

Critical Information Summary

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



DOT (Digital Office Technology)TM Options

Information about the service

DOT Options are additional services you can take up with your DOT Core Plan. To take up a DOT Option you need to have a DOT Core plan which is contracted for 24 months.

EFTPOS/Fax gives you a dedicated EFTPOS or fax line that supports existing EFTPOS or fax lines plugged into a PSTN line. EFTPOS/Fax is a casual plan, and you can cancel it at any time. You should know that:

- Calls aren't included and you need to pay for these separately.
- Your Business Gateway can support up to 2 analogue devices (such as one EFTPOS terminal and one fax machine). If you need to connect more than 2 devices you will need to purchase an Integrated Access Device and connect it to the Business Gateway.

Alarm Line plan gives you a dedicated fixed phone line for your back-to-base monitored security alarm service with a \$20 monthly call allowance for calls to local 1800 and 13xx numbers. You need to pay for calls in excess of your included monthly call allowance. Alarm Line plan is a casual plan, and you can cancel it at any time.

Virtual Receptionist greets inbound callers with a pre-recorded welcome message and is configured to direct calls via an IVR-like menu system (press 1 for Sale, 2 for Service, etc). Virtual Receptionist is a casual plan, and you can cancel it at any time.

Hunt Group allows you to direct incoming calls to a group of fixed numbers on your DOT account that you nominate, so if one phone is not answered, the call is automatically diverted to the next available line in the group. Hunt Group is a casual plan, and you can cancel it at any time.

Ad on Hold gives you one professionally recorded advertised message for when your inbound calls are placed on hold and is available for a minimum term of 24 months.

Mentoring is available during business hours over the phone (1 hour telephone session about how to use DOT, including advice about IP phones, Virtual Receptionist, DOT App, Voice2Email and Hunt Group).

Voice and data cabling includes us installing cabling from your router to other locations in your premises (up to 40 metres per installation point or 4 hours of installation time). We'll do our best to install the cabling where you want it, but some limitations exist (eg we may not be able to run it through roof space or under floors).

Information about pricing

	Minimum Monthly charge	Total minimum cost over 24 months
EFTPOS/Fax Line	\$20 per line per month	\$3,120
Alarm line plan	\$20 per line per month	\$3,120
Virtual receptionist	\$10 per month	\$2,880
Hunt group	\$10 per month	\$2,880
Ad on hold	\$50 per month (\$1,200 over 24 months)	\$2,880
Mentoring	Your first over-the-phone session is free \$99 per additional phone sessions	\$2,739 (including one additional over the phone session)
Fixed Voice and data cabling	\$299 for the first point and \$180 for each additional point. For cabling over 40 meters or installation time exceeding 4 hours, an additional charge will apply which we'll agree with you before proceeding.	\$2,939 (including cabling to the first point)

Total minimum costs include the cost of a Core S Plan over ADSL 2+.

Call charges in Australia

You can make calls using some Options. These are the charges that apply if you do.

EFTPOS/Fax Line	
Local calls	30¢ per call
Standard national calls	30¢ per minute block
Calls to mobiles in Australia	30¢ flagfall + 30¢ per minute block
Calls to 13 numbers	35¢ per call
For calls to 19xx and 12xx numbers, 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'll be charged at the rates outlined in Our Customer Terms, available at telstra.com.au/customer-terms/business-government/dot	

Alarm line plan	
Local calls	30¢ per call
Calls to 13 numbers	35¢ per call
Calls to 000 and 1800 numbers, Directory Assistance calls and calls to most Telstra sales and service numbers in Australia	Charged at the rates applicable to BusinessLine [®] Complete, as set out in the Business Phone Services section of Our Customer Terms.

Virtual Receptionist

If the number to which you are forwarding is on your DOT account and in Australia, there is no charge. For other calls, you'll be charged for the call at the rates applicable to the DOT Core S Plan.

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.

Early termination charges (ETCs)

Ad on Hold have a minimum 24 month term. If you cancel one of these Options before your minimum term has ended, you'll need to pay us an ETC of 50% of the monthly charge for your Extra, for each month or part thereof remaining in your plan term.

The ETC will be a maximum of:

- Ad On Hold – \$600

All other Options are available on a casual month to month basis, so there's no ETC if you cancel.

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

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 the equivalent proportion of your monthly call allowance and a full month's data allowance.

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 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

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 you 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