

Telstra BizEssentials® Section

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Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

1 About the Business Bundles on ADSL (also known as Telstra BizEssentials®) section

Our Customer Terms

- 1.1 This is the Business Bundles on ADSL (also known as Telstra BizEssentials) (“BizEssentials”) section of Our Customer Terms.
- 1.2 The [General Terms of Our Customer Terms](#) apply.
- 1.3 This section needs to be read in conjunction with those parts of Our Customer Terms that relate to the components of your “Business Bundle” (s), including, but not limited to, the [Business Phone Services section and the Telstra Business Broadband](#) section.

Inconsistencies

- 1.4 If the General Terms of Our Customer Terms are inconsistent with something in the BizEssentials section, then the BizEssentials section applies instead of the General Terms to the extent of the inconsistency.

2 Availability of Telstra Business Bundles on ADSL (also known as BizEssentials®) Plans

- 2.1 Each BizEssentials plan gives you one Telstra Basic Telephone Service and one Telstra Business Broadband service as well as MessageBank® and Calling Number Display on the one account and one bill.
- 2.2 To be eligible for BizEssentials plans you must have a 10 digit Telstra account number. You also need an ABN, ACN or ARBN. We supply BizEssentials plans for business purposes and you must use your BizEssentials services predominantly for business purposes.

You can take-up more than one BizEssentials plan, as long as you meet and maintain the eligibility criteria.
- 2.3 BizEssentials plans are not compatible with any other offer unless we tell you otherwise.
- 2.4 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.

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3 Telstra Business Bundles on ADSL (also known as BizEssentials® Plans)

- 3.1 You can choose from the following Business Bundles on ADSL (also known as BizEssentials) plans. Each plan has a minimum contract term of 24 months, and comes with a monthly data allowance for use in Australia. Any data you don't use expires each month. . Each month you have to pay the monthly charge, and any charges incurred for usage or services not included in your BizEssentials plan. The rates and inclusions for each BizEssentials plan are set out in the following tables.
- 3.2 For customers who purchase a Business Bundle on ADSL (also known as Telstra BizEssentials® Plan) on and from 30 October 2018:

Core Plan	Business Bundle Standard	Business Bundle Ultimate	
Minimum Monthly Plan	\$100	\$125	
Monthly fixed data allowance	Unlimited	Unlimited	
Standard Professional Installation	\$240 upfront if a technician visits your premises..		
Minimum cost over 24 months includes activation fee	\$2,499	\$3,099	
Value added services included Standard fixed	MessageBank® and Calling Number Display Static IP address Telstra Business Smart Modem™	MessageBank® and Calling Number Display Static IP address Telstra Business Smart Modem™	
Activation charge	\$99 for new Telstra fixed broadband customers. Does not apply if you choose Standard Professional Installation.		
Basic Telephone Service connection charge	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms.		

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3.3 In addition to the inclusions set out above, each plan includes:

- (a) unlimited Local calls;
- (b) unlimited standard national calls;
- (c) unlimited calls to standard Australian mobiles (except the Standard Plan, which are 36c/min plus a 55c call connection fee)
- (d) calls to 019 numbers;
- (e) on-account calls,;
- (f) international calls at standard rates (except for the Ultimate Plan, which includes calls to eligible countries as updated on Telstra.com/business/international calls).

3.4 For customers who took up a *BizEssentials® Plan* from 27 February 2017 to 29 October 2018 (inclusive):

Core Plan	S	M	L	XL
Minimum Monthly Plan	\$80	\$100	\$125	\$150
Monthly fixed data allowance	500GB	1,000GB	Unlimited	Unlimited
Fixed Data Excess Usage Charge	Excess data charges are \$1/GB You will not receive any fixed broadband excess data charges for your first two months of your Core Plan		Not applicable	
Excess Usage Cap (per service)	\$300 per month		Not applicable	
Standard Professional Installation	\$240 upfront			
Minimum cost over 24 months	\$2,019	\$2,499	\$3,099	\$3,699
Value added services included	Standard fixed MessageBank® and Calling Number Display Static IP address Data Sharing with eligible services Telstra Business Smart Modem™			
Bundle rewards	n/a	Telstra Apps Marketplace Credit of \$15 Your plan includes a Telstra Apps Marketplace Credit of up to \$15 per month for 24 months. The credit can be applied to one application subscription. Unused		

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		credit expires monthly and you will stop receiving your credit if you cancel or change your application subscription.
Activation charge	\$99 for new Telstra fixed broadband customers. Does not apply if you choose Standard Professional Install	
Basic Telephone Service connection charge	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms .	
Standard Professional installation	You can choose to have your broadband service professionally installed for an additional charge as set out in your plan details.	

