

# Telstra Business Broadband Plans



## Critical Information Summary

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

Plan		Standard	Ultimate
<b>Monthly Charge</b> 24 month term		\$80/mth	\$100/mth
<b>Monthly Data Allowance</b>		500GB	Unlimited
<b>Speed</b> Included on nbn technology types only		Standard Plus Speed*	
<b>Telstra Business Smart Modem</b> 24 month term only		Included for new services on Telstra Business Broadband or if you are moving your service to the nbn™ network. Telstra 4G coverage is required.	
<b>What's Included</b>		<ul style="list-style-type: none"> <li>• <b>Static IP addresss</b> - One IPv4 and one range of dual stack IPv6 addresses (except on Telstra BigPond cable services)</li> <li>• <b>Mobile Broadband Back up</b> - included with a Telstra Business Smart Modem™. Telstra 4G coverage is required.</li> </ul>	
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>• The Monthly Data Allowance included with this plan cannot be shared with any other services.</li> <li>• A call allowance</li> </ul>	
<b>Minimum Cost</b> Includes set up costs	24 month term	\$2,019	\$2,499
<b>Maximum Early Termination Charges (ETC)</b>		\$1,248	\$1,560
<p>*Plans include Standard Plus speed on the nbn network that provide 40Mbps typical minimum speeds during business hours. Premium Speed or Speed Boost is not available on nbn Fixed Wireless and typical speeds in these areas will be slower than other access types.</p> <p>Minimum cost includes self installation and a service activation fee - \$99. The ETC amount is equal to the minimum monthly charge x number of months remaining (or part) remaining in the contract term x 65%, plus any outstanding hardware repayments.</p>			

## Information about the service

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Your plan includes:

- A broadband service on the nbn™ network, ADSL or ADSL2+ or Telstra FTTP over a passive fibre optic cable network.

### Hardware

We will provide you with a Telstra Business Smart Modem™ that supports voice services at no cost if you are taking up a new service. If you choose to cancel your service within 24 months we may charge a fee up to \$240 for your Telstra Business Smart Modem™.

### 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 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 site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- FTTP/FTTC/FTTN services, actual speeds and Speed Boost eligibility will be confirmed following activation.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on broadband types and the speeds available please visit [telstra.com/nbn-speeds](https://telstra.com/nbn-speeds).

If you exceed 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. If you're a new broadband customer you won't be charged any fixed broadband excess data charges for your first two bills.

### 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. Some services may not work in back-up (e.g. services hosted on-premise when Static IP is in use). 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.

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

## Information about pricing

Refer to the Plan Cost table.

### Changing or cancelling your plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC).

## Other charges

In addition to the monthly charge, you may pay the following connection and installation charges:

Broadband connection charge	\$99 for new Telstra Business Broadband customers (not charged with a Standard Professional Installation)
Standard Professional Installation	\$240 if a technician visits your premises.
Self-Installation	You may choose to self-install your Telstra Business Smart Modem at no charge if you are a Small Business customer and have less than two associated voice lines, otherwise a Standard Professional Installation will be required.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
Non-standard installations	Separate charges apply for non-standard installations such as PABX or complex phone service ie more than 4 phone outlets on the same phone line or if the phone line is used for a back to base alarm system.

If a technician is required, the following fees may apply:

- telephone line fee – \$125
- new telephone line connection and/or cabling work – \$299; and
- other fees may apply, but we will provide you with a quote for any non-standard work before it is carried out.

## Speed Boost charges

Speed Boosts are not compatible with some plans.

Premium Evening Speed (nbn)	\$30/mth for customers on the nbn (excluding nbn Fixed Wireless customers).
Premium Speed (Telstra FTTP)	\$15/mth for Telstra FTTP customers.

## Other Information

### Moving to the nbn network

Your 24 month contract could overlap with the rollout of the nbn network. Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Early Termination Charge (ETC) will be charged in these circumstances.

### nbn satisfaction guarantee

If you are moving to the nbn network with Telstra for the first time and 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. Find out more at [telstra.com/small-business/broadband/nbn/guarantee](https://telstra.com/small-business/broadband/nbn/guarantee)

### How can I check and manage my usage?

You can sign up for usage alerts for your 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 register and login to Your Telstra Tools at [telstra.com/yourtelstratools](https://telstra.com/yourtelstratools) or login to the CustData Tool (login details were provided via email when you service was initially ordered).

### Understanding my bill

Your first bill will be on paper. After the first bill, all other bills will be sent via email. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period. You'll receive a full month's data allowance.

## Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### Need help? We're here for you.

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