

Telstra Business Bundles on ADSL



Critical Information Summary

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

Plan		Standard	Ultimate
Monthly Charge 24 month term		\$100/mth	\$125/mth
Monthly Data Allowance		Unlimited	
Calls To standard Australian numbers		Local Calls - Included	
		Standard National Calls - Included (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)	
		Mobile Calls - 36c per minute + 55c call connection fee per call, capped at \$2 anytime	Mobile Calls - Included
		13 Calls - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)	
Calls To international numbers		Standard International Rates apply.	Calls to eligible destinations included, otherwise standard international rates apply.
Telstra Business Smart Modem 24 month term only		Included for new Telstra Business Bundle customers. Telstra 4G coverage is required.	
What's Included		- Free On-Account Calls - between fixed and eligible mobile services on a Single Bill - MessageBank® retrieval - Calling Number Display - Mobile Broadband back-up - where you are using a Telstra Business Smart Modem™. Telstra 4G coverage required - Static IP addresss - one IPv4 and one range of dual stack IPv6 addresses (except on Telstra BigPond cable services)	
What's Not Included		- The Monthly Data Allowance included with this plan cannot be shared with any other services. - Calls and data outside of the inclusions will be charged separately	
Minimum Cost Includes set up costs	24 month term	\$2,499	\$3,099
Maximum Early Termination Charges (ETC)		\$1,200	\$1,500
Minimum costs include self installation and service activation fee - \$99. ETC is equal to the minimum monthly charge x number of months remaining (or part) remaining in the contract term x 50%, plus any outstanding hardware repayments.			

Information about the service

Telstra Business Bundles on ADSL are also known as Telstra BizEssentials® plans, which includes:

- A phone service on the PSTN network
- A broadband service on ADSL or ADSL2+

It is available to you if you

- Are a business customer, are billed directly by Telstra for access and local calls
- Pre-select Telstra for long distance, international and mobile calls

These plans aren't compatible with any entertainment services (eg - Telstra TV® and Foxtel from Telstra).

Hardware

You will need a compatible phone (not included).

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™

Mobile Broadband Back-up

Your plan includes a mobile broadband back-up. The Mobile Broadband Back-up can only be used with your Telstra Business Smart Modem™. 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

Information about pricing

Refer to the Plan Cost table.

Free On-Account Calls Benefit

Provides Standard Voice calls in Australia between eligible Telstra mobile services, plus your fixed phone, on your Single Bill. Our Fair Use Policy applies.

Other charges

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

Phone and Broadband connection charge	For new Telstra Phone or Broadband customers: \$99 (not charged if a Standard Professional Installation is requested).
Self Installation	You may choose to self-install your Telstra Business Smart Modem™ at no charge.
Standard Professional Installation	\$240 if a technician visits your premises.
Non-standard installations	Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points.

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 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.

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

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

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 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.