IT'S HOW
WE CONNECT

TELSTRA BUSINESS BROADBAND ETHERNET UNLIMITED 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 an Ethernet broadband service. Ethernet is the term we use to describe a broadband service with the same speeds for uploads and downloads (known as a symmetric service).

AVAILABILITY

Telstra Business Broadband (TBB) Ethernet is not available everywhere. Availability depends on a number of factors, including whether the necessary equipment is available at the relevant exchange, the length of cable to the nearest telephone exchange and the quality of the existing telephone service.

You need a fixed telephone service in order to get TBB Ethernet. You also need a router. You can use your own router provided it is compatible with our TBB service. For a list of equipment, which has been approved by us, please visit **telstra.com/business/equip**. Alternatively, you can purchase a Cisco® router from us for an upfront charge of **$290**.

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

You receive an unlimited data allowance each month (Our Acceptable Usage Policy applies). There are no peak/off-peak restrictions on your use, and no excess usage charges.

IMPORTANT CONDITIONS

The actual speed of your service is likely to be slightly slower than the Access Speed you choose. This is because the protocols you use to transmit data use up some of the bandwidth, resulting in a slower speed.

INFORMATION ABOUT PRICING

YOUR MINIMUM MONTHLY CHARGE

The monthly charge for your TBB plan depends on your access speed and whether you are in a metro or regional coverage zone:

ACCESS SPEED	METRO	REGIONAL
1Mbps	$1,117	$1,284
2Mbps	$1,947	$2,239
4Mbps	$3,531	$4,061
10Mbps	$7,931	$9,121

Ask in store for details about metro and regional coverage zones or check the Ethernet Lite section of Our Customer Terms on **telstra.com.au**

CONNECTION CHARGE

$1,100 for connection between 8am and 6pm on weekdays. Extra charges apply for connection outside of these times. We may charge you additional charges if the installation of your TBB service is not standard (for example, because it is in a difficult location or because of obstacles in the terrain or your premises). We will provide you a quote for the work based on your particular circumstances.

THE TOTAL MINIMUM PLAN COST

ACCESS SPEED	METRO	REGIONAL
1Mbps	$26,808	$30,816
2Mbps	$46,728	$53,736
4Mbps	$84,744	$97,464
10Mbps	$190,344	$218,904

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**

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**

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 you're 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 you're 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**

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 our Disability Enquiry Hotline on **1800 068 424** (voice) and **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.au/business-enterprise/help-support/contact-us/make-a-complaint**

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 **www.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**

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