



TELSTRA BUSINESS BROADBAND ON THE NBN 300GB PLAN

INFORMATION ABOUT THE SERVICE

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

The NBN is only available in areas where the NBN Co fibre network is available. We will do a service qualification of your premises to determine if you're able to get access to the NBN.

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 Premium Business Gateway from us which is configured to work with your TBB service for an upfront charge of **\$240**. Alternatively you can bring your own (BYO) gateway, provided it's compatible with the NBN.

Minimum term

24 months.

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

Your Monthly Data Allowance

300GB – 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

\$80. You'll need to pay more than \$80 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.

A minimum of two appointments are needed to connect your service, one with NBN Co and one with us. We'll arrange both appointments.

You'll need a 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. You may be charged more than this if the work required to connect your service is a non-standard installation, but the technician attending your premises will agree the additional charges with you before this work is carried out. A standard installation of the NBN Co equipment is included. If your installation is non-standard, NBN Co will first discuss and obtain your agreement to any additional charges before starting the work. These charges will appear on your Telstra bill.

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 can 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.

You can upgrade and downgrade your speed 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, and 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 **\$2,171** (including activation and 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 **\$1,248**.

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.

Power outages

Your TBB service works through your gateway. Your Telstra Premium Business Gateway 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

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

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"
- 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

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com.au/customer-terms/