

# Our Customer Terms

## Small Business Voice Section



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# Our Customer Terms

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### 1 About this Part

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

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### 2 About the Small Business Voice Section

#### Our Customer Terms

- 2.1 This is the Small Business Voice 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 Voice:
  - (a) the [General Terms for Small Business Customers](#);
  - (b) the [Basic Telephone Services](#) section; and
  - (c) the [Services on the nbn™ network](#) section.

#### Inconsistencies

- 2.3 If the General Terms, other sections of Our Customer Terms are inconsistent with something in this Small Business Voice section, then the Small Business Voice section applies instead of the other section to the extent of the inconsistency.
- 2.4 If a provision of the Small Business Voice 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 Voice

- 3.1 You can choose a Small Business Voice plan for each of your Basic Telephone Services or T-Voice service on the nbn. You can choose a different Small Business Voice plan for each service, even if they are on the same account.
- 3.2 You cannot migrate an existing T-Biz Voice, Telstra BusinessLine, DOT (Digital Office Technology) or Telstra BizEssentials service to a Small Business Voice services.
- 3.3 If you are an existing Telstra customer and sign up to a new Small Business Voice plan, any discounts (for example, loyalty discounts) will not apply to your new Small Business Voice plan.
- 3.4 Voice service availability, and the type of service offered, depends on what is currently available at your location, following service qualification checks by us.
- 3.5 For ACT customers: If your Small Business 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 for Small Business Customers](#) section of Our Customer Terms for full terms.

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- 3.6 A Small Business Voice plan is not available with any other offer unless we advise otherwise.

### **Eligibility**

- 3.7 You can choose a Small Business Voice plan if you have a Basic Telephone Services or Telstra Voice service on the nbn, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles.
- 3.8 Wholesale customers are not eligible for a Small Business Voice service and it is not eligible for resale.
- 3.9 To be eligible for a Small Business Voice service you must have an ABN, ACN or ARBN. We supply the Small Business Voice service for a mix of business and residential purposes.
- 3.10 If your Basic Telephone Services or Telstra Voice service on the nbn has the Multiple Number Service or the Duet – Phone and Fax Multiple Number option, the Small Business Voice plan you choose applies to calls made from either of your numbers.

### **Service availability**

- 3.11 Small Business Voice 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 & PSTN) may be subject to further qualification checks to determine what is available at your location.

### **Activation and Installation for Small Business Voice**

- 3.12 Activation, installation and charges for additional work are set out in the [Basic Telephone Service Section Part A General](#) and [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).
- 3.14 If you cancel your voice service within 3 months of the date you take up the Voice, then you will need to pay us \$100.

### **Changing/cancelling your Small Business Voice**

- 3.15 If you cancel your service, or transfer one (or more) of these services to another service provider, your Small Business Voice plan will be cancelled.
- 3.16 If you choose a Small Business Voice plan, or change your Small Business Voice plan or cancel it, this does not take effect until we process your request. We will tell you of the likely timeframe when we receive your request or tell you when your request has been actioned.

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

- 3.17 We can transfer your Small Business Voice to a service supplied using the nbn™ network with 30 days' notice to you.

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### Electronic Billing and Payment

- 3.18 Any Voice 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.
- 3.19 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.
- 3.20 **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.
- 3.21 **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

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### 4 Pricing and inclusions

4.1 The following Small Business Voice Plans currently available with the below pricing and inclusions:

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		Base	Ultimate			Charity	Non Profit
Monthly Price		\$50	\$80			\$27.00on Telstra's Network, \$30.00 on nbn	\$35.00
Local Calls		22c per call	Included			22c per call	22c per call
Calls to 019 numbers		22c per call	Included			22c per call	22c per call
Calls to 13/1300		40c per call	40c per call			40c per call	40c per call
Calls to 1194 & 1196 (Time & Weather)		38c per call	38c per call			38c per call	38c per call
STD Extended Zone & Preferential Call		22c per call	Included			22c per call	22c per call
National Calls to standard fixed lines		80c per call	Included			80c per call	80c per call
Calls to standard Australian mobiles	36¢ per minute or part thereof plus 55¢ call connection fee.		Included			36¢ per minute or part thereof plus 55¢ call connection fee.	
Minimum Cost on PSTN, includes 1 months fee, temporary connection charge & activation fee		\$249.00	\$279.00			\$123.40	\$130.50
Minimum Cost on NBN, includes 1 months fee, modem & activation fee		\$249.00	\$279.00			\$296.50	\$298.50

4.2 Modem Requirement on nbnWhen you connect a new Small Business Voice service with us, we will provide a Telstra Smart Modem at no extra cost.

4.3 If you cancel your Small Business Voice service early /you will be charged \$216 for the cost of the Telstra Smart Modem.For more information about the Telstra Smart Modem and the terms of usage that apply, please see Part E of the Small Business Bundles Section of the Our Customer Terms

#### Unlisted service

4.4 You can ask us for an unlisted service.

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4.5 With an unlisted service, we will not list your name, address or telephone number in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service and we will not disclose your telephone number through directory assistance. We will also block your phone number so that when you call others, they won't be able to see your number on their Calling Number Display.

