

Critical Information Summary

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



Telstra BusinessLine® Casual

Information about the service

Your plan sets out the pricing that applies when you make and receive calls on your Basic Telephone Service.

Availability

You can choose BusinessLine Casual if you have a Basic Telephone Service, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles.

Under the BusinessLine Casual plan you must pre-select us for long distance, international calls and calls to mobiles.

Minimum Term

There is no fixed or minimum term that applies to your BusinessLine Casual plan.

Information about pricing

Minimum Monthly Charge

\$50

No call charges are included in the Minimum Monthly Charge. You pay an additional amount for the calls you make each month.

No calling features (such as MessageBank® or Line Hunt) are included in the Minimum Monthly Charge. You can take up calling features with your Basic Telephone Service at anytime. You may incur an additional monthly fee and/or call charges if you take up any calling features.

Call rates in Australia

These are the call charges on your BusinessLine Casual plan:

Call type	Charge
Local calls and calls to 019 numbers	22¢ per call
Calls to 13, 1300 and 1345 numbers	40¢ per call
National (STD) calls	80¢ per call
Calls to standard Australian mobiles	55¢ call connection fee plus 36¢ per minute

International calls

Call type	Charge
International calls	Starting from as little as 2¢ per minute plus 55¢ call connection fee

For all international call rates, visit telstra.com/business/idcalling

Basic telephone service connection charges

The following connection charges apply to connect your Basic Telephone Service:

a) Standard Connection

A connection charge applies to connect your Basic Telephone Service.

Connection type	Charge
Telephone line without a technician visit	\$59
Telephone line with a technician visit	\$125
New telephone line connection/telephone line connection with a technician visit and cabling work	\$299

A temporary connection charge will apply if your service is connected for 3 months or less.

b) Temporary Connection Charge

If your service is connected for 3 months or less, the connection charge is as above plus an additional \$100. The additional \$100 is charged when your service is cancelled.

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

Early Termination Charge

You can cancel your BusinessLine Casual plan at any time – there's no Early Termination Charge (ETC).

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.

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.

Other information

Connection timeframes

Once we've accepted your application we'll try to connect your Basic Telephone Service on the date you ask for but this might not always be possible.

If there has been a previous working phone service at your premises and we can reconnect it without having to visit your premises, the local telephone exchange or anywhere in between then we aim to connect the service within 2 working days of your request. If this is not possible then we aim to connect your service within 5 to 15 working days, depending on your location.

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 your billing information – great for budgeting and end of financial year reporting. To register, go to telstra.com/business/billing

Billing

The pricing 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.

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.

To opt into receiving paperless billing, visit 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

Transferring to the nbn™ network

If the nbn network comes to your area and you wish to transfer to the nbn network 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 network, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the nbn network. 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

If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 133 677 (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 this plan are available at telstra.com/customer-terms