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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 Telstra Business Reward Options section

Our Customer Terms

- 1.1 This is the Business Reward Options section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Business Reward Options section, then the Business Reward Options section applies instead of the General Terms to the extent of the inconsistency.

2 Telstra Business Reward Options

Availability

- 2.1 On and from 22 March 2011, Business Rewards Options are not available to new customers.
- 2.2 You can nominate to receive the Business Reward Options on your services if you:
 - (a) are our direct retail customer and a business customer; and
 - (b) satisfy our standard credit requirements; and
 - (c) choose to have all the charges of your nominated services consolidated into one account and appear on a Single Bill. (This does not currently apply to BigPond Cable or BigPond ADSL services, which appear on a separate bill).
- 2.3 It is important to note that, notwithstanding anything else in this Telstra Business Reward Options Section of Our Customer Terms, a service is **not** an eligible fixed telephone/internet/pay-TV/inbound service and would **not** otherwise qualify you for the Standard Business Reward Options or Premium Business Reward Options, if you have a 13 digit account number and the relevant service is not managed by our new billing and customer care system.
- 2.4 Unless we specify otherwise, Business Reward Options is not available with any other Telstra offer, including a Business Rewards package and the Big Broadband offer (Campaign Code 3288).

Eligible Services

- 2.5 You must nominate at least one eligible fixed telephone service and:
- (a) to qualify for Standard Business Reward Options, nominate one of the following:
 - (i) an eligible mobile service; or
 - (ii) an eligible internet service; or
 - (iii) an eligible pay-TV service; or
 - (iv) an eligible inbound service.
 - (b) to qualify for Premium Business Reward Options, nominate two or more of the following:
 - (i) an eligible mobile service; or
 - (ii) an eligible internet service; or
 - (iii) an eligible pay-TV service; or
 - (iv) an eligible inbound service.
- 2.6 There is no charge for requesting or having a Business Reward Option.
- 2.7 You cannot nominate more than ten fixed telephone services, twenty mobile services, ten internet services, ten pay-TV services or ten inbound services on your Single Bill to remain eligible for Business Reward Options.

What fixed telephone services are eligible?

- 2.8 First, you must have one of the following services:
- (a) BusinessLine Select;
 - (b) BusinessLine Select Saver 1;
 - (c) BusinessLine Select Saver 2;
 - (d) BusinessLine Select Saver 3;
 - (e) BusinessLine Select Saver 4;
 - (f) BusinessLine Ultimate;

Our Customer Terms

Telstra Business Reward Options Section

- (g) BusinessLine STD Saver;
- (h) BusinessLine Metro;
- (i) BusinessLine National;
- (j) BusinessLine Call Saver;
- (k) BusinessLine Complete;
- (l) BusinessLine Plus;
- (m) BusinessLine Fax;
- (n) BusinessLine Plus any mobile option;
- (o) ISDN 2 BusinessLine Complete;
- (p) ISDN 2 Enhanced BusinessLine Plus;
- (q) ISDN 2 Enhanced BusinessLine Complete;
- (r) ISDN 2 BusinessLine Plus;
- (s) Business Connect; or
- (t) Business Connect 2.

If you do it is an “**eligible fixed telephone service**” that you can nominate for Business Reward Options.

2.9 Any other fixed telephone service, in addition to those listed in clauses 2.10 and 2.11, are not eligible fixed telephone services and if one or more such services are included on your Single Bill you may not choose Business Reward Options

2.10 The following services may be included on a Single Bill to which a Business Reward Option is applied however the Business Reward Option will not be applied to these services and these services are not “eligible fixed telephone services”:

- (a) all HomeLine services;
- (b) all consumer post-paid mobile plans;
- (c) Business Line Part;
- (d) ISDN BusinessLine Part;
- (e) Business Line Features Package;

- (f) Priority One3;
- (g) Freecall One8;
- (h) Info 1900 services;
- (i) ISDN 10/20/30;
- (j) BigPond Business Group Plan; and
- (k) A fixed telephone service connected under the Big Broadband offer (Campaign Code 3288).