3.5 In addition to the inclusions set out above, each plan includes:

- (a) unlimited Local calls;
- (b) unlimited standard national calls (except S plan, which are 80c per call)
- (c) unlimited calls to standard Australian mobiles (except the S and M plans which are 36c/min plus a 55c call connection fee)
- (d) calls to 019 numbers, Free on account calls, Messagebank®;
- (e) international call at standard rates (except for the XL plan which includes calls to eligible countries as updated on Telstra.com/business/international calls); and

3.6 For customers who had purchased a BizEssentials Plan before 27 February 2018:

	BizEssentials Small	BizEssentials Medium	BizEssentials Large
Monthly charge (GST inclusive)	\$80	\$100	\$150
Minimum term	24 months		
Basic Telephone Service access	1 Basic Telephone Service included		
Monthly data allowance	500GB (200GB before 6 September 2016 and 50GB prior to 3 March 2015)	1000GB (600GB before 6 September 2016 and 250GB prior to 3 March 2015)	Unlimited (2000GB before your Dec 2017 bill cycle start date, 1000GB before 6 September 2016 and 500GB prior to 3 March 2015)
Excess data charges	\$1.00 per GB (charged per MB or part thereof) (total excess data usage charges are capped at \$300 per month (GST incl))		Not applicable from 1 Dec 2017
Local calls & Calls to 019 Numbers	Included		
National Long	80c per call	Included	

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Distance voice calls			
On account national voice calls	Included		
Calls to Telstra mobiles	55c call connection fee 36c per minute block		Included
Calls to non-Telstra mobiles	55c call connection fee 36c per minute block		Included
International direct dial calls	55c call connection fee Call rates are as set out in clause 6 below	55c call connection fee Call rates are as set out in clause 6 below	55c call connection fee Call rates are as set out in clause 6 below Calls to selected destinations included
Value added services included	Standard fixed MessageBank® and Calling Number Display Static IP address Data Sharing with eligible services Domain name registration Business Mail POP (for ADSL customers only) Telstra Business Smart Modem™		
Bundle rewards	Telstra Apps Marketplace Credit of \$15 Your plan includes a Telstra Apps Marketplace Credit of up to \$15 per month for 24 months. The credit can be applied to one application subscription. Unused credit expires monthly and you will stop receiving your credit if you cancel or change your application subscription.		
Activation charge	\$59 for new Telstra fixed broadband customers. Does not apply if you choose Standard Professional Install		
Basic Telephone Service connection charge	You may have to pay us a connection charge to connect your new Basic Telephone Service, as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms .		
Standard Professional installation	You can choose to have your broadband service professionally installed for an additional charge as set out in your plan details.		

Nominated Service

- 3.7 If you have more than Basic Telephone Service, you must tell us which service is the primary fixed line voice service for the purposes of your BizEssentials plan when you apply for your BizEssentials plan (“**Nominated Service**”).
- 3.8 Included local and national calls and calls to mobiles only apply to calls made from your Nominated Service. Included calls do not apply to calls made from any other services on your account, calls to mobile services that are using international roaming, international calls (except those marked as included in section 6 below) or calls to and from premium service numbers including 13, 1300, 1800, 1900 and 0055.

Free On Account Calls

- 3.9 You can make free voice calls in Australia to and from fixed or mobile voice services, including your Nominated Service, that are on the same account

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as your BizEssentials plan ("**Free On Account Calls**"). The following applies to Free On Account Calls:

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

We may cancel your BizEssentials plan if you do not meet these requirements.

