

ALL-4-BIZ MACH IV \$1000 PLAN



Critical Information Summary

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

Information about the service

Your plan allows you to add eligible Telstra services approved by us to your All-4-Biz Account ("Nominated Services"). The terms and conditions, including price, set out in Our Customer Terms and any other arrangement we have with you, apply to your Nominated Services.

The following services aren't eligible to be Nominated Services:

- fixed line services connected to a BusinessLine® Choice or BusinessLine Part plan or to any other plan that is not a BusinessLine plan or an All-4-Biz Mach IV Fixed Voice Service Plan
- Telstra mobile voice services not connected to a Telstra Business All-4-Biz Mach III or IV Mobile Plan, and
- any other services we notify you of from time to time.

Minimum Term

24, 36, 48 or 60 months.

Your plan starts on the day that we implement it into our systems (we will tell you when this happens).

What's Included

Your plan comes with a Monthly Included Value of **\$1000**. You can use your Monthly Included Value to pay for the following types of charges for Nominated Services (Eligible Charges):

- monthly access charges or service fees
- usage charges (for calls or excess data usage etc.)
- Mobile or Fixed Repayment Option repayment amounts.

You also get:

- a Loyalty Bonus, which you can use to purchase eligible products from us to use with your Nominated Services.
- free Intra-account calls, so you can make voice calls in Australia between eligible fixed and eligible mobile services on your account in Australia for free

Free Intra Account calls do not apply to calls to or from inbound services, 13 or 1300 services, video calls, international calls, premium services, Telecard calls, 1900 calls or international roaming calls. If you have more than one Telstra Business All-4-Biz Account, free Intra-Account calls do not apply between accounts. Our FairPlay Policy applies.

What's not included

Your Monthly Included Value can't be used towards:

- upfront charges for hardware or equipment
- managed infrastructure network costs, network extension or enterprise works costs
- other charges that are not of a kind listed as Eligible Charges

Information about pricing

Monthly Minimum Commitment

\$1000. You need to pay us extra if your Eligible Charges exceed your Monthly Included Value, or for any fees or charges that aren't Eligible Charges.

Charges in Australia

Below are the main charges used to calculate your usage for your Monthly Included Value and if you go over your \$500 Monthly Included Value each month.

For each eligible Basic Telephone Service added to your Account (other than on an All-4-Biz Mach IV Fixed Voice Service Plan):

TYPE OF SERVICE	MONTHLY CHARGE
Basic Telephone Service	\$40 (\$19.50 if you are a charity and \$24.50 if you are a non-profit organisation)

Call rates for your Basic Telephone Service (other than on an All-4-Biz Mach IV Fixed Voice Service Plan):

CALL TYPE	CHARGES
Local calls	16¢ per call
National calls	14¢ per minute*
Calls to mobiles	27¢ per minute*

*Calls are charged per second

For each eligible ISDN Service added to your Account:

TYPE OF SERVICE	MONTHLY CHARGE
ISDN 2	\$63.50
ISDN 2 Enhanced	\$68.50
ISDN 10	\$305
ISDN 20	\$610
ISDN 30	\$885
ISDN additional 10 channels	\$275

For each eligible Inbound Service added to your Account:

INBOUND SERVICE	MONTHLY CHARGE
Freecall™ 1800 service	\$27.50
Freecall™ One8 service	\$1,100
Priority 1300@ service	\$27.50
Priority One3@ service	\$1,512.50

Call rates for your Inbound Service (Priority 13/1300) are:

CALL TYPE	CHARGES
Local calls	Free for the first 15 minutes then 5.7¢ per minute*
National calls	10¢ per minute*
Mobile originating calls	10¢ per minute*
Mobile terminating calls	30¢ per minute*

*Calls are charged per second

Call rates for your Inbound Service (Priority 18/1800) are:

CALL TYPE	CHARGES
Local calls	6.8¢ per minute*
National calls	16¢ per minute*
Mobile originating calls	18¢ per minute*
Mobile terminating calls	31¢ per minute*

*Calls are charged per second

Total Minimum Cost

- \$24,000 on a 24-month plan
- \$36,000 on a 36-month plan
- \$48,000 on a 48-month plan
- \$60,000 on a 60-month plan

Early Termination Charge (ETC)

24 month term Base ETC	36 month term Base ETC	48 month term Base ETC	60 month term Base ETC
\$360.00	\$540.00	\$720.00	\$900.00

If your plan is cancelled before the end of your minimum term, you will need to pay an Early Termination Charge (ETC) calculated as:

- **Minimum Monthly Commitment × the number of months or part thereof remaining in your minimum term × 0.2**

You also need to repay us for any Loyalty Bonus spent which exceeds your Loyalty Bonus Entitlement, calculated as:

- **Loyalty Bonus Entitlement = Total Loyalty Bonus divided by the total number of days in your minimum term multiplied by the number of days remaining in your minimum term**

If the Loyalty Bonus Entitlement figure is less than the Loyalty Bonus you have spent, you must pay us the difference. If the Loyalty Bonus Entitlement figure is more than the Loyalty Bonus you have spent, you only need to pay us the ETC.

If your plan is cancelled, the prices for your Nominated Services will revert to the standard pricing for those services set out in Our Customer Terms.

Other Charges

- If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Monthly Charge. We charge this annually based on the number of services you have in the ACT Government area.
- For each of your Priority One3 and Freecall One8 numbers that are in use, we will charge you a monthly government charge, based on the annual government charge we are required to pay for each Priority One3 and Freecall One8 number. The government charge varies from time to time. We will tell you what this charge is if you ask us.

Calls to International numbers

The charges for international calls are set out in your All-4-Biz Order Form.

Other information

Billing

On the same day of each month, you'll be billed in advance for the minimum charge, as well as for use during the month. The figures in this Critical Information Summary are for a full billing cycle.

Need help? We're here for you.

Visit telstra.com/contactus for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms.