



T-BIZ[®] BROADBAND 25GB ON THE NBN

INFORMATION ABOUT THE SERVICE

Your T-Biz Broadband plan includes a broadband service provided over the National Broadband Network (NBN) with a Monthly Data Allowance.

Availability

To be eligible for a T-Biz Broadband service you must have an ABN, ACN or ARBN and also be acquiring a fixed voice service on the same account from Telstra as your T-Biz Broadband service (this voice service does not need to be connected to the NBN or at the same location as the T-Biz Broadband service). We supply the T-Biz Broadband service for business purposes and you must use the T-Biz Broadband service predominantly for business purposes.

T-Biz Broadband is only available in areas where the NBN is available.

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

Minimum term

24 months.

Monthly Data Allowance

25GB – where 1GB (Gigabyte) = 1,000MB (Megabytes).
Your unused Monthly Data Allowance expires each month.

Broadband speed levels

Your new T-Biz Broadband service will have a default maximum speed level of up to 25Mbps download and 5Mbps upload.

You can upgrade your speed at any time if you wish to but we will charge you a higher minimum monthly charge for this (depending on the speed you choose). You may also downgrade your speed at any time.

The actual speed levels of your T-Biz Broadband service will depend on a number of variables and may be slower than the maximum speed levels. The actual speed levels experienced will 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 Telstra.

IP addresses

As part of your T-Biz Broadband service you will receive an IPv6/56 static IP address range and a single new IPv4 static IP address. We can provide you with an additional IPv4 static IP addresses for an additional monthly charge.

Hardware

You need a NBN compatible gateway to use your T-Biz Broadband service. You can purchase a gateway from us – these gateways are configured to work with your T-Biz Broadband service. 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. Please refer to telstra.com.au/business-enterprise/business-products/internet-data/devices/network-gateways for more information on the Telstra gateways.

Alternatively you can bring your own (BYO) gateway/router, provided it's compatible with fibre on the NBN. Please refer to the 'T-Biz Broadband BYO Router Configuration Guide' to assist you in configuring your BYO gateway/router. Please note that Telstra is unable to provide assistance with the set-up or guarantee the performance of BYO gateway/routers.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$60 – If you use more than your Monthly Data Allowance per month you'll have to pay more than \$60.

Activation charges

You will have to pay a once-off **\$59** activation fee for each T-Biz Broadband service you order.

Installation

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

You'll need a Professional Installation for your T-Biz Broadband service. We will charge you a once-off fee of **\$192** for your Standard Professional Installation for the first T-Biz Broadband 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 discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Telstra bill.

The total minimum cost

The total minimum amount that you'll pay over the term of your T-Biz Broadband plan is **\$3,286** (inclusive of T-Biz Voice \$40 Per Month Casual Plan including GST, activation, standard Professional Installation and gateway (if required) for both plans).

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 excess data usage charge of \$300 per month.

Only data downloaded from the internet is included in the calculation of the data usage of your T-Biz Broadband service.

Optional mentoring charges

We can provide you with over the phone mentoring or an onsite mentoring visit to assist you to configure your hardware and systems. We will charge you \$99 for an over the phone mentoring call and \$264 for an onsite mentoring visit.

Early Termination Charge

If your T-Biz Broadband plan is cancelled before your minimum term has ended, you must pay us an amount calculated as follows:

Monthly fee x number of months (or part thereof) remaining in your contract term X 65%

The maximum Early Termination Charge you would pay is **\$936**.

If you currently have an existing broadband service, you may need to pay an Early Termination Charge when you cancel that service and move to your new T-Biz Broadband service.

OTHER INFORMATION

Your existing broadband service

If you have an existing broadband service with Telstra or another provider, moving to your T-Biz Broadband service may mean you have to cancel your existing service. Once you move to your T-Biz Broadband 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.

T-Biz Broadband and Power Outages

T-Biz Broadband works through your Telstra Premium Business Gateway and doesn't come with a battery backup unit. This means that if your power goes out your service won't work. If you have a fixed phone service on the NBN attached to your T-Biz Broadband service that doesn't include a battery backup, then you won't be able to make calls using that fixed phone service if the power goes out, including to '000'.

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.

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.

To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

Manage your service online

Register for Online Bill to view and pay 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

We're here to help

You'll find more information at telstra.com/business. 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

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