

# TELSTRA BIZESSENTIALS™ MAX ON NBN

## INFORMATION ABOUT THE SERVICE

Your BizEssentials Max service provided via the National Broadband Network (NBN) includes:

- a fixed NBN broadband service
- a digital fixed phone service
- the option to add extras like additional digital phone lines, mobile, all on a single bill.

All of your fixed services are provided on IP based technology, apart from mobile.

### Availability

NBN is only available in areas where NBN network is available. We will do a service qualification of your premises to determine if you're able to get access to NBN.

### Minimum term

24 months.

You can move to another available BizEssentials on NBN plan once per billing cycle as your needs change at no charge and without restarting your minimum term.

### Hardware

You need a gateway to use your BizEssentials service. You can purchase a Telstra Gateway Pro from us which is configured to work with your BizEssentials service for an upfront charge of **\$240**. Or you can reuse your own compatible gateway.

You can use your own compatible telephone handset. In order to make video calls, 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 of your phone to check if it's compatible.

### Your Monthly Data Allowance

**1000GB** – any unused allowance expires each month.

Only data downloaded from the internet is included in calculating your data usage.

### What's included

Your BizEssentials Max plan includes MessageBank® and Calling Number Display. It also includes Local and national calls, and calls to 019 numbers from your fixed phone.

### What's not included

Calls from your BizEssentials Max service other than Local calls and calls to 019 Numbers aren't included with your plan and you need to pay us for these separately. This includes international calls or calls to and from premium service numbers (including 1900 and 0055 numbers), MessageBank® retrieval and calls to 13 and 1300 numbers.

### Broadband speed levels

Your BizEssentials Max service offers line speeds into the premise of up to 25Mbps download and upload speeds from the premises up to 5Mbps (NBN Speed Level 2). You may be eligible to upgrade your speeds to a maximum of:

- 25Mbps download and 10Mbps upload (NBN Speed Level 3) for \$5 extra per month
- 50Mbps download and 20Mbps upload (NBN Speed Level 4) for \$10 extra per month
- 100Mbps download and 40Mbps upload (NBN Speed Level 5) for \$15 extra per month.

You can upgrade and downgrade your speed at any time. The actual speed levels of your BizEssentials Max service will depend on a number of variables and may be slower than the maximum speed levels. They'll depend on 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 us.

### Service limitations

Your BizEssentials Max service comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls you make using 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 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.

### Other important information

- You can connect and use up to 10 additional digital fixed phone lines (eg for your phones, Fax and EFTPOS) with your BizEssentials Max on the NBN plan (for any more than two analogue services this will require an Integrated Access Device), but you'll need to pay extra for each phone line you add.
- You can use a maximum of 10 lines at the same time (including phone, Fax or EFTPOS lines), whether they are calls you receive or calls you make.
- 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 motioning service provider about mobile backup before you move across to NBN.
- Our NBN Fair Play Policy applies to free voice calls and unlimited allowances of calls and data usage.

## Additional product features

We have a range of features and value added services that could help you make the most of your BizEssentials on NBN service. These include features to help you manage your calls and messages such as MessageBank®, Call Forward, and Call Waiting. BizEssentials on NBN shares call features with DOT (Digital Office Technology)™ on NBN. Further information about these (including associated costs) can be found at [telstra.com.au/business-enterprise/bundles/dot/support/index.htm](http://telstra.com.au/business-enterprise/bundles/dot/support/index.htm) and in Our Customer Terms.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$150** – If you use more than your Monthly Data Allowance or make calls not included in your plan you'll have to pay more than **\$150**.

### Set up and installation fees

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 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 BizEssentials service. We will charge you a once-off fee of \$192 for your Standard Professional Installation and \$59 for activation.

Where the work required to connect your BizEssentials service 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.

### Charges for calls in Australia

These are the main charges for calls made from your digital fixed phone:

- local calls and calls to 019 numbers – included
- national calls to fixed line numbers – included
- calls to standard Australian mobiles – included
- calls to 13, 1300 & 1345 numbers – 40¢ per call.

### Charges for calls overseas

You'll be charged a **55¢** call connection fee plus the international per minute rate for calls overseas from your digital fixed phone.

For international call rates to all countries, see [telstra.com/business/idcalling](http://telstra.com/business/idcalling)

### Data charges

Data charges are based on how much data you use when you access the internet.

Your Monthly Data Allowance expires each month. If you use more than your Monthly Data Allowance in a month, you'll be charged **\$0.001** per MB, up to a maximum of **\$300** per month.

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.

### Total minimum plan cost

The total minimum amount that you will pay over the 24 month term of your plan is **\$4,091** (including router, activation and standard installation fees).

### Early Termination Charge

If you take up a 24 month plan and it's cancelled before your minimum term has ended, you must pay us an amount calculated as follows:

Minimum Monthly Charge x number of months (or part thereof) remaining in your plan term x 65%.

The maximum Early Termination Charge (ETC) you'll pay for Standard Speed option is **\$2,340**.

## OTHER INFORMATION

### Your existing service

BizEssentials Max on NBN is provided over the National Broadband Network. If you have an existing service on the copper network and you switch to a BizEssentials Max 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.

### Power outages

Your BizEssentials Max service works through your gateway. Your Telstra Gateway Pro doesn't come with battery backup unit, which means that if your power goes out your service won't work. Also if you bring your own gateway, it may not work if your power goes out.

### 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 – refer to the 'Important information about your first bill' section below for more information.

### Your monthly bill

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

### 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 include your minimum monthly charge in advance. It will also include 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.

### Manage your service online

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. With Online Bill Reporting, you'll be able to organise and check you're billing information – great for budgeting and end of financial year reporting.

To register, go to [telstra.com/business/billing](http://telstra.com/business/billing)

For more information please visit [telstra.com/business/myaccount](http://telstra.com/business/myaccount)

### 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 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](http://telstra.com.au/customer-terms/business-government/nbn)