

# Telstra Small Business Broadband Plans



## Critical Information Summary

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

Plan		Standard	Ultimate
<b>Monthly Charge</b> 24 month term		\$80/mth	\$100/mth
<b>Monthly Data Allowance</b>		500GB	Unlimited
<b>Speed</b> Included on nbn technology types only		Standard Plus Evening Speeds*	
<b>Telstra Wi-Fi Modem</b>		A Telstra Smart Modem™ will be included for new services on Telstra Small Business Broadband or if you are moving your service to the nbn™ network	
<b>What's Included</b>		<ul style="list-style-type: none"> <li><b>Telstra Air®</b> – Included for customers with an eligible service type and Telstra Wi-Fi Modem. For details, visit <a href="https://telstra.com/air">telstra.com/air</a></li> <li><b>Telstra Broadband Protect</b> – Included at no charge while you remain on an eligible Telstra Broadband plan. For details, visit <a href="https://telstra.com.au/broadbandprotect">telstra.com.au/broadbandprotect</a></li> <li><b>Static IP address</b> – except on cable services</li> </ul>	
<b>What's Not Included</b>		<ul style="list-style-type: none"> <li>A call allowance</li> </ul>	
<b>Minimum Cost</b> Includes set up costs	24 month term	\$2,019	\$2,499
<b>Maximum Early Termination Charges (ETC)</b>		\$936	\$936
<p>Customers on the nbn™ Fixed Wireless technology type will receive Standard Plus Speed and are not eligible for Premium Speed. Plans on the nbn network include Standard Plus Evening Speed that provides 40Mbps typical minimum speeds between 7pm - 11pm. If you exceed your monthly fixed broadband data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month. Minimum Cost includes installation and a service activation fee - \$99. ETC is equal to \$936 /24 months x number of months remaining (or part) remaining in the contract term.</p>			

## Information about the service

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Your plan includes:

- A broadband service on the nbn™ network, ADSL, or Cable.

### Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location.

We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

### Hardware

We will provide you with a Telstra Smart Modem™ that supports voice services at no cost if you are taking up a new service.

### Broadband speeds

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- If you have a Telstra Air member visiting your hotspot while you are using your broadband service.
- FTTB/FTTC/FTTN services, actual speeds and Speed Boost eligibility will be confirmed following activation.

The speeds mentioned may exceed the capabilities of some content servers and personal computers. The actual speeds and quality of your service may be lower, and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, and the number of users and performance of interconnecting infrastructure not operated by Telstra.

### nbn speeds

Plans on the nbn network include Standard Plus Evening Speed that provides 40 Mbps typical minimum speeds between 7pm and 11pm. A Premium Speed Boost is also available for \$30 per month on all nbn technologies (excluding fixed wireless) with 80 Mbps typical minimum speeds between 7pm and 11pm.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on broadband types and the speeds available please visit [telstra.com/nbn-speeds](https://telstra.com/nbn-speeds)

### Mobile Broadband Back-up

Your plan includes a Telstra Smart Modem™ with mobile broadband back-up (available in 4G coverage areas). If there is an outage of the Broadband service, you will still have access to the internet via the mobile broadband back up service. The modem is limited to speeds of 6Mbps for downloads and 1Mbps for uploads. Actual speeds may vary due to local conditions and content accessed.

If we reasonably believe you are misusing the back-up service, we will contact you. If you continue to misuse the back-up service, we may:

- suspend or limit your mobile broadband back-up service; and/or
- cancel your mobile broadband back-up service by telling you at least 7 days beforehand.

The mobile broadband back up device can only be used with your Telstra Smart Modem™.

## Information about pricing

Refer to the Plan Cost table.

## Changing or cancelling your plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC).

## Other charges

In addition to the monthly charge, you may pay the following connection and installation charges:

Phone and Broadband connection charge	For new Telstra Phone or Broadband customers: \$99 (not charged with a Standard Professional Installation)
Standard Professional Installation	\$240 if a technician visits your premises.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
Telstra Smart Modem™	\$216 if you cancel early
Relocation Fee	\$89
Non-standard installations	Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points.
Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a Telstra Wi-Fi Modem.

## Speed Boost charges

Speed Boosts are not compatible with some plans.

Premium Evening Speed (nbn)	\$30/mth for customers on the nbn (excluding nbn Fixed Wireless customers).
Premium Speed (Telstra FTTP)	\$15/mth for Telstra FTTP customers.

## Other Information

### Moving to the nbn network

Your 24 month contract could overlap with the rollout of the nbn network. Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Early Termination Charge (ETC) will be charged in these circumstances.

### nbn satisfaction guarantee

If you are moving to the **nbn** network with Telstra for the first time and you're not happy with your **nbn** services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your **nbn** services without penalty. We'll even refund your monthly plan fee for that first month. Find out more at **telstra.com/small-business/broadband/nbn/guarantee**

### How can I check and manage my usage?

Register and login to My Account at **telstra.com/myaccount** or get the Telstra 24x7® App on iPhone and Android.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

## Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

## Need help? We're here for you.

Visit **telstra.com/contactus** for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

## Complaints

If there's something you're not happy with and you wish to make a complaint, visit **telstra.com/complaints**. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit **tio.com.au/about-us/contact-us** if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at **telstra.com/customer-terms**.