not cancel your Plan early. If you cancel your plan before the end of the 24 month term, in addition to any other early termination charges:
- (a) we will cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
  - (b) the early termination charges for your Plan will be increased to include the remaining hardware payments.

### Speed Boost – the nbn™ network and Cable services

- 4.5 Speed Boost is available on the nbn™ network and Cable broadband:

| Speed Boost  | Eligible broadband services/fees   |
|--|--|
| Standard Plus Speed Boost<br>(30 Mbps minimum typical busy period speed) | Standard inclusion for all nbn technologies excluding                      |
| Premium Speed Boost<br>(60 Mbps minimum typical busy period speed)       | \$20/mth – Cable<br>\$30/mth – the nbn™ network (excluding Fixed Wireless) |

We will check if you're eligible when you ask to take up Speed Boost.

- 4.6 Existing customers with a Cable broadband service who upgrade to a plan with Speed Boost may have to pay for a self-install Network Gateway modem & Wi-Fi extender package, depending on what type of modem you already have.
- 4.7 You may cancel your Speed Boost by telling us. If you do so part way through a month, your monthly subscription fee will be rebated to you on a pro-rated basis, calculated on the number of days left in your billing cycle.

There is a limit of one Speed Boost per service per month. Your Speed Boost continues to apply unless it is cancelled.

### Standard Small Business Broadband inclusions

- 4.8 Your Broadband includes the following:

| Inclusion | Description and terms |
|-----------|-----------------------|
|           |                       |



# Our Customer Terms

## Small Business Broadband Section



|          |                               |   |
|----------|-------------------------------|---|
| <b>a</b> | <b>Broadband service</b>      | <ul style="list-style-type: none"> <li>i. Provided over the <b>nbn™</b> network, ADSL or Cable technology, depending on what is available to you.</li> <li>ii. If you exceed your monthly fixed broadband data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month.</li> </ul>  |
| <b>b</b> | <b>Static IP Address</b>      | <ul style="list-style-type: none"> <li>i. We will provide you with a static internet protocol address (“IP Address”) for your Small Business Broadband service.</li> <li>ii. You cannot request a particular IP Address.</li> <li>iii. IP Addressed are not available to services provided over our cable broadband network.</li> <li>iv. If you have an existing static IP address with your service and that services is moved to the nbn™ network, the static IP address will change during the transaction and the new static IP address will be supplied to you. You will need to update any settings, equipment or applications that use your current static IP address.</li> <li>v. <a href="#">Part G – BigPond additional services</a> applies to your IP Address. These Small Business Broadband terms apply to the extent of any inconsistency.</li> </ul> |
| <b>c</b> | <b>Telstra Mail</b>           | <ul style="list-style-type: none"> <li>i. Telstra Mail is an online mailbox that allows you to:               <ul style="list-style-type: none"> <li>1. Access, send and receive electronic messages via any internet connected device; and</li> <li>2. Use online contacts and calendars, by logging in to <a href="http://www.telstra.com/email">www.telstra.com/email</a>.</li> </ul> </li> <li>ii. You may be charged for the data that you download from or upload to Telstra Mail account.</li> <li>iii. Telstra Mail is available to you at no charge with your Small Business Broadband plan (with up to 15 included mailboxes).</li> <li>iv. <a href="#">Part K – BigPond additional services</a> applies to your Telstra Mail service. These Small Business Broadband terms apply to the extent of any inconsistency.</li> </ul>                            |
| <b>d</b> | <b>Telstra Air Membership</b> | <ul style="list-style-type: none"> <li>i. <a href="#">Telstra Air</a> section of the OCT applies to your Telstra Air service. These Small Business Broadband terms apply to the extent of any inconsistency.</li> <li>ii. Telstra Air membership is available to Small Business Broadband customers with an ADSL, Cable or the nbn™ network service.</li> <li>iii. You will also need a compatible gateway. For a list of compatible gateways visit <a href="http://telstra.com/air">telstra.com/air</a>.</li> </ul>  |
| <b>e</b> | <b>Telstra Smart Modem</b>    | Telstra Smart Modem with mobile broadband backup included with your new service   |

# Our Customer Terms

## Small Business Broadband Section



|  |  |  |
|--|--|--|
|  |  | <p>If there is an outage of the fixed broadband service, you will connect and have access to the service via the Telstra Mobile Network.</p> <p>If there is an outage of the broadband services, you will still have access to the broadband back up service. During this time, the modem is limited to speeds of 10Mbps for downloads and 1Mbps for uploads. Actual speeds may vary due to local conditions and network congestion.</p> <p>If your plan includes bundled hardware, like a Telstra Smart Modem, at no upfront cost, a monthly hardware repayment fee for each device is waived for 24 months. If you cancel your plan early the remaining monthly hardware repayments will be added to your total Early Termination Charges (ETC).</p> |
|--|--|--|

References to “home” or “consumer” in the Bigpond Additional Services section and the Telstra Air section of Our Customer Terms are to be read as “Small Business Broadband” for the purposes of your Small Business Broadband service. These Small Business Broadband terms apply to the extent of any inconsistency.

### Standard set up charges

4.9 The following standard set up charges apply to Telstra Small Business Broadband services:

|   | Charge                    | Payable by                                     | Amount |
|---|---------------------------|--|--------|
| a | Activation Fee            | New phone and/or fixed broadband customers     | \$99   |
| b |                           |  |        |
| c |                           |  |        |
| d | Professional installation | Customers who choose professional installation | \$240  |