- 3.10 You must maintain the underlying Basic Telephone Service and Telstra Business Broadband services on your BizEssentials Plan to remain eligible for BizEssentials.
- 3.11 Charity and non-profit customers will not receive a discount on BizEssentials plans.

Business Mail POP (ADSL customers only) not available to new customers from 5 December 2016

Your BizEssentials bundle includes a Business Mail POP service and domain name registration at no additional cost. If you take up the Business Mail POP service, it is on the terms set out in the [Internet Solutions – Part B Telstra Business Broadband section of Our Customer Terms](#).

Modem (for new connections from 6 September 2016)

- 3.12 Your BizEssentials bundle includes a Telstra Business Smart Modem™ with a two year warranty.
- 3.13 If you cancel your plan before the end of the 24 month term, we may charge a fee up to \$240 for your Telstra Business Smart Modem™.
- 3.14 The Telstra Business Smart Modem™ is preconfigured with our specifications for use with the BizEssentials service. If you change these specifications, we may not be able to provide some of the warranty services to you.
- 3.15 In addition to any rights and remedies that you may have under the Australian Consumer Law or any other law, we will provide you with certain warranty services from the date that you receive your Telstra Business Smart Modem™ from us. Our warranty services include:
 - (a) access to the Helpdesk to report issues with your Business Broadband Modem; and
 - (b) certain replacement and repair services, as described below.

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- 3.16 You can contact us for further details: Telstra Corporation Limited, telephone 13 2999.
- 3.17 On the date that we deliver the equipment to you:
- (a) we transfer ownership of the equipment to you; and
 - (b) you are responsible and liable for the equipment.
- 3.18 We will provide you with technical support services for problems with your Telstra Business Smart Modem™. If we identify a defect with your equipment and your equipment is not under warranty, you will be required to rectify the defect at your own costs.

4 Changes to Telstra BizEssentials® plans

- 4.1 You may move to another current BizEssentials plan that is available to you at any time. If you do so, your monthly service fee, usage and call rates and included monthly data allowance will be adjusted on a pro-rata basis to reflect your new BizEssentials plan. You will not have to restart your minimum term and no early termination charges will apply.
- 4.2 If you disconnect the underlying Basic Telephone Service or Telstra Business Broadband services of your BizEssentials plan, or transfer those services to another account you will no longer be eligible for your BizEssentials plan and any remaining services will be transferred as follows:
- (a) Basic Telephone Service – you may choose any current Telstra Business Basic Telephone Service that is available to you at the time of the transfer. If you don't choose a fixed voice offer, we will convert your Basic Telephone Service(s) to Telstra BusinessLine® Casual.
 - (b) Telstra Business Broadband services – you may choose any current Telstra Business fixed broadband offer that is available to you at the time of the transfer. If you don't choose a broadband service, we will convert your broadband service(s) to an available Telstra Business fixed broadband offer with an equivalent download limit (or the next lower plan if there is no equivalent).
 - (c) MessageBank® and Calling Number Display services – we will charge you the then current charges for these services. You may cancel these services without paying an early termination charge.

You will be responsible for all charges incurred under the relevant plans for each transferred service.

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5 Cancelling Telstra BizEssentials® Plans

- 5.1 You may cancel your BizEssentials at any time. However, if during your 24-month minimum term, you cancel (other than as a result of our material breach) or we cancel your BizEssentials we may charge you an early termination charge (ETC), calculated as follows:

$$\frac{\text{(Monthly Fee x number of months (or part thereof) remaining in your contract term)} \times 50\%}{}$$

- 5.2 The maximum ETC amount for each BizEssentials Plan ordered on or after 30 October 2018 is:

- (a) \$1,200 for Business Bundles Standard; and
- (b) \$1,500 for Business Bundles Ultimate.

- 5.3 The maximum ETC amount for each BizEssentials Plan is ordered on or before 30 October 2018 is:

- (a) \$960 for BizEssentials S;
- (b) \$1,200 for BizEssentials M;
- (c) \$1,500 for BizEssentials L;
- (d) \$1,800 for BizEssentials XL.