2.11 The following services may be included on a Single Bill to which a Business Reward Option is applied and the Business Reward Option will be applied to them, however they are not “eligible fixed telephone services”:

- (a) Easycall Telstra Features (previously EasyCall, including Duet-Phone and Fax and Multiple Number
- (b) message services (eg MessageBank);
- (c) MessageBank Virtual Services; and
- (d) Centel Plus.

What mobile services are eligible?

2.12 “Eligible mobile services” that you can nominate for Business Reward Options are Business post-paid mobile services that you acquire directly from us (including GSM, 3G, Next G or GPRS) with a minimum monthly access charge of \$20 or more (however, the Business Reward Option will not be applied to \$99 Telstra Talk Plan services);

The following are not “eligible mobile services”:

- (a) Corporate post-paid mobile plans;
- (b) Telstra pre-paid plans with MobileLink; and
- (c) a mobile service connected under the Big Broadband offer (Campaign Code 3288).

What internet services are eligible?

2.13 The following are “**eligible internet services**” that you can nominate for Business Reward Options:

- (a) a BigPond Dial-up Internet or Broadband Satellite post-paid plan with a

monthly access charge of \$20 or more;

- (b) any BigPond Broadband plan \$39.95 per month or above; or
- (c) any BigPond Wireless Broadband plan \$39.95 per month or above.

The following are not “eligible internet services”:

- (a) BigPond Business Group Plans;
- (b) BigPond Internet Direct and any BigPond pre-paid plans; and
- (c) an internet service connected under the Big Broadband offer (Campaign Code 3288).

What pay-TV services are eligible?

- 2.14 If you have any of the subscription telephone and related services we supply or Telstra Pay TV Pty Ltd supplies it is an “**eligible pay-TV service**” that you can nominate for Business Reward Options

What Inbound services are eligible?

- 2.15 The following are “**eligible inbound services**” that you can nominate for Business Reward Options:
- (a) Freecall 1800;
 - (b) Priority 1300; and
 - (c) Inbound Plus.

What are the Business Reward Options?

- 2.16 If we accept your application you may choose one of three Business Reward Options that will apply each month. Any unused monthly reward is lost at the end of each billing period. The Business Reward Option only applies after any included calls, monthly call credits, additional internet hours or other bonus options have been applied to your eligible services.
- 2.17 The Standard Business Reward Options are:
- (a) “**Business Group Saver**” (for customers approved to receive this Standard Business Reward Option before 31 August 2008): a rate of 5 cents per minute will apply to all voice calls made between your eligible fixed and mobile services or between your eligible mobile services on your Single Bill (excluding diverting calls, international roaming and calls from satellite services);

You can only receive the Standard “Business Group Saver” Business Reward Option if you nominate an eligible mobile service on your Single Bill and we have accepted your application before 31 August 2008. You will cease to receive this “Business Group Saver” Business Reward Option (and will not be able to receive it again in the future) if you change from the “Business Group Saver” Business Reward Option to another Business Reward Option.

- (b) **“Free Local Calls”**: you will receive each month credited to your Single Bill, up to 100 free local calls (excluding calls from numbers beginning with 13 and 1300, extended zone calls and preferential calls). The number of free local calls is calculated on the basis of the price for local calls for the primary BusinessLine plan you nominate on your Single Bill. The free local calls will be applied to your primary BusinessLine service first (except if you nominate an ISDN 2 service as the primary service, in which case the free local calls will be applied to non-ISDN 2 services first (if any)).

If you have different BusinessLine plans on your Single Bill, this may increase or reduce the number of free local calls you receive.

- (c) **“Bill Discount”**: you will receive a 5% discount off all calls and charges on your Single Bill (excluding once off charges and credits such as charges for White Pages listings).

2.18 The Premium Business Reward Options are:

- (a) **“Business Group Saver”** (for customers approved to receive this Premium Business Reward Option before 31 August 2008): a rate of 4 cents per minute will apply to all voice calls made between your eligible fixed and mobile services or between your eligible mobile services on your Single Bill (excluding divergent calls, international roaming and calls from satellite services);

You can only receive the “Business Group Saver” Business Reward Option if you nominate an eligible mobile service on your Single Bill. You will cease to receive this “Business Group Saver” Business Reward Option (and will not be able to receive it again in the future) if you change from the “Business Group Saver” Business Reward Option to another Business Reward Option.

- (b) **“Free Local Calls”**: you will receive each month credited to your Single Bill, up to 200 free local calls (excluding calls from numbers beginning with 13 and 1300, extended zone calls and preferential calls). The number of free local calls is calculated on the basis of the price for local calls for the primary BusinessLine plan you nominate on your Single Bill. The free local calls will be applied to your primary BusinessLine service first (except if

you nominate an ISDN 2 service as the primary service, where the free local calls will be applied to non-ISDN 2 services first (if any)).

If you have different BusinessLine plans on your Single Bill, this may increase or reduce the number of free local calls you receive.

- (c) **“Bill Discount”**: you will receive a 10% discount off all calls and charges on your Single Bill (excluding once off charges and credits such as charges for White Pages listings).

- 2.19 Only one Business Reward Option will be applied to a Single Bill each month of the billing cycle.
- 2.20 If your billing period is longer than a month, you multiply the value of the rewards set out in clauses 2.17 and 2.18 above by the number of whole months in your billing period.
- 2.21 Once we have received your application, we will check the information provided. If your application is then accepted, you will start to receive your chosen (or changed) Business Reward Option about 48 hours after we accept your application and all your eligible services on a Single Bill on a pro-rata basis during the same billing period for all other Telstra Business Reward Options.

Cancelling or changing your Telstra Business Rewards Options

- 2.22 You can change your Business Reward Option at any time by notifying us, except you cannot change to the Standard or Premium “Business Group Saver” Business Reward Options.
- 2.23 If you ask to cancel your Business Reward Option you will no longer receive it.
- 2.24 If you stop being eligible for a particular Business Reward Option we will, where possible, transfer you to an alternative Business Reward Option that you are eligible for, being a lower Business Reward Option of the same type. If you stop being eligible for the “Business Group Saver” Premium Business Reward Option, we will not be able to transfer you to the “Business Group Saver” Standard Business Reward Option.
- 2.25 If you stop being eligible for all Business Reward Options, you will stop receiving your chosen (or changed) Business Reward Option on a pro-rata basis during the same billing period for all other Business Reward Options.
- 2.26 If you become eligible for a better and available Business Reward Option because you add more eligible services, you will need to contact us in order to receive the Business Reward Option of your choice.
- 2.27 Telstra Business Reward Options will be available until 30 June 2011 unless otherwise extended by us. The Standard and Premium Business Group Saver

options are only available to customers who have been approved to receive them before 31 August 2008.

3 Big Broadband offer

- 3.1 Any new service you take up under the Big Broadband offer (Campaign Code 3288) will not be an eligible fixed telephone service, eligible mobile service and/or eligible internet service for the purposes of Business Reward Options unless:
- (a) you have an existing \$20 or above dial-up internet service; and
 - (b) you currently receive Business Reward Options; and
 - (c) you upgrade to a BigPond Broadband plan \$39.95 or above when you take up the Big Broadband offer, in which case your fixed, internet and mobile service (if applicable) will be eligible service for the purposes of Business Reward Options.
- 3.2 If you already receive Business Rewards Options for an existing fixed telephone service and an existing mobile service prior to taking up the Big Broadband offer (Campaign Code 3288), you will continue to receive Business Rewards Options for these services, but you will not be eligible for additional Business Reward Options in relation to the new internet broadband service.

4 Special Meanings

- 4.1 This section needs to be read in conjunction with those parts of Our Customer Terms that relate to your eligible services. Various names for particular kinds of services, call types, pricing packages and discounts offers are defined in those sections and have the same meaning here. Words defined in the General Terms, the Basic Telephone Service section, the Telstra Mobile section or the ISDN section of Our Customer Terms have the same meaning in this section.
- 4.2 **Single Bill** means the consolidated billing service supplied by us under the terms of Telstra's Single Bill Terms and Our Customer Terms.