

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Telstra Business Broadband Plans

	Small	Medium	Unlimited
<b>Monthly Data Allowance</b>	500GB	1,000GB	Unlimited
<b>Minimum Monthly Cost</b>	\$80	\$100	\$125
<b>Minimum cost on nbn™ (over 24 months)</b> including \$240 Standard Professional Install and \$240 Telstra Business Smart Modem™	\$2,400	\$2,880	\$3,480
<b>Minimum cost on ADSL (over 24 months)</b> including \$99 Activation Fee and \$240 Telstra Business Smart Modem™	\$2,259	\$2,739	\$3,339
<b>Maximum Early Termination Charge</b>	\$1,248	\$1,560	\$1,950

## Information about the service

Your Plan gives you access to a Telstra Business Broadband (TBB) service provided via either ADSL1, ADSL2+ technology or through the nbn™ network. The Telstra Business Broadband FTTP service gives you a high performance, carrier-grade, dedicated connection to the Internet. We provide the Telstra Business Broadband FTTP service to you over a passive fibre optic cable network.

### Minimum term

24 months.

### Changing plans

You can move to another available TBB plan size once per month.

### Hardware

You will need the Telstra Business Smart Modem™ to enjoy the full benefits of this plan, in particular the mobile broadband back-up service. Mobile broadband back-up is only available with this modem which you can purchase from us for \$240 (included in the plan's minimum cost). Alternatively, you may BYO an alternative modem that is configured to work with your service, however the mobile broadband back-up will not be included.

### What's included

#### Data Allowance

See table for monthly data allowance – where 1GB (Gigabyte) = 1,000MB (megabytes) monthly data allowance. You can share your Monthly Data Allowance with other fixed data plans on your account.

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

If you use more than your Monthly Data Allowance in a month, you'll be charged \$1 per GB, 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.

#### Static IP

Static IP address gives your router a fixed numerical address on the internet. It's a bit like having your own mobile phone number, instead of relying on phone booths. It means your staff can use the internet (and a Virtual Private Network, for security) to access your servers from outside the office for example.

## Mobile Broadband Back-Up

Your plan includes a mobile broadband back-up. If there is an outage of the fixed broadband service, you will connect and have access to the internet via the Telstra Mobile Network.

The back-up service is only for use if there is an outage of the fixed broadband service at your premises. You must not use the back-up service as your primary Broadband service.

The mobile broadband back-up device provided can only be used with your Telstra Business Smart Modem™.

If we reasonably believe you are misusing the back-up service, we will contact you. If you continue to misuse the back-up service, we may:

- Suspend or limit your mobile broadband back-up service; and/or
- Cancel your mobile broadband back-up service by telling you at least 7 days beforehand.

## Information about pricing

### Set up and installation fees

#### TBB Service

A \$99 activation fee applies to new customers, however this may not be charged if a technician is required to visit your premises and install your service. 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 a technician is required, the following fees may apply:

- telephone line fee – \$125
- new telephone line connection and/or cabling work – \$299
- Standard Professional Installation fee – \$240 (preparation for install, connecting modem to one computer); and
- other fees may apply, but we will provide you with a quote for any non-standard work before it is carried out.

## TBB on the nbn™ network

If you're in a new development and not already connected to the nbn™ network, nbn co may charge **\$300** to connect your premises to the nbn network. 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 network 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.

TBB on the nbn network requires Standard Professional Installation. We will charge you a once-off fee of \$240 for Standard Professional Installation. 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.

## 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%.**

See table for maximum ETC payable

## nbn satisfaction guarantee

If you're not happy with your nbn services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your nbn services without penalty. We'll even refund your monthly plan fee for that first month. Guarantee available to all customers connecting to the nbn network with Telstra for the first time. For more information go to [telstra.com.au/small-business/broadband/nbn/guarantee](https://telstra.com.au/small-business/broadband/nbn/guarantee)

## 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 ADSL 1, download speeds are up to a maximum of 8Mbps.
- On ADSL 2+, download speeds are up to a maximum of 20Mbps.

About 50% of customers on ADSL 2+ areas will have access to speeds around 10Mbps or more, and 70% of ADSL customers in ADSL 1 areas will have access speeds around 6Mbps or more.

Broadband speeds vary due to quite a number of factors, including:

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your premises (such as location of modem and how the internet is used in your premises)

These plans include Standard Plus Speed on the nbn™ network. Speeds can vary due to the access type, maximum speed of your broadband plan tier, your in-premises setup and your service provider's network capacity. Actual FTTN/FTTB/FTTC speeds are confirmed after connection. Typical speeds on Fixed Wireless will be lower than other nbn access types. For information on broadband types and speeds available please visit [telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained](https://telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained)

## Transferring to the nbn network

If your plan is on our ADSL network and the nbn network is rolled out in your area, and you wish to transfer to the nbn network with Telstra, we'll assist in managing your transfer to this new network. To do this, we'll need your consent 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 network, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the nbn network. 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.

## Important information about your first bill

Your first bill will be on paper. After the first bill, all other bills will be sent via email. 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.

This means your first bill will include your minimum monthly charge in advance and part 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.

## Billing

On the same day each month, we'll bill you in advance the minimum monthly charge, as well as for any extra use during the past month.

You will receive your bill via email each month. You can request a paper bill (no extra cost) and see other bill payment options at [telstra.com.au/small-business/support/billing-and-payments](https://telstra.com.au/small-business/support/billing-and-payments)

## Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please visit [telstra.com/business/selfservice](https://telstra.com/business/selfservice)

## Tracking Your Data Usage

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. You can also self manage your plan data allowance refer to [telstra.net/cgi-bin/custdata/index.pl](https://telstra.net/cgi-bin/custdata/index.pl)

### We're here to help

You'll find more information at [telstra.com/business](https://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 133 677 (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)

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