

TELSTRA BUSINESS BROADBAND ADSL 100GB PLAN

INFORMATION ABOUT THE SERVICE

Your Plan gives you access to a Telstra Business Broadband (TBB) service provided via either ADSL1 or ADSL2+ technology. ADSL is a high-speed broadband internet service which shares your existing telephone lines and allows you to use your phone or fax line while you're on the internet.

Hardware

You need a gateway to use your TBB service. You can purchase a gateway from us which is configured to work with your TBB service on the Telstra network, or you can use your own gateway provided it's compatible with our TBB service. We recommend your device meets the International Telecommunication Union (ITU) standard for ADSL. To confirm this you should check that the device packaging references either ADSL2+: G.992.5 (Annex A) for ADSL2+ services, or ADSL: G.992.1 (Annex A) for ADSL services.

Minimum Term

24 months.

You can move to another available TBB plan once per billing cycle as your needs change at no charge and without restarting your minimum term.

Your Monthly Data Allowance

100GB – where 1 GB (Gigabyte) = 1,000 MB (Megabytes).

Your unused Monthly Data Allowance expires each month.

Only data downloaded from the internet is included in calculating your data usage.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$60. You'll need to pay more than \$60 if you exceed your Monthly Data Allowance.

Set up and installation fees

For new Telstra fixed broadband customers a \$59 activation fee applies to get you up and running.

You can usually self install your TBB service at no charge. Occasionally, we may need to visit your premises to install your service, such as when:

- you have a PABX or complex phone service
- you have more than 4 phone outlets on the same phone line
- your phone line has a central splitter
- your phone line is used for a back-to-base-alarm system
- you require additional outlets.

If we need to visit your premises to install your TBB service, we will charge you a once-off Standard Professional Installation Fee of \$192 which includes us preparing your TBB service for installation and connecting your router to the TBB service and one computer. You may be charged more than this for a non-standard installation, but we will provide you with a quote for the work before it's carried out.

Data charges

Data charges are based on how much data you use when you access the internet.

If you use more than your Monthly Data Allowance, you'll be charged \$0.001 per MB, up to a maximum of \$300 per month.

You won't be charged any fixed broadband excess data charges for your first two bills. It's part of our Peace of Mind Commitment.

Total minimum plan cost

The total minimum amount that you'll pay over the term of your Plan is \$1,499 (including activation fee).

Early Termination Charge

If your Plan is cancelled before your minimum term has ended, you must pay us an amount calculated as follows:

Minimum monthly charge x number of months (or part) remaining in your Plan term x 65%.

The maximum Early Termination Charge (ETC) you'll pay is \$936.

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.

OTHER INFORMATION

Broadband speeds

- On ADSL1, download speeds are up to a maximum of 8Mbps.
- On ADSL2+, download speeds are up to a maximum of 20Mbps.
- Actual speeds vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic.
- About 50% of customers in ADSL2+ areas will have access speeds around 10Mbps or more and about 70% of ADSL customers in ADSL1 areas will have access speeds around 6Mbps or more.

Transferring to the National Broadband Network (NBN)

Your Plan term could overlap with the rollout of the NBN. If you wish to transfer to the NBN with Telstra, please contact us. If you don't wish to transfer to the NBN we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the NBN, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your Plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Your monthly bill

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

Manage your service online

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register, go to telstra.com/business/billing

You can sign up for usage alerts for your TBB service which will send you an email notification when your account usage reaches an estimated 50%, 75%, 100%, 125%, 175%, and 250% of your Plan's included data usage for the current billing cycle.

For more information please visit telstra.com/business/myaccount

Managing your existing domain name

If you've taken up Business Mail POP mailboxes as part of your service, you can nominate to have Telstra host your existing domain name (Domain name doesn't include web hosting) or continue to have it hosted by your existing service provider.

For further information please visit telstra.com.au/small-business/websites-and-domains/domain-names

We're here to help

If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (TTY).

Complaints or Disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

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. For full contact information go online at tio.com.au/about-us/contact-us

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