

DOT (DIGITAL OFFICE TECHNOLOGY)[™] ON THE NBN OFFICE CASUAL PLAN

INFORMATION ABOUT THE SERVICE

Your Plan gives you access to an additional digital voice service to use with your DOT on the NBN Core Plan.

To take up this Plan you need to have and remain on a DOT on the NBN Core Plan.

Your Plan doesn't include a phone, so you need to bring your own or purchase one from us outright.

Minimum term

There is no fixed or minimum term. This is a casual month-to-month plan.

Your Monthly Call Allowance

\$15 – any unused allowance expires each month. You can share your Monthly Call Allowance with other DOT on the NBN Core, Office or Mobile Plans on the same account (except plans with unlimited allowances).

Free on account calls

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

What's included

Your Plan includes free Local calls and MessageBank[®] diversion and retrieval in Australia.

You can use your Monthly Call Allowance for other standard calls in Australia. Standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to Telstra Mobile Satellite, Fixed SMS, Directory Assistance, 13 numbers (including 1300 or 1345 numbers) and 1800 numbers.

Service limitations

Your DOT on the NBN Office Plan comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls on your DOT on the NBN Office Plan. However, the quality of your voice communications 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 the 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 over your service. Please check with your equipment manufacturer/provider about compatibility with a Telstra voice service on the NBN.

What's not included

You can't use your Monthly Call Allowance for international calls and international roaming, 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.

Other important information

- Our DOT on the NBN Fair Play Policy applies to free voice calls and unlimited allowances of calls and data usage.
- During a power failure you won't be able to use your DOT on the NBN service, including for calls to Emergency '000' services.
- If you need a fixed phone service that won't be interrupted in the event of a power failure we recommend taking up our T-Biz Voice Standard Plan or our DOT on the NBN Alarm Line Plan, both of which include a battery backup feature.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$35 – you'll need to pay more than \$35 if you exceed your Monthly Call Allowance or use your service for things not included in your Plan.

Hardware charges

If you want to purchase a phone from us to use with your Plan, depending on the phone you choose, your hardware charges will be one of the below options.

Option 1 – IP Phone A – \$240 upfront

Option 2 – IP Phone B – \$360 upfront

Option 3 – IP Phone C – \$720 upfront

Our current range of phones are available at telstra.com.au/small-business/bundles/dot

Call charges in Australia

These are the main charges used to calculate your usage under your Monthly Call Allowance, and the charges that apply if you use more than your Monthly Call Allowance:

- **local calls** – included
- **national long distance (STD[®]) calls** – 30¢ per min block
- **calls to mobiles in Australia** – 30¢ call connection fee + 30¢ per min block
- **MessageBank diversion and retrieval in Australia** – included.

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 on the NBN customers set out in the DOT on the NBN Our Customer Terms, which is available at telstra.com.au/customer-terms/business-government/nbn

Early termination charges

You can cancel at any time – there's no Early Termination Charge.

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 the 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

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.

You'll receive a proportion of your Monthly Call Allowance based on the number of days left in the billing period, and your full Monthly Call Allowance in the next month.

Your DOT on the NBN Plan requires paperless billing, visit 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

We're here to help

You'll find more information at 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"
- call your Account Representative if you have one
- visit 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

This is a summary only – the full legal terms for the individual components of the DOT on the 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