

Critical Information Summary

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



Telstra Business Voice

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Minimum Monthly Cost	\$50/mth	\$80 /mth	\$100 /mth
Minimum Cost on the nbn™ network (This charge will be applied to your bill if you decide to leave the plan within the first month – includes MODEM, the first month plan and PIK charges)	\$530	\$560	\$580
Local & 019 Calls	22¢ per call	Included	Included
National Calls to standard fixed lines	80¢ per call	Included	Included
Calls to 13 numbers	40¢ per call	40¢ per call	40¢ per call
Calls 1194 & 1196	38¢ per call	38¢ per call	38¢ per call
Calls to standard Australian mobiles	36¢ per minute plus 55¢ call connection fee	Included	Included
International Calls	Standard business rates	Standard business rates	Standard business rates plus unlimited calls to 32 eligible destinations

Information about the service

Your Telstra Business Voice Plan is for a Telstra voice phone service.
The details are set out in the table above.

Availability

To be eligible for a Telstra Business Voice service you must have an ABN, ACN or ARBN and be billed directly by us for access and local calls. We supply the Telstra Business Voice service for business purposes and you must use the Business Voice service predominantly for business purposes.

Telstra Business Voice services are only available in areas where nbn is available.

Your new Telstra Business Voice service can only be used at a single location. We can provide you with additional Telstra Business Voice plans if you would like to connect more than one Telstra Business Voice service, whether at the same location or other locations where nbn™ is available.

Minimum term

There is no minimum term for your Telstra Business Voice Plan. It is a month to month contract with no fixed term.

Information about pricing

Refer to the table above for your monthly charge, call pricing and the minimum amount you'll pay depending on your Plan.

Calls to international numbers are charged extra at the rates outlined in Our Customer Terms, which is available at telstra.com/customer-terms

Hardware

You need a Telstra approved nbn compatible gateway (router) and handset to use your Business Voice service.

We will supply you with a Telstra Gateway Pro that supports voice services for an upfront charge of \$240.

You can use your own compatible telephone handset or we also offer a range of handsets that will support the use of your Business Voice service.

International calls

For a complete list of international call rates please visit telstra.com.au/customer-terms/business-government

ACT customers

If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the minimum monthly charge. We charge this annually based on the number of services you have in the ACT Government area.

Your existing voice service

If you have an existing voice service with Telstra or another provider, moving to your Business Voice service, you will have to cancel your existing service. Once you move to your Business Voice service, you will not be able to move back to your old Telstra voice service or order a new non-nbn voice service from Telstra at that location.

Your Telstra Business Voice service and power outages

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 monitoring service provider about mobile backup before you move across to the nbn network.

Connection and set up costs

In addition to the monthly charge, the following connection charges apply to your service:

In addition to the monthly charge, you'll pay the following:

Activation Fee Note: this fee is waived if the Professional Services Kit (PIK) is required	\$99
Professional Installation (PIK) Note: PIK is mandatory for new installations	\$240 for standard professional installation if you request a technician at your premises
Moves charge (from site to site)	\$99

Separate charges apply for each additional connection point at the same property and for more complex connections.

Connecting to the nbn™ network

Usually nbn co does not charge for standard installation of nbn co equipment. However, if you are in a new development that has never connected to the nbn network, nbn co will charge a once off \$300 new development charge. If you want an additional connection to the nbn network requiring installation of additional nbn equipment, nbn co will charge a \$297 subsequent installation charge. If any of these additional nbn co charges apply, we will let you know and include them on your bill.

Your existing voice service

If you have an existing voice service with Telstra (including some T-Biz services) or another provider, moving to your Business Voice service, you will have to cancel your existing service. Once you move to your Business Voice service, you will not be able to move back to your old Telstra voice service or order a new non-nbn voice service from Telstra at that location.

Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

Directory Listing

If you don't want your name, address or phone number published in the printed or online White Pages® or any other Telstra directory product, you can ask for an unlisted number. There is no charge to have an unlisted number.

Billing

Your bill is issued on the same date each month. Each bill includes usage charges, plus the minimum monthly charge in advance. As part of your Telstra Business Voice plan you may be issued with two phone numbers, a primary business number (also known as 'Main Business Number') and a direct business number. Your monthly charges will appear against your direct business number. You will not receive monthly charges for your primary business number.

Billing and payment charges

This Plan requires paperless billing and electronic payment.

A \$2.20 charge will be applied a month in arrears if you receive a paper bill; and a \$1.00 charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions apply.

To set up email bill, visit telstra.com/emailbill

To set up direct debit or for information on other bill payment options, visit telstra.com/billpay

Manage your service online

Register for Online Bill to view and pay your bills online 24 hours a day, 7 days a week. With Online Bill Reporting you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register go to telstra.com/business/billing. To opt into receiving an email bill, visit telstra.com/emailbill

For more information on other bill payment options, including direct debit, go to telstra.com/billpay. For more information please visit telstra.com/business/selfservice.

Early cancellation of your Plan

You can cancel your Small Business Voice Plan at any time – there's no ETC.

Other information

Call usage information

To check your call and data usage, register and login to My Account at telstra.com/myaccount or get the Telstra 24x7® app for your smartphone or tablet.

We're here to help

Please visit telstra.com/contactus if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2000 or 133 677 (TTY).

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

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 or online at tio.com.au/about-us/contact-us

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