### Suppressed Address Listing

- 4.6 You can ask us for a Suppressed Address Listing.
- 4.7 With Suppressed Address Listing, we will list your name and telephone number but not your address in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will disclose your telephone number through directory assistance.
- 4.8 The charges for Suppressed Address listing will be advised to you when you apply for this service.

### International Calls

- 4.9 We charge you the following for international calls from your Small Business Voice service.
- 4.10 For 0011 and 0015 calls, we charge you the connection fee plus the per-minute block rate.
- 4.11 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).

	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
<b>Connection fee</b>	<b>\$0.55</b>	<b>\$0.55</b>
Afghanistan	\$1.95	\$1.95
Alaska	\$0.02	\$0.02
Albania	\$1.20	\$1.20
Algeria	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95
Andorra	\$0.80	\$0.80
Angola	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35
Argentina	\$0.03	\$0.30
Armenia	\$1.55	\$1.55
Aruba	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60
Austria	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85

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	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Bahrain	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.05
Barbados	\$1.40	\$1.40
Belarus	\$1.20	\$1.20
Belgium	\$0.05	\$0.30
Belize	\$1.40	\$1.40
Benin	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35
Botswana	\$1.60	\$1.60
Brazil	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90
Burundi	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95
Canada	\$0.01	\$0.01
Cayman Is	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90
Chad	\$1.95	\$1.95
Chile	\$0.05	\$0.30
China	\$0.02	\$0.02
Colombia	\$1.40	\$1.40
Comoros	\$1.50	\$1.50
Congo	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60
Croatia	\$0.40	\$1.00
Cuba	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05
Czech Republic	\$0.10	\$0.30
Denmark	\$0.05	\$0.30
Diego-Garcia	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95
Dominica	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85
East Timor	\$0.65	\$0.65
Ecuador	\$1.40	\$1.40
Egypt	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95
Estonia	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40

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	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Faroe Islands	\$1.25	\$1.25
Fiji	\$0.30	\$0.30
Finland	\$0.65	\$0.90
France	\$0.03	\$0.20
French Guiana	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00
Gabon	\$1.90	\$1.90
Gambia	\$1.90	\$1.90
Georgia	\$1.55	\$1.55
Germany	\$0.05	\$0.25
Ghana	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20
Greece	\$0.03	\$0.20
Greenland	\$1.25	\$1.25
Grenada	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25
Guam	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40
Guinea	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95
Guyana	\$1.50	\$1.50
Haiti	\$1.80	\$1.80
Hawaii	\$0.02	\$0.02
Honduras	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02
Hungary	\$0.05	\$0.25
Iceland	\$1.00	\$1.00
India	\$0.03	\$0.03
Indonesia	\$0.10	\$0.10
Iran	\$0.15	\$0.15
Iraq	\$0.20	\$0.20
Ireland	\$0.03	\$0.25
Israel	\$0.03	\$0.15
Italy	\$0.03	\$0.25
Ivory Coast	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35
Japan	\$0.03	\$0.15
Jordan	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55
Kenya	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05
Kuwait	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20
Latvia	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35

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	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Liberia	\$1.95	\$1.95
Libya	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75
Macau	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90
Malawi	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03
Maldives	\$1.90	\$1.90
Mali	\$1.90	\$1.90
Malta	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70
Martinique	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40
Mexico	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63
Monaco	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60
Morocco	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70
Namibia	\$1.60	\$1.60
Nauru	\$1.95	\$1.95
Nepal	\$1.60	\$1.60
Netherlands	\$0.03	\$0.25
Netherlands Antilles	\$1.25	\$1.25
New Caledonia	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30
Nicaragua	\$0.25	\$0.25
Niger	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25
Niue	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40
Norway	\$0.30	\$0.30
Oman	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15
Palau	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03
Panama	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25
Peru	\$0.25	\$0.25

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	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Philippines	\$0.02	\$0.15
Poland	\$0.05	\$0.20
Portugal	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75
Qatar	\$1.90	\$1.90
Reunion	\$1.60	\$1.60
Romania	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40
Samoa	\$0.55	\$0.55
San Marino	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58
Senegal	\$1.95	\$1.95
Serbia	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90
Singapore	\$0.02	\$0.02
Slovakia	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34
Somalia	\$1.95	\$1.95
South Africa	\$0.05	\$0.25
South Sudan	\$1.60	\$1.60
Spain	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15
Sudan	\$1.60	\$1.60
Suriname	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90
Sweden	\$0.05	\$0.20
Switzerland	\$0.05	\$1.12
Syria	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15
Tajikistan	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60
Thailand	\$0.03	\$0.03
Togo	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95
Tonga	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20
Turkey	\$0.05	\$0.15
Turkmenistan	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76

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	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Uganda	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20
United States	\$0.02	\$0.02
Uruguay	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05
Virgin Islands (British)	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40
Yemen	\$1.60	\$1.60
Zambia	\$1.60	\$1.60
Zimbabwe	\$0.20	\$0.55