

# Telstra Bundled Extra Voice Line on nbn™



## Critical Information Summary

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

Plan		Extra Voice Line
<b>Monthly Charge</b> Casual month to month		\$50/mth
<b>Calls</b> To standard Australian numbers		Local Calls - Included
		Standard National Calls - Included (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
		Mobile Calls - Included 13 Calls - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
<b>Calls</b> To international numbers		Standard International Rates apply.
<b>What's Included</b>		<ul style="list-style-type: none"><li>Free On-Account Calls - between fixed and eligible mobile services on a Single Bill</li><li>MessageBank® retrieval</li><li>Calling Number Display</li></ul>
<b>What's Not Included</b>		<ul style="list-style-type: none"><li>Third party content calls</li><li>Iterra calls</li><li>Calls to radio paging</li><li>Optus Mobile Satellite and InfoCall 190</li><li>Calls other than the call types listed under the heading 'What's Included' and 'Calls' are not included with your service and you will be charged for these separately</li></ul>
<b>Minimum Cost</b> Includes set up costs	Casual month to month	\$50
<b>Maximum Early Termination Charges (ETC)</b> Casual month to month		If you're paying off hardware (including IP Phones) over 24 months and cancel early, you must also pay out the outstanding repayments in full.
If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We'll let you know before this happens.		

## Information about the service

Telstra Bundled Extra Voice Line on nbn™ is also known as DOT (Digital Office Technology) Office plans, which includes:

- Access to an additional IP voice service to use with your Telstra Business Bundle

To take up this plan you need to have, and remain on, an eligible Telstra Business Bundle plan.

## 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.

### Hardware

You will need a compatible phone (not included in this plan). You may purchase a phone from a third party, however we make no guarantee that third party phones will be compatible with your service. Alternatively, you can purchase one from us - charges start from \$10 per month for 24 months or a \$240 once off charge. An optional included IP phone is available on the Telstra Business Bundle Ultimate Plan.

Any hardware repayment is payable in addition to the monthly cost of your plan.

### Changing or cancelling your plan

This plan is only available when used with an eligible Telstra Business Bundle plan. Cancellation of the eligible plan may result in this plan being cancelled or the voice calls being charged at the PAYG rates used in the Telstra Business Voice Base plan.

## Other Information

### Service limitations and important information - nbn Network

If you have any critical CPE or equipment that runs over your fixed phone that you haven't told us about in your order we may still be able to connect it to the nbn network. Please note we take no responsibility for the equipment working over the nbn network and you should always check with your provider first before having your services cutover. This includes alarm services, which won't work over the nbn network when the power goes out.

If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines. Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (eg, phones, fax or EFTPOS lines). You'll need to take up a separate plan for each phone line.

If you have an existing service on the copper network and you switch to the nbn network service, you'll need to cancel your existing copper service and you won't be able to switch back.

### Power outage

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network.

## 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.

## 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**

## 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**.