- 5.4 We may also charge you an ETC if you or we cancel your Basic Telephone Service or cancel your Telstra Business Broadband services.

- 5.5 You will not have to pay an ETC if you move to a Telstra Digital Business® plan or if your Basic Telephone and Telstra Business Broadband services remain with Telstra.

- 5.6 For BizEssentials/**DOT Plans** ordered on or after 14 February 2017, if your BizEssentials/**DOT Plan** includes a Telstra Business Smart Modem™ or other compatible modem, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra Business Smart Modem™ (or other compatible modem as applicable) over the minimum term of your BizEssentials/DOT Plan contract provided you do not cancel your BizEssentials/DOT Plan early. If you cancel your BizEssentials/DOT plan early: :

- 5.7

- (a) we cease to waive the remaining monthly hardware repayments for the remainder of your minimum term; and

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- (b) the ETCs for your Home Bundle will be increased to include the remaining hardware payments.

6 International Calls

- 6.1 We charge you the following for international calls from your BizEssentials service.
- 6.2 For 0011 and 0015 calls, we charge you the connection fee plus the per-minute block rate, unless the destination is unlimited for BizEssentials L plans.

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).

International calls – BizEssentials	International Direct Pricing		International Direct Pricing	
	These rates apply to		These rates apply to BizEssentials L Plans	
	BizEssentials S and BizEssentials M		BizEssentials L Plans	
	0011/0015 Calls to a Fixed Service per minute rate (GST Inc)	0011 Calls to a Mobile Service per minute rate (GST Inc)	0011/0015 Calls to a Fixed Service per minute rate (GST Inc)	0011 Calls to a Mobile Service per minute rate (GST Inc)
Connection fee (applies to each call))	\$0.55	\$0.55	\$0.55	\$0.55
Afghanistan	\$1.95	\$1.95	\$1.95	\$1.95
Alaska	\$0.02	\$0.02	Unlimited	Unlimited
Albania	\$1.20	\$1.20	\$1.20	\$1.20
Algeria	\$1.95	\$1.95	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95	\$1.95	\$1.95
Andorra	\$0.80	\$0.80	\$0.80	\$0.80
Angola	\$1.80	\$1.80	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35	\$1.35	\$1.35
Argentina	\$0.03	\$0.30	Unlimited	\$0.20
Armenia	\$1.55	\$1.55	\$1.55	\$1.55
Aruba	\$1.35	\$1.35	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60	\$1.60	\$1.60
Austria	\$0.30	\$0.45	0.30	\$0.45

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Azerbaijan	\$1.55	\$1.55	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85	\$0.85	\$0.85
Bahrain	\$1.50	\$1.50	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.05	Unlimited	Unlimited
Barbados	\$1.40	\$1.40	\$1.40	\$1.40
Belarus	\$1.20	\$1.20	\$1.20	\$1.20
Belgium	\$0.05	\$0.30	Unlimited	\$0.30
Belize	\$1.40	\$1.40	\$1.40	\$1.40
Benin	\$1.90	\$1.90	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35	\$0.20	\$0.35
Botswana	\$1.60	\$1.60	\$1.60	\$1.60
Brazil	\$0.05	\$0.30	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90	\$1.90	\$1.90
Burundi	\$1.90	\$1.90	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95	\$1.95	\$1.95
Canada	\$0.01	\$0.01	Unlimited	Unlimited
Cayman Is	\$1.35	\$1.35	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90	\$1.90	\$1.90
Chad	\$1.95	\$1.95	\$1.95	\$1.95
Chile	\$0.05	\$0.30	Unlimited	\$0.30
China	\$0.02	\$0.02	Unlimited	Unlimited
Colombia	\$1.40	\$1.40	\$1.40	\$1.40
Comoros	\$1.50	\$1.50	\$1.50	\$1.50
Congo	\$1.90	\$1.90	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60	\$1.60	\$1.60
Croatia	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15	\$1.15	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05	Unlimited	Unlimited
Czech Republic	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.05	\$0.30	Unlimited	\$0.30
Diego-Garcia	\$1.90	\$1.90	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95	\$1.95	\$1.95
Dominica	\$1.15	\$1.15	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85	\$0.85	\$0.85
East Timor	\$0.65	\$0.65	\$0.65	\$0.65

