

Telstra BusinessLine® Part



Critical Information Summary

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

Plan	Part
Monthly Charge Casual month to month	\$53.95/mth
Calls To standard Australian numbers	Local & 019 numbers - 22c per call Calls to 13 numbers - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
What's Not Included	<ul style="list-style-type: none">National calls, calls to mobiles and international calls are not available on this planNo 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® retrieval or Hunt Group) are included in the Minimum Monthly Charge.You can take up calling features with your phone service at anytime. You may incur an additional monthly fee and/or call charges if you take up any calling features.
Maximum Early Termination Charges (ETC)	You can cancel at any time but will need to pay any charges you owe up to the point of cancellation
<p>The minimum cost will apply to your bill if you decide to leave the plan within the first month. This includes a charge for the first month, a service connection fee - \$59 and temporary connection fees of \$100.</p> <p>You will be charged double the Minimum Monthly Charge for a temporary Basic Telephone Service with Telstra BusinessLine Part.</p> <p>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</p>	

Information about the service

Telstra Business Voice on PSTN which includes:

A phone service on the PSTN network. You have chosen not to preselect Telstra for long distance, international and mobile calls. These call types are not available on this plan.

Information about pricing

Other charges

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

Standard connection charge	For new Telstra BusinessLine customers: \$59 (without a technician visit)
New telephone line (with a technician visit)	\$125
New telephone line (with a technician visit and cabling work)	\$299
Temporary connection	\$100 if your service is connected for three months or less.
Non-standard installations	Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points.

Changing or cancelling your plan

You can move to another Telstra Business plan free of charge – there is no early termination charge on this plan but you'll need to pay charges you owe up to the point of cancellation

Moving to the nbn network

Your service 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.

ACT Customers

You may be charged an annual ACT Govt. Utilities Tax Charge in addition to your minimum monthly charge if your service address is within the ACT Govt. area, including the Jervis Bay area of NSW.

Other Information

How can I check and manage my usage?

There are a number of ways that you can check your usage:

- Login to Your Telstra Tools at telstra.com.au/small-business/self-service
- Login to the CustData Tool (login details were provided via email when your service was initially ordered)

When will my service be ready?

We'll make our best attempts to connect your phone service on your requested date.

This may occur within two working days if:

- There was a previous working phone service to your property
- We can reconnect the service without visiting the property, local telephone exchange, or anywhere in between otherwise, it could take 5 to 15 days.

Understanding my bill

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period.

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