



# TELSTRA BUSINESS BROADBAND ON NBN 1000GB PLAN

## INFORMATION ABOUT THE SERVICE

Your Plan gives you access to a Telstra Business Broadband (TBB) service provided via the National Broadband Network (NBN).

### Availability

A TBB on NBN service may not be available in all areas. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered may be subject to further qualification checks to determine what is available at your location.

If we are unable to connect your broadband service, you will be notified and you may cancel your order free of charge.

Your new TBB service can only be used at a single location. We can provide you with additional TBB plans if you would like to connect TBB services to other locations where the NBN is available.

### Hardware

You need a NBN compatible gateway to use your TBB service. You can purchase a Telstra Gateway Pro from us which is configured to work with your TBB service for an upfront charge of **\$240**. Alternatively you may be able to bring your own (BYO) gateway, provided it's compatible.

### Minimum term

**24 months.**

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

### Your Monthly Data Allowance

**1000GB** – 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

**\$120.** You'll need to pay more than \$120 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.

If you're in a new development and not already connected to the NBN, NBN Co may charge **\$300** to connect your premises to the NBN. If applicable, we will bill that charge to you.

You may need up to two or more installation appointments to get your services up and running, one with us and one with NBN Co.

A standard installation of the NBN is included and your booking will be managed by us. We'll confirm your NBN Co installation appointment as soon as possible and inform you if re-scheduling is required.

You'll need a Telstra Professional Installation for your TBB service. We will charge you a once-off fee of \$192 for your Standard Professional Installation for the first TBB service you order at each site.

Where the work required to connect your TBB service is more than the work required for a standard professional installation, you may be charged an additional fee. In such cases, Telstra or NBN Co will agree any additional installation charges with you before the work is 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.

### Broadband speed levels

Your TBB service offers line speeds into the premise of up to 25Mbps download and upload speeds from the premises up to 5Mbps (NBN Speed Level 2). You may be eligible to upgrade your speeds up to a maximum of:

- 25Mbps download and 10Mbps upload (NBN Speed Level 3) for \$5 extra per month
- 50Mbps download and 20Mbps upload (NBN Speed Level 4) for \$10 extra per month
- 100Mbps download and 40Mbps upload (NBN Speed Level 5) for \$15 extra per month.

If you choose to upgrade your speed you can downgrade it at any time. The actual speed levels of your TBB service will depend on a number of variables and may be slower than the maximum speed levels. They'll depend on a number of factors including hardware and software configuration, source and type of content downloaded, whether you are connected by Wi-Fi or Ethernet cable, the number of users and performance of interconnecting infrastructure not operated by us.

### Total minimum plan cost

The total minimum amount that you'll pay over the term of your plan is **\$3,131** (including activation and standard installation fees).

### 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 **\$1,872**.

## OTHER INFORMATION

### Your existing broadband service

If you have an existing broadband service with Telstra or another provider, moving to your TBB service may mean you have to cancel your existing service. Once you move to your TBB service, you will not be able to move back to your old Telstra broadband service or order a new non-NBN broadband service from Telstra at that location. Not applicable to Fixed Wireless on NBN services.

### Power outages

Your TBB service works through your gateway. Your Telstra Gateway Pro doesn't come with a battery backup unit, which means that if your power goes out your TBB service won't work. Also, if you bring your own gateway, it may not work if your power goes out.

### 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](https://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](https://telstra.com/business/myaccount)

### We're here to help

If you have questions about your bill, technical support service or connection, please call us on 1800 304 473 or 1800 808 981 (TTY).

#### Complaints or Disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- visit your local Telstra Business Centre
- 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)

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