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Ecuador	\$1.40	\$1.40	\$1.40	\$1.40
Egypt	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95	\$1.95	\$1.95
Estonia	\$0.20	\$0.20	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40	\$1.40	\$1.40
Faroe Islands	\$1.25	\$1.25	\$1.25	\$1.25
Fiji	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	\$0.65	\$0.90
France	\$0.03	\$0.20	Unlimited	Unlimited
French Guiana	\$1.40	\$1.40	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00	\$1.00	\$1.00
Gabon	\$1.90	\$1.90	\$1.90	\$1.90
Gambia	\$1.90	\$1.90	\$1.90	\$1.90
Georgia	\$1.55	\$1.55	\$1.55	\$1.55
Germany	\$0.05	\$0.25	Unlimited	\$0.15
Ghana	\$0.20	\$0.20	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20	\$1.20	\$1.20
Greece	\$0.03	\$0.20	Unlimited	Unlimited
Greenland	\$1.25	\$1.25	\$1.25	\$1.25
Grenada	\$1.40	\$1.40	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25	\$1.25	\$1.25
Guam	\$0.75	\$0.75	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40	\$1.40	\$1.40
Guinea	\$1.90	\$1.90	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95	\$1.95	\$1.95
Guyana	\$1.50	\$1.50	\$1.50	\$1.50
Haiti	\$1.80	\$1.80	\$1.80	\$1.80
Hawaii	\$0.02	\$0.02	Unlimited	Unlimited
Honduras	\$1.40	\$1.40	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02	Unlimited	Unlimited
Hungary	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00	\$1.00	\$1.00	\$1.00
India	\$0.03	\$0.03	Unlimited	Unlimited
Indonesia	\$0.10	\$0.10	Unlimited	\$0.10
Iran	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.03	\$0.25	Unlimited	\$0.20
Israel	\$0.03	\$0.15	Unlimited	\$0.10
Italy	\$0.03	\$0.25	Unlimited	\$0.20
Ivory Coast	\$1.90	\$1.90	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35	\$1.35	\$1.35

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Japan	\$0.03	\$0.15	Unlimited	\$0.10
Jordan	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55	\$1.55	\$1.55
Kenya	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05	Unlimited	Unlimited
Kuwait	\$1.40	\$1.40	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20	\$0.20	\$0.20
Latvia	\$1.15	\$1.15	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35	\$1.35	\$1.35
Liberia	\$1.95	\$1.95	\$1.95	\$1.95
Libya	\$1.60	\$1.60	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75	\$0.75	\$0.75
Macau	\$1.35	\$1.35	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90	\$1.90	\$1.90
Malawi	\$1.60	\$1.60	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03	Unlimited	Unlimited
Maldives	\$1.90	\$1.90	\$1.90	\$1.90
Mali	\$1.90	\$1.90	\$1.90	\$1.90
Malta	\$0.20	\$0.05	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70	\$1.70	\$1.70
Martinique	\$1.35	\$1.35	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40	\$1.40	\$1.40
Mexico	\$1.10	\$1.10	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63	\$1.63	\$1.63
Monaco	\$0.64	\$0.64	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60	\$1.60	\$1.60
Morocco	\$1.95	\$1.95	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70	\$1.70	\$1.70
Namibia	\$1.60	\$1.60	\$1.60	\$1.60
Nauru	\$1.95	\$1.95	\$1.95	\$1.95
Nepal	\$1.60	\$1.60	\$1.60	\$1.60

