



# DOT (DIGITAL OFFICE TECHNOLOGY)™ ON NBN CORE (XL) PLAN

## INFORMATION ABOUT THE SERVICE

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

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

All of your services are provided on IP-based technology.

### Availability

To be eligible for a DOT on NBN service you must have an ABN, ACN or ARBN and you must use the service predominately for business purposes. DOT on NBN is only available in areas where the NBN Co network is available. We will do a service qualification of your premises to determine if you're able to get DOT on NBN.

### Hardware

Your DOT on NBN Core Plan doesn't come with any hardware. You'll need to separately purchase a gateway from us or you can reuse your own compatible business gateway. To take advantage of calling features and functions on your DOT on NBN service, you'll need a phone that's compatible with the NBN. You can bring your own compatible phone, or select from our range of IP handsets.

These can be paid for separately (see page 2 for more details and pricing). In order to make video calls using your DOT on NBN service, you must have a video-capable handset.

Most existing telephone handsets are compatible with services on NBN. However, some older landline telephone handsets (such as a dial/rotary telephone), may not work. Please check with the manufacturer/provider to check if your device is compatible.

### Minimum term

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

### Free on account calls

You can make voice calls to other eligible services on the same DOT account in Australia for free.

### Your Monthly Data Allowance

**2,000GB** – any unused allowance expires each month. You can share your allowances across plans of the same type on your DOT account, so your Office voice plan allowance is shared with your other Office plans and your DOT Mobile allowance is shared across your DOT Mobile plans. 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.

### Broadband speed levels

Your DOT on NBN service offers speeds into the premises of up to 25Mbps download and upload speeds from the premises up to 5Mbps.

You may be eligible to upgrade your speed at any time for an additional monthly charge. Depending on the upgraded speed you choose, your service will support a range of speed options from 25Mbps download and 5Mbps upload to 100Mbps download and 40Mbps upload. If you choose to upgrade your speed you can downgrade it at any time.

These speeds exceed the capabilities of some content servers and personal computers. The actual speed levels and quality of your DOT on NBN service may be lower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, whether you are connected by Wi-Fi or ethernet cable, the number of users and performance of interconnecting infrastructure not operated by Telstra.

### Service limitations

Your DOT on NBN Core Plan comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls you make using DOT on NBN. However, the quality of your voice calls might be affected by factors such as your connected equipment and software configuration, the number of users connected at the same time and the performance of interconnecting infrastructure not operated by us.

Although your DOT on NBN 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. Please check with your equipment manufacturer/provider about compatibility with a Telstra service on NBN.

### What's included

Your Plan also comes with:

- standard calls in Australia and 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 dual stack, IPv4 and IPv6 static IP address assignment
- remote working software
- a one hour over-the-phone mentoring session.

### 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 on NBN Core Plan and you'll be charged for these separately.

### Other important information

- You can connect and use up to 10 separate lines (eg for your phones, Fax and EFTPOS) with your DOT on NBN Core Plan.
- You can use a maximum of 10 lines at the same time (including phone, Fax or EFTPOS lines), whether they're calls you receive or calls you make.
- You'll need to take up a separate plan for each phone line.
- 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 NBN.
- If you cancel your DOT on NBN Core Plan, any Office Plans and DOT on NBN Options you've taken up will also be cancelled and you may need to pay us early termination charges depending on the type of plan you were on.
- Our DOT on NBN Fair Play Policy applies to free voice calls and unlimited allowances of calls and data usage.

## Your existing service

DOT on NBN is provided over the NBN Co network. If you have an existing service on the copper network and you switch to a DOT on NBN service, you'll need to cancel your existing copper service and you won't be able to switch back to services on the copper network.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

- \$200 if you pay for your hardware, activation and installation upfront.
- \$220 if you pay for your hardware, activation and installation over 24 months.

If you need to also purchase a compatible phone for your DOT on NBN Core Plan and you choose to purchase one with us then your minimum monthly charge will be higher and will depend on the type of phone you choose.

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.**

**Option 3 – Business Gateway + IP Phone C bundle – \$50 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)

### Business Gateway, installation and activation

If you're in a new development and not already connected to the NBN, NBN Co may charge \$300 to connect your premises to the NBN. If applicable, we will bill that charge to you.

You may need up to two or more installation appointments to get your services up and running, one with us and one with NBN Co.

A standard installation of the NBN is included and your booking will be managed by us. We'll confirm your NBN Co installation appointment as soon as possible and inform you if re-scheduling is required.

You'll need a Telstra Professional Installation for your DOT services. You can either pay \$480 upfront for the business gateway, installation and activation, or spread this cost over the length of your minimum term by paying \$20 per month for 24 month.

Where the work required to connect your DOT services is more than the work required for a standard professional installation, you may be charged an additional fee. In such cases, Telstra or NBN Co will agree any additional installation charges with you before the work is carried out.

### Calls and data in Australia

- Standard calls in Australia – included.
- calls to 13 numbers – 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, Itterra 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.

Data charges are based on how much data you use when you access the internet. Only data downloaded from the internet is included in the calculation of the data usage of your DOT on NBN service.

### Calls to international numbers

Your Plan doesn't include calls to international numbers, so you'll be charged extra for these at the rates set out in the DOT on NBN Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/nbn](http://telstra.com.au/customer-terms/business-government/nbn)

### Total minimum plan cost

The total minimum amount that you'll pay over your minimum term is \$5,280, including hardware, activation and standard installation charges.

## Early termination charges

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

$$\text{Monthly fee} \times \text{number of months (or part thereof) remaining in your contract term} \times 65\%$$

The maximum Early Termination Charge (ETC) you'll pay is \$3,120. You may also need to pay an ETC for any other User Plans, hardware repayments or options you have.

If you've changed between DOT on NBN 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 on NBN Core Plan you originally signed up for.

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

$$\text{Recommended Retail Price of device} \div 24 \times \text{number of months (or part thereof) remaining in your contract term}$$

## 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 on NBN 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.

Your Plan requires 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)

## 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 1800 304 473 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 on NBN service are contained in your agreement with Telstra including Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/nbn](http://telstra.com.au/customer-terms/business-government/nbn)