



# DOT (DIGITAL OFFICE TECHNOLOGY)™ CORE (L) PLAN

## INFORMATION ABOUT THE SERVICE

The DOT Core Plan is the foundation of the DOT service. It gives you:

- a fixed ADSL2+ broadband service
- a digital voice service
- the option to add extras like additional digital voice lines, mobiles, mobile broadband, fax and EFTPOS lines – all on a single bill.

All of your services are provided on IP-based technology, with the added benefit of Quality of Service (QoS).

### Availability

DOT is only available in locations where there's an ADSL2+ broadband service of sufficient quality to support a digital voice service. We may have to do a site inspection, or inspect the local exchange, to determine if you're able to get DOT.

### Hardware

Your DOT Core Plan doesn't come with any hardware – you need to buy a business gateway and digital phone from us that you pay for separately on a 24-month Hardware Purchase Plan.

### Minimum term

24 months.

With our No Regrets Policy, you can move up or down between DOT Core Plans once per month without charge.

### Free on account calls

You can make free calls to eligible services on the same DOT account within Australia.

### Your Monthly Data Allowance

1,000GB – any unused allowance expires each month. You can share your Monthly Data Allowance with other fixed data plans on your DOT account.

If you're a new DOT customer, you won't be charged any fixed broadband excess data charges for your first two bills. It's part of our Peace of Mind Commitment.

### Service limitations

Your DOT Plan comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls on your DOT Plan. However, the quality of your voice communications might be affected by factors such as your connected equipment and software configuration.

Although your DOT service may support Fax, EFTPOS, back to base alarm systems, medical diallers and other non-standard dialler services and equipment, we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please check with your equipment manufacturer/provider about compatibility with a Telstra voice service.

## What's included

Your Plan also comes with:

- included local calls, national long distance STD calls and calls to mobiles in Australia and free MessageBank® diversion and retrieval in Australia from your digital voice service
- entitlement to a new hosted domain name, with free registration for the term of your initial domain name contract
- a static IP address
- remote working software
- a one hour over-the-phone mentoring session.

The DOT Core Plan also includes installation of your new DOT equipment and services. There may be some services you need that require an extra fee – for example, configuration of network devices, or Ethernet cabling. If you need any work done that requires an extra fee, we'll tell you before we go ahead with it. The table below shows what we'll install:

DOT Core Plan	✓
Office Plan	✓
All your phones	✓
Fax & EFTPOS Plan	✓
Alarm Line	✓
Voice and Broadband Backup	✓
Network printer	We'll install some of these or, if you prefer, your IT person can do it. Speak to your sales consultant to work out what's best for you.
Server	
Security camera	

## What's not included

Calls from your digital voice service, other than the call types listed under heading What's Included, aren't included with your DOT Core Plan and you'll be charged for these separately.

## Other important information

- You can connect up to 9 separate lines (eg for your phones, fax and EFTPOS) to your DOT Core Plan.
- You can use a maximum of 3 lines at the same time (including phone, fax or EFTPOS), whether they're calls you receive or calls you make.
- During a power failure you won't be able to use your DOT Service, including calls to Emergency '000' services.
- If you cancel your DOT Core Plan, all User Plans and DOT Options will be cancelled and early termination charges will apply if you're within a minimum term.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$180** – including Option 1 hardware. Charges may vary if you exceed your Monthly Data Allowance, take up additional DOT plans, Option 2 hardware, or if you use your services for things excluded from your DOT Core Plan.

### Hardware charges

Depending on the phone you choose, your hardware charges will be one of the below options.

**Option 1 – Business Gateway + IP phone A bundle – \$30 per month, for 24 months.**

**Option 2 – Business Gateway + IP phone B bundle – \$35 per month, for 24 months.**

Our current range of phones are available at [telstra.com.au/small-business/bundles/dot](http://telstra.com.au/small-business/bundles/dot)

### Calls and data in Australia

These are the main charges you'll pay to make calls from your digital voice service:

Call type	Charge
Local calls	Included
National long distance (STD) calls	Included
Calls to mobiles in Australia	Included
Calls to 13 numbers	Included
MessageBank® diversion and retrieval	Included

The above call rates don't include calls to 19xx and 12xx numbers, calls to the 1234 service, 12 234 and 12 455, third party content calls, Iterra calls and calls to radio paging, Optus Mobile Satellite and InfoCall 190. You have to pay for these separately.

Excess data charges are **0.1¢** per MB, capped at a maximum amount of \$300 per month.

### Calls to international numbers

Your Plan doesn't include calls to international numbers, so you'll be charged extra for these. The charges that apply to calls to international numbers are the rates applicable to DOT customers, set out in the DOT Current Plans Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/dot](http://telstra.com.au/customer-terms/business-government/dot)

### Total minimum plan cost

The total minimum amount that you'll pay over the period of your Plan term is **\$4,320**, including hardware repayments.

### Early termination charges

If your DOT Core Plan is cancelled before your minimum term has ended, you'll need to pay us an amount calculated as:

**Monthly fee x number of months (or part thereof) remaining in your contract term x 65%**

The maximum Early Termination Charge (ETC) you'll pay is **\$2,340**. You may also need to pay an ETC for any other User Plans or Options you have.

If you've changed between DOT Core Plans during your minimum term under our No Regrets Policy, the monthly fee used to calculate your ETC will be the monthly fee for the DOT Core Plan you originally signed up for.

If you're paying off hardware over 24 months and cancel early, you'll also need to pay us an amount calculated as:

**Recommended Retail Price of device ÷ 24 x number of months (or part thereof) remaining in your contract term**

### 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.

## OTHER INFORMATION

### Manage your service online

There's a range of online tools to help you manage your DOT service including Online Bill, to view and pay your bill online, tools that let you monitor your fixed and mobile broadband usage, and an online call management tool.

To check your call and data usage, go to [telstra.com/dot/support](http://telstra.com/dot/support)

### Billing

The figures in this Critical Information Summary are for a full billing cycle but 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.

#### Important information about your first bill

When you first start a plan or change your Plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion 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.

To opt into receiving paperless billing, visit [telstra.com/emailbill](http://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com/billpay](http://telstra.com/billpay)

### Transferring to the National Broadband Network (NBN)

If the NBN comes to your area and you wish to transfer to the NBN with Telstra, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement 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, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN. 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.

### We're here to help

You'll find more information at [telstra.com/business](http://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (TTY).

#### Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- visit your local Telstra Business Centre
- call your Account Representative if you have one
- visit [telstra.com/business/complaints](http://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](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for the individual components of the DOT service are contained in your agreement with Telstra including Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/dot](http://telstra.com.au/customer-terms/business-government/dot)