



# DOT (DIGITAL OFFICE TECHNOLOGY)™ OFFICE 35 PLAN

## INFORMATION ABOUT THE SERVICE

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

To take up this plan you need to have a DOT Core plan that is contracted for 24 months.

Your plan doesn't include a phone, so you need to bring your own or purchase one from us, which you pay for separately on a 24-month Hardware Purchase Plan.

### Minimum term

24 months.

### Your Monthly Call Allowance

**\$35** – any unused allowance expires each month. You can share your Monthly Call Allowance with other DOT Core, Office or Mobile plans on the same account (except plans with unlimited allowances).

### Free On Account calls

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

### 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.

### 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.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$35** – plus any hardware repayments. You'll need to pay more than \$35 if you purchase hardware, 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 – \$10** per month, for 24 months (total cost \$240).

- **Option 2 – IP Phone B – \$15** per month, for 24 months (total cost \$360).

Your hardware repayment is payable in addition to the monthly cost of your Plan.

Our current range of phones are available at [telstra.com.au/small-business/bundles/dot](http://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 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 **\$840**, plus hardware and the cost of your DOT Core Plan.

### Early termination charges

If your 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 you'll pay is **\$546**.

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](https://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 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.

To opt into receiving paperless billing, visit [telstra.com/emailbill](https://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](https://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

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"
- call your Account Representative if you have one
- visit [telstra.com/business/complaints](https://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](https://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](https://telstra.com.au/customer-terms/business-government/dot)