



# TELSTRA BUSINESS BROADBAND ADSL 25GB PLAN

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

## INFORMATION ABOUT THE SERVICE

Your plan gives you access to a Telstra Business Broadband (TBB) service. Your TBB service will be provided via either ADSL1 or ADSL2+ technology.

### AVAILABILITY

You can take up this plan as:

- a Standalone Plan; or
- as a Bundled Plan, if you also have an eligible Telstra Business fixed line service on your account (all BusinessLine® Plans are eligible except BusinessLine part.)

### HARDWARE

You need a gateway to use your TBB service. 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.

Alternatively you can purchase a gateway from us, these gateways are configured to work with your TBB service on the Telstra network. You can choose either a Telstra Premium Business Gateway for an upfront charge of **\$240** or the Telstra Standard Business Gateway for an upfront charge of **\$144**.

### MINIMUM TERM

**24** months.

You can move to another TBB plan once a month, as your needs change and without charge. If you change to a different type of internet access (for example, from Ethernet to ADSL) you have to pay a fee.

### YOUR MONTHLY DATA ALLOWANCE

**25GB** – your unused Monthly Data Allowance expires each month.

## IMPORTANT CONDITIONS

- On ADSL1, download speeds are up to a maximum of 8Mbps.
- On ADSL2+, download speeds are up to a maximum of 20Mbps.
- Average speeds are lower and actual speeds vary due to factors including your location, your plan, internet traffic, your equipment/software and the way data is transmitted.
- 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.

## INFORMATION ABOUT PRICING

### YOUR MINIMUM MONTHLY CHARGE

- **\$70** for a Standalone Plan.
- **\$50** or a Bundled Plan (plus your eligible fixed line monthly fee).

If you have a Bundled Plan and you cancel your fixed line service, you will be charged the monthly charge for the Standalone Plan.

### INSTALLATION CHARGES

You can usually self install your 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 service, we will charge you a once-off fee of **\$192** for your Standard Professional Installation. We will prepare your TBB service for installation, connect your router to the TBB service and to one computer. You may be charged more than this if the work required to connect your service is a non-standard installation, but we will provide you with a quote for the work before it is carried out.

### ACTIVATION FEE

If you're activating a new Telstra Broadband service, a **\$59** activation fee will apply.

## DATA CHARGES IN AUSTRALIA

If you use more than your Monthly Data Allowance, you will be charged an additional **2¢** per MB on a Standalone Plan and **1¢** per MB on a Bundled Plan, capped at a maximum of \$300 per month.

Price is indicated per **1000KB** but actual charge is per KB or part.

## THE TOTAL MINIMUM PLAN COST

This is the total minimum amount that you will pay over the length of your contract:

- **Standalone Plan – \$1,739** (incl. GST and TBB activation fee)
- **Bundled Plan – \$2,219** (incl. GST, TBB activation fee and cost of BusinessLine Casual Plan).

## EARLY TERMINATION CHARGES

If your TBB Plan is cancelled before your minimum term has ended, you must pay us an amount equal to 65% of the remaining Monthly Charges for your plan.

## 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

### BILLING

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.

When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

- **Minimum monthly charge:** A proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance
- **Data:** 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](https://telstra.com/business/billing)

Our CustData management portal lets you track your approximate data usage online, and set-up weekly email updates on your data usage. CustData can also deliver automated usage alerts by email to your nominated email address as your usage passes an estimated 50%, 75%, 100%, 125%, 175% and 250% of your monthly data allowance. To find out more visit [telstra.com/business/custdata](https://telstra.com/business/custdata)

## 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 or continue to have it hosted by your existing service provider.

Firstly, you'll need to set up your new Business Mail POP mailboxes in Mission Control at <https://missioncontrol.pm.telstra.com>. During the processing of your request, we'll email you the login details to access the Mission Control portal. If you're requesting Telstra to host your existing domain name, we'll email you a re-delegation form which you'll need to complete and send back to us after you've set up your mailboxes in mission control. It can take up to two days for this to be replicated on other servers to enable internet and email users to access your service.

If you want your existing domain name to continue to be hosted by your existing service provider, you'll need to provide them with the DNS settings for Business Mail POP, which we'll email to you during the processing of your order.

For further information please visit [telstra.com.au/business-enterprise/help-support/software-downloads/index.htm](https://telstra.com.au/business-enterprise/help-support/software-downloads/index.htm)

## TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

If the NBN comes to your area and you wish to transfer to the NBN 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'll work with you to make this as simple as possible. If you don't want to transfer to the NBN, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN. At this time we will cancel your services and no ETC will be charged. We'll let you know the details before any changes happen.

### 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](https://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](https://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for your service are contained in your agreement with Telstra and Our Customer Terms which is available at [telstra.com.au/customer-terms/](https://telstra.com.au/customer-terms/)