



# TELSTRA BIZESSENTIALS™ EVERYDAY PLAN

## INFORMATION ABOUT THE SERVICE

Your Telstra BizEssentials Everyday plan is a bundle that includes:

- a Basic Telephone Service (**Fixed Phone**) which you can use to make and receive calls.
- a Telstra Business Broadband (TBB) service.

### Minimum term

24 months.

### Hardware

You need a gateway to use your TBB service. Your Plan includes a gateway which is configured to work with your TBB service on the Telstra network. Otherwise you can use your own gateway provided it is compatible with our TBB service.

We recommend your device meets the International Telecommunication Union (ITU) standard for ADSL. To confirm this you should check that the device packaging references either ADSL2+: G.992.5 (Annex A) for ADSL2+ services, or ADSL: G.992.1 (Annex A) for ADSL services.

### What's included

#### Fixed Phone

Your BizEssentials Plan includes MessageBank®, Calling Number Display. It also includes Local and national calls and calls to 019 numbers from your Fixed Phone.

You also get free on account calls with your BizEssentials Plan which means you can make free voice calls in Australia to and from fixed lines or mobile services on the same account as your BizEssentials Plan.

You can purchase multiple BizEssentials plans, however, free on account calls do not apply between services on different accounts.

Free on account calls do not apply to video calls, international calls or international roaming calls.

#### TBB Service

**300GB** – where 1GB (Gigabyte) = 1,000MB (Megabytes) Monthly Data Allowance.

Your unused Monthly Data Allowance expires each month.

Only data downloaded from the internet is included in calculating your data usage.

### What's not included

Calls from your Fixed Phone that aren't listed as included under the heading "What's included" aren't included with your Plan and you need to pay us for these separately. This includes calls to mobiles, international calls, calls to and from premium service numbers (including 1900 and 0055 numbers), MessageBank retrieval and calls to 13 and 1300 numbers.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$100** – if you use more than your Monthly Data Allowance or make calls not included in your Plan you'll have to pay more than **\$100**.

### Set up and installation fees

#### Fixed Phone

We will waive the standard phone service connection fee for new or existing connections for your Fixed Phone.

If a technician is required to connect your Fixed Phone, the following connection fees apply:

- telephone line with a technician visit **\$125**
- new telephone line connection and/or cabling work **\$299**.

Separate charges apply for each additional connection point at the same property and for more complex connections.

#### TBB Service

For new Telstra fixed broadband customers a **\$59** activation fee applies to get you up and running.

You can usually self install your TBB service at no charge.

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 we need to visit your premises to install your TBB service, we will charge you a once-off Standard Professional Installation fee of **\$192** which includes us preparing your TBB service for installation and connecting your router to the TBB service and one computer. You may be charged more than this for a non-standard installation, but we will provide you with a quote for any non-standard work before it is carried out.

### Charges for calls in Australia

These are the main charges for calls made from your Fixed Phone:

- **local calls and calls to 019 numbers** – included
- **national calls to fixed line numbers** – included
- **calls to standard Australian mobiles** – **55¢** call connection fee plus **36¢** per minute block
- **calls to 13, 1300 & 1345 numbers** – **40¢** per call.

## Charges for calls overseas

You'll be charged a **55¢** call connection fee plus the international per minute rate for calls overseas from your Fixed Phone.

For international call rates to all countries, see [telstra.com/business/idcalling](http://telstra.com/business/idcalling)

## 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 in a month, 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.

## The total minimum plan cost

The total minimum amount that you'll pay over the term of your BizEssentials Plan is **\$2,459** (including activation fee).

## Early Termination Charge

If your BizEssentials Plan is cancelled before your minimum term has ended, you must pay us an amount calculated as:

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 **\$1,560**.

## 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 ADSL1, download speeds are up to a maximum of 8 Mbps.
- On ADSL2+, download speeds are up to a maximum of 20 Mbps.
- Actual speeds vary due to a number of factors such as distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic.
- About 50% of customers on ADSL2+ areas will have access speeds around 10Mbps or more, and 70% of ADSL customers in ADSL 1 areas will have access speeds around 6Mbps or more.

### Transferring to the National Broadband Network (NBN)

Your Plan term could overlap with the rollout of the NBN. If you wish to transfer to the NBN with Telstra, please contact us. If you don't wish to transfer to the NBN we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the NBN, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

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

## Managing your existing domain name

If you've taken up Business Mail POP mailboxes as part of your service, you can nominate Telstra to host your existing domain name (domain names do not include web hosting) or continue to have it hosted by your existing service provider.

For further information please visit [telstra.com.au/small-business/websites-and-domains/domain-names](http://telstra.com.au/small-business/websites-and-domains/domain-names)

## We're here to help

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

This is a summary only – the full legal terms for the individual components of the BizEssentials service are contained in your agreement with Telstra and Our Customer Terms which is available at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)