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Netherlands	\$0.03	\$0.25	Unlimited	\$0.20
Netherlands Antilles	\$1.25	\$1.25	\$1.25	\$1.25
New Caledonia	\$1.00	\$1.00	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30	Unlimited	Unlimited
Nicaragua	\$0.25	\$0.25	\$0.25	\$0.25
Niger	\$1.90	\$1.90	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95	\$1.95	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40	\$1.40	\$1.40
Norway	\$0.30	\$0.30	Unlimited	\$0.30
Oman	\$1.30	\$1.30	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15	Unlimited	\$0.10
Palau	\$1.30	\$1.30	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03	Unlimited	Unlimited
Panama	\$1.35	\$1.35	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25	\$0.25	\$0.25
Peru	\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.02	\$0.15	\$0.02	\$0.15
Poland	\$0.05	\$0.20	Unlimited	\$0.20
Portugal	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75	\$0.75	\$0.75
Qatar	\$1.90	\$1.90	\$1.90	\$1.90
Reunion	\$1.60	\$1.60	\$1.60	\$1.60
Romania	\$0.10	\$0.25	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55	\$0.55
San Marino	\$0.48	\$0.48	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58	\$1.58	\$1.58
Senegal	\$1.95	\$1.95	\$1.95	\$1.95
Serbia	\$0.25	\$0.25	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90	\$1.90	\$1.90
Singapore	\$0.02	\$0.02	Unlimited	Unlimited
Slovakia	\$0.20	\$0.20	\$0.20	\$0.20

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Slovenia	\$0.10	\$0.10	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34	\$1.34	\$1.34
Somalia	\$1.95	\$1.95	\$1.95	\$1.95
South Africa	\$0.05	\$0.25	Unlimited	\$0.20
South Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Spain	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15	\$0.10	\$0.15
Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Suriname	\$1.35	\$1.35	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90	\$1.90	\$1.90
Sweden	\$0.05	\$0.20	Unlimited	\$0.20
Switzerland	\$0.05	\$1.12	Unlimited	\$1.12
Syria	\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15	Unlimited	Unlimited
Tajikistan	\$1.35	\$1.35	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60	\$1.60	\$1.60
Thailand	\$0.03	\$0.03	Unlimited	Unlimited
Togo	\$1.90	\$1.90	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95	\$1.95	\$1.95
Tonga	\$0.90	\$0.90	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20	\$1.20	\$1.20
Turkey	\$0.05	\$0.15	Unlimited	\$0.10
Turkmenistan	\$1.35	\$1.35	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76	\$1.76	\$1.76
Uganda	\$1.60	\$1.60	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20	Unlimited	Unlimited
United States	\$0.02	\$0.02	Unlimited	Unlimited
Uruguay	\$0.15	\$0.40	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05	Unlimited	Unlimited
Virgin Islands (British)	\$1.60	\$1.60	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40	\$1.40	\$1.40
Yemen	\$1.60	\$1.60	\$1.60	\$1.60
Zambia	\$1.60	\$1.60	\$1.60	\$1.60
Zimbabwe	\$0.20	\$0.55	\$0.20	\$0.55

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7 Old T-Bundle BizEssentials® Plans (Customers who took this plan from 16/10/12 to 03/03/15)

7.1 You must select one of the following BizEssentials plans. Each plan has a minimum contract term of 24 months, and comes with a monthly data allowance. Any data you don't use expires each month. Each month you have to pay the monthly charge, and any charges incurred for usage or services not included in your BizEssentials plan. The rates and inclusions for each BizEssentials plan are set out in the following table:

	BizEssentials Basic	BizEssentials Standard	BizEssentials Max
Monthly charge (GST inclusive)	\$80	\$100	\$150
Minimum term	24 months		
Monthly data allowance	50GB	250GB	Unlimited (500GB before Dec 2017 bill cycle start date)
Excess data charges	\$1.00 per GB (charged per MB or part thereof) (total excess data usage charges are capped at \$300 per month (GST incl))		Not applicable from 1 Dec 2017
Excess data charges	\$1.00 per GB (charged per MB or part thereof) (total excess data usage charges are capped at \$300 per month (GST incl))		
Fixed voice access	1 fixed voice access line included		
Local calls & Calls to 019 Numbers	Included		
National Long Distance voice calls	80c per call	Included	
On account national voice calls	Included		
Calls to Telstra mobiles	45c call connection fee 36c per minute block	Included	
Calls to non-Telstra mobiles	45c call connection fee 36c per minute block		Included
All other call types	All other calls are charged at the BusinessLine® Choice rates as set out in the Business Phone Services section of Our Customer Terms		
Value added services included	Standard fixed MessageBank® and Calling Number Display		
T-Suite® Remote Backup	T-Suite® Remote Backup MozyPro PC – 50 GB plan		

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- 7.2 If you have more than one fixed line service, you must tell us which service is the primary fixed line service for your BizEssentials plan when you apply for your BizEssentials plan ("**Nominated Service**").
- 7.3 Included local and national calls and calls to mobiles only apply to calls made from your Nominated Service. Included calls do not apply to calls made from any other services on your account, calls to mobile services that are using international roaming, international calls, or calls to and from premium service numbers including 1900 and 0055.
- 7.4 You can make free voice calls in Australia to and from up to 10 fixed or mobile voice services, including your Nominated Service, that are on the same account as your BizEssentials plan ("**Free On Account Calls**"). Free On Account Calls do not apply to video calls, international calls or international roaming calls. If you have more than one Telstra account, Free On Account Calls do not apply between accounts. If you have more than 10 fixed or mobile voice services on your account, you must take-up one BizEssentials plan for each 10 fixed or mobile voice services (or part thereof) that you have on your account. We may cancel your BizEssentials plan if you do not meet this requirement.
- 7.5 You must maintain the underlying fixed voice and Telstra Business Broadband services on your BizEssentials Plan to remain eligible for BizEssentials.
- 7.6 Charity and non-profit customers will not receive a discount on BizEssentials plans.

8 Changes to Old BizEssentials plans

- 8.1 You may move to another available in market BizEssentials plan at any time. If you do so, your monthly service fee, usage and call rates and included monthly data allowance will be adjusted on a pro-rata basis to reflect your new BizEssentials plan. You will not have to restart your minimum term and no early termination charges will apply.
- 8.2 If you disconnect the underlying fixed voice or Telstra Business Broadband services of your BizEssentials plan, or transfer those services to another account, or you exceed 500 services with a telephone number on your account, you will no longer be eligible for BizEssentials and any remaining services will be transferred as follows:
- (a) Fixed voice services – you may choose any Telstra Business fixed voice offer that is available to you at the time of the transfer. If you don't choose a fixed voice offer at the time of transfer, we will convert your fixed voice service(s) to Telstra BusinessLine® Complete.

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- (b) Telstra Business Broadband services – you may choose any Telstra Business fixed broadband offer that is available to you at the time of the transfer. If you don't choose a broadband service at the time of transfer, we will convert your broadband service(s) to a then current Telstra Business fixed broadband offer with an equivalent download limit (or the next lower plan if there is no equivalent).
- (c) MessageBank® and Calling Number Display services – we will charge you the then current charges for these services. You may cancel these services without paying an early termination charge.
- (d) T-Suite® MozyPro Remote Backup service included in your BizEssentials plan – If you have activated this remote backup service, you may choose any T-Suite® MozyPro Remote Backup plan that is available to you at the time of transfer. If you don't choose a plan at the time of transfer, we will put you on the T-Suite® MozyPro Remote Backup PC \$29.95 50 GB plan. If you have not activated the T-Suite® MozyPro Remote Backup service included in your BizEssentials plan, we will not move you to an alternative remote backup service.

You will be responsible for all charges incurred under the relevant plans for each transferred service.

9 Cancelling Old BizEssentials Plans

- 9.1 You may cancel your BizEssentials Plan at any time. However, if during your 24-month minimum term, you cancel (other than as a result of our material breach) or we cancel your BizEssentials Plan we may charge you an early termination charge (ETC), calculated as follows:

The Base ETC amount for your BizEssentials Plan x Number of months (or part thereof) remaining in your 24 month term

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- 9.2 The Base ETC amount for each BizEssentials Plan is:
- (a) \$1,248 for BizEssentials Basic;
 - (b) \$1,560 for BizEssentials Standard; and
 - (c) \$2,340 for BizEssentials Max.
- 9.3 We may also charge you an ETC if you or we cancel your fixed voice service or cancel your Telstra Business Broadband access plan.

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You will not have to pay an ETC if you move to a Telstra Digital Business® plan