

## Critical Information Summary

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



# DOT (Digital Office Technology)<sup>®</sup> Core Plan

| DOT <sup>®</sup> Core Plans: also known as Business Bundles (Plan)                 | S       | M       | L         | XL        | XXL       |
|--|---------|---------|-----------|-----------|-----------|
| Monthly Data Allowance   | 500GB   | 1,000GB | Unlimited | Unlimited | Unlimited |
| Minimum monthly cost   | \$80    | \$100   | \$125     | \$150     | \$200     |
| Total minimum cost<br>Over 24 months including \$240 standard professional install | \$2,160 | \$2,640 | \$3,240   | \$3,840   | \$5,040   |

## Information about the service

Your DOT<sup>®</sup> Core Plan (also known as "Business Bundles") plan is a bundle which includes:

- a fixed nbn<sup>™</sup> network broadband or ADSL2+ service (existing DOT customers only)
- a Quality of Service enabled IP voice line
- the option to add extras like additional IP voice, Fax and EFTPOS lines – all on a single bill.

### Minimum Term

24 months.

### Hardware

#### Telephone service

You need a compatible phone (not included in all plans). Compatible IP phone(s) are available as optional inclusions on XL and XXL Core Plans. Otherwise, and depending on the IP phone(s) you choose, charges will start from \$10 per month for 24 months or a \$240 once off charge. You may purchase a phone from a third party, however we make no guarantee that third party phones will be compatible with your DOT service.

A DOT Office plan is also included on XXL Core Plans.

### Broadband Service

Your plan includes a Telstra Business Smart Modem<sup>™</sup>.

Professional Installation is required for your service (charges apply, see Activation and Installation Fees).

### Monthly Data allowance

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

### What's included

#### Included calls

The following call types are included:

|   | S                  | M                  | L             | XL/XXL    |
|---|--------------------|--------------------|---------------|-----------|
| Standard 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  |
| Standard Calls to 019 Numbers   | Included           | Included           | Included      | Included  |
| Free on Account Calls   | Included           | Included           | Included      | Included  |
| Messagebank <sup>®</sup>  | Included           | Included           | Included      | Included  |
| Standard International Calls (eligible countries, connection fee applies) | Not included*      | Not included*      | Not included* | Included* |

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

These call rates don't include calls to 13xx, 19xx and 12xx numbers, calls to the 1234 service, 12 234, third party content calls, Iterra calls and calls to radio paging, Optus Mobile Satellite and InfoCall 190. You have to pay for these separately. For information on call and data information visit [telstra.com/dot](http://telstra.com/dot)

### Mobile Broadband Back-Up

Your plan includes a mobile broadband back-up. If there is an outage of the fixed broadband service, you will connect and have access to the internet via the Telstra Mobile Network.

The back-up service is only for use if there is an outage of the fixed broadband service 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 Telstra Business Smart Modem<sup>™</sup>.

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. Unused credit expires monthly.

### Static IP

Core plans include a static IPv4 on ADSL, or a dual stack IPv4 and IPv6 address on the nbn network.

### 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.

The time frames specified in the Customer Service Guarantee Standard do not apply to your DOT service. If you want the timeframes to apply, we suggest that you take up a Telstra Small Business Bundle Plan instead of this DOT bundle.

## Information about pricing

### Activation and Installation Fees

#### Professional Installation

You can pay the Standard Professional Installation fee of \$240 either upfront or over 24 months (\$10 per month, early termination charges apply).

#### Non-standard professional installation fees

You may also 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 configuration of network devices, or Ethernet cabling.

The technician attending your premises will tell you the additional charges and get your consent before this work is carried out.

### Data charges

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 DOT customer you won't be charged any fixed broadband excess data charges for your first two bills.

### 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 or installation repayments.**

| DOT Core Plan  | S     | M       | L       | XL      | XXL     |
|--|-------|---------|---------|---------|---------|
| <b>Maximum ETC</b><br>(plus any outstanding hardware repayments) | \$960 | \$1,200 | \$1,500 | \$1,800 | \$2,400 |

### Other charges

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

### nbn™ New Development Charge

Where necessary, standard installations of nbn equipment are done without charge to you. If you are in a new development that is not already connected to the nbn network, nbn co may charge \$300 to connect your premises to the nbn network. If applicable, we will bill that charge to you.

### Broadband speeds

The speeds mentioned below may exceed the capabilities of some content servers and personal computers. The actual speeds and quality of your DOT service may be lower, and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, and the number of users and performance of interconnecting infrastructure not operated by Telstra.

### nbn network

These Plans include Standard Plus speed on the nbn network. A Premium Speed Boost is also available. Speeds can vary due to the access type, maximum speed of your broadband plan tier, your in-premises setup and your service provider's network capacity. Actual FTTN/FTTB/FTTC speeds and Speed Boost eligibility are confirmed after connection. For important information on nbn speeds, visit [telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained](https://telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained)

### ADSL2+

ADSL2+ is limited to existing DOT customers. ADSL2+ download speeds are up to 20 Mbps and upload speeds are up to 1Mbps. 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.

## Other information

### Service limitations and important information

#### nbn network

Only available in areas where the nbn network is available. During a power failure you won't be able to use your DOT nbn service for calls including Emergency '000' services or alarm services. If you are connecting to the nbn network, we will arrange a minimum of two appointments at your site, the first will be with an nbn co technician who will ensure the nbn network is connected at your site, and the second will be with a Telstra technician to set up your DOT service.

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.

The nbn network connections can connect and use up to a maximum of 10 separate lines (including the bundle plan), 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.

### ADSL2+

Available to existing DOT customers only and in locations where there's an ADSL2+ broadband service of sufficient quality to support IP voice. We may need to inspect your site and/or the local exchange before installing your DOT service.

You can connect up to 9 separate lines, however, only a maximum of 3 lines can be used at the same time, 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.

### 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.

### Transferring to the nbn network

New customers are not eligible for DOT on ADSL2+. However, if you are an existing customer with a DOT Core Plan on our ADSL2+ network and the nbn network comes to your area, we can take responsibility for the transfer and migrate you to the nbn network with Telstra. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements. 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.

### 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/complaints](https://telstra.com/complaints)

### Further investigations

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 this plan are contained in your agreement with Telstra and Our Customer Terms which is available at [telstra.com/customer-terms](https://telstra.com/customer-terms)