

Critical Information Summary

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



ISDN on BusinessLine® Plus

Information about the service

The Integrated Services Digital Network (ISDN) is a digital network technology that can carry voice and data services in a digital format over the public switched telephone network. Your plan sets out the pricing that applies when you make and receive calls on your ISDN Service.

Telstra offers two types of Basic Rate services – ISDN 2 or ISDN 2 Enhanced, and one Primary Rate service, ISDN 10/20/30.

Availability

You can get an ISDN Basic Rate service if your local exchange has the technical capacity to provide the service and your premises are not so far from the exchange that transmission losses are above levels we consider acceptable. There also needs to be enough local cable available.

Our BusinessLine Plus plan for ