

## Critical Information Summary

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



# Telstra BizEssentials<sup>®</sup>

DOT <sup>®</sup> Core Plans: also known as Business Bundles (Plans)	S	M	L	XL
Monthly Data Allowance	500GB	1,000GB	Unlimited	Unlimited
Minimum Monthly Costs	\$80	\$100	\$125	\$150
<b>Total minimum cost</b> Over 24 months including \$99 activation fee	\$2,019	\$2,499	\$3,099	\$3,699

## Information about the service

Your BizEssentials Plan is a bundle service that includes:

- Telephone service
- Broadband service over the Telstra fixed network.

### Minimum term

24 months.

### Hardware

#### Telephone service

You need a compatible phone (not included).

#### Broadband Service

We will provide you with a Telstra Business Smart Modem™ or you can use your own modem if it is compatible.

### Monthly Data Allowance

See main table. Any unused data expires each month. Monthly data allowance is shareable with other eligible services on the same account. Data sharing is not available on unlimited plans.

### What's included

#### Included calls

The following call types are included:

	S	M	L	XL
Local Calls	Included	Included	Included	Included
Standard national calls	80¢ per call	Included	Included	Included
Standard calls to Australian Mobiles	55¢/call + 36¢/min	55¢/call + 36¢/min	Included	Included
Calls to 019 numbers	Included	Included	Included	Included
Free on Account calls	Included	Included	Included	Included
Messagebank <sup>®</sup>	Included	Included	Included	Included
International Calls (eligible countries)	Not included*	Not included*	Not included*	Included*

\* For International Calls rates or eligible countries see [telstra.com/business/internationalcalls](http://telstra.com/business/internationalcalls)

### Mobile Broadband Back-up

Your plan includes a mobile broadband back-up. If there is an outage of the Broadband service, you will still have access to the internet via the mobile broadband back up service.

- The backup service is only for use if there is an outage or other issue with internet access 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 modem

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.

### Telstra Apps Marketplace credit

A credit of up to \$15 per month for 24 months to use in the Telstra Apps Marketplace, for use on one new or existing application is included on all plans except on the S plan size. Unused credit expires monthly.

### Static IP

Core plans include a static IPv4 on ADSL

### What's not included

Calls from your telephone service other than the call types listed under the heading included calls, aren't included with your Core Plan and you'll be charged for these separately.

## Information about pricing

### Activation and installation fees

#### Installation

You can self-install your BizEssentials bundle at no charge (\$99 activation fee applies to new customers). A standard professional installation will be charged at \$240.

#### Non-standard professional installation fees

You may be charged extra for installation if the work required to connect your service is a non-standard installation or is work that requires an extra fee – for example PABX or complex phone service, more than 4 phone outlets on the same phone line, or if the phone line is user for a back-to-base-alarm system. The technical attending your premises will tell you the additional charges and get your consent before this work is carried out.

#### Data Charges

If you excess your monthly fixed broadband data allowance you will be charged \$1 per GB (charged per MB) or part thereof

capped at a maximum of \$300 per month.

### Early Termination Charges (ETCs)

If you cancel early, we will charge you an Early Termination Charge (ETC). The ETC is equal to:

Minimum monthly charge x number of months (or part) remaining in contract term x 50%, plus any outstanding hardware repayments.

Telstra BizEssentials Core Plan	S	M	L	XL
Maximum ETC (plus any outstanding hardware repayments)	\$960	\$1,200	\$1,500	1,800

### 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.

### Broadband speeds

#### ADSL2+

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. See our website for more information about speeds.

## Other information

### Transferring to the nbn™ network

If your service is on our ADSL network and the nbn network is rolled out in your area, we'll assist you to 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 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)

### 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)

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/customer-terms](https://telstra.com/customer-terms)