

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Telstra Small Business Broadband

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<b>Minimum Monthly Cost</b>	\$60/mth	\$80/mth	\$120/mth
<b>Minimum Cost</b> (Month by month) (Connection charge and modem charge only apply for the 1st month)	\$495 (\$60 + \$99 (connection charge) for new phone or broadband + \$216 modem + \$120 casual Plan fee)	\$515 (\$80 + \$99 (connection charge) for new phone or broadband + \$216 modem + \$120 casual Plan fee)	\$555 (\$120 + \$99 (connection charge) for new phone or broadband + \$216 modem + \$120 casual Plan fee)
<b>Minimum Cost</b> (24-months Contract)	\$1,755 (\$1,440 + \$99 (connection charge) for new phone or broadband + \$216 modem)	\$2,235 (\$1,920 + \$99 (connection charge) for new phone or broadband + \$216 modem)	\$3,195 (\$2,880 + \$99 (connection charge) for new phone or broadband + \$216 modem)
<b>Monthly Data Allowance</b> (downloads only, uploads not counted/charged)	200GB/mth	600GB/mth	2000GB/mth

## Information about the service

Your Plan includes Telstra broadband for your internet service. The details are set out in the table above.

These Plans are not compatible with any entertainment services such as Telstra TV® and Foxtel from Telstra.

### Minimum term

Month-by-month or 24-months.

### Availability

You can choose a Small Business Broadband Plan if you have a Basic Telephone Service, are a business customer and are billed directly by us.

### Service availability

Service not available to all areas, premises or customers.

While we perform preliminary qualification checks upfront for broadband 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.

If we are unable to connect your Broadband service, we will attempt to contact you to discuss further options first.

### Broadband speeds

Broadband speeds vary due to quite a number of factors, including:

- type of technology available at your address
- any Speed Boost you may have purchased
- network capacity
- set up at your premises (such as location of modem and how the internet is used in your premises)
- whether your device is connected by Wi Fi rather than Ethernet cable
- if you're a Telstra Air member and using your broadband services at the same time.

This Plan includes our standard evening speed with 15Mbps typical minimum speeds between 7pm-11pm on the nbn network. Typical speeds on nbn Fixed Wireless will be lower than other nbn access types. The following Speed Boosts are also available for purchase:

Speed Boost (not available on Fixed Wireless)	Minimum Standard Evening Speed	Price
Standard Plus	30Mbps	\$20/mth
Premium	60Mbps	\$30/mth

For FTTN/FTTB services, actual speeds and Speed Boost eligibility will be confirmed following activation. For important information on nbn speeds, visit [telstra.com/nbn-speeds](https://telstra.com/nbn-speeds)

For Cable, a Premium Speed Boost is also available for \$20/mth. Your bill will show an additional charge each month for your speed upgrade until you cancel it.

### Static IP Address

A Static IP Address is provided with each Small Business Broadband Plan except on cable services.

### Data charges

If you exceed your monthly data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month.

If you're a new broadband customer you won't be charged any fixed broadband excess data charges for your first two bills.

### Telstra Air®

If you purchase a compatible modem, you can join Telstra Air on compatible broadband services.

For details visit [telstra.com/joinair](https://telstra.com/joinair)

## Moving to the nbn™ network

If the nbn network comes to your area and you wish to transfer to the nbn network with Telstra, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements. We will work with you to make this as simple as possible.

If you don't want to transfer to the nbn network, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the nbn network. At this time we will cancel your services and no Early Termination Charge (ETC) will be charged. We'll let you know the details before any changes happen.

## Connecting to the nbn network

Usually nbn co does not charge for standard installation of nbn co equipment. However, if you are in a new development that has never connected to the nbn network, nbn co will charge a one off \$300 new development charge. If you want an additional connection to the nbn network that requires installation of additional nbn equipment, nbn co will charge a \$297 subsequent installation charge. If any of these additional nbn co charges apply, we will let you know and include them onto your bill.

## Information about pricing

### Your minimum monthly charge and total minimum Plan cost

Refer to the table above for your monthly charge and the minimum amount you'll pay for one month or over 24 months based on your Plan.

### Modem

You will need a compatible modem with your Plan. You can supply your own compatible modem or we can supply one starting from \$216.

### Installation and set up costs

In addition to the monthly charge, you'll pay the following:

<b>Broadband connection charge</b>	\$99, if you are a new Telstra broadband customer.
<b>Professional installation</b>	\$240 for standard professional installation if you request a technician at your premises. \$0 for standard professional installation if Telstra determines a technician visit is required.
<b>Casual Plan fee</b>	\$120 if you chose to connect with month to month commitment.
<b>Additional connection points</b>	Separate charges apply for each additional connection point and for more complex connections.

### Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

### ACT customers

If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the minimum monthly charge. We charge this annually based on the number of services you have in the ACT Government area.

## Billing

Your bill is issued on the same date each month. Each bill includes usage charges, plus the minimum monthly charge in advance. On your first bill, you'll also be charged for the days left until your next billing cycle begins. This means your first few bills may be higher or lower than expected.

### Billing and payment charges

This Plan requires paperless billing and electronic payment.

A \$2.20 charge will be applied a month in arrears if you receive a paper bill; and a \$1.00 charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions apply.

To set up email bill, visit [telstra.com/emailbill](https://telstra.com/emailbill)

To set up direct debit or for information on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

### Changing your Plan

You can change to another Small Business Broadband Plan once a month during your minimum term. If you move to another Plan range before the end of your minimum term you'll need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any ETCs (where applicable).

### Early cancellation of your Plan

If you cancel your service before your minimum term has ended and you don't agree with us otherwise you will be charged an ETC up to the maximum amount of \$936. The ETC decreases each month you stay on your Plan.

If you cancel any Hardware Repayment Options early, you'll need to pay any remaining hardware payments.

## Other information

### Data usage information

To check your call and data usage, register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount) or get the Telstra 24x7® app for your smartphone or tablet.

### We're here to help

Please visit [telstra.com/contactus](https://telstra.com/contactus) if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2000 or 133 677 (TTY).

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://telstra.com/complaints) where you'll find full contact details and information about how to resolve it.

### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or online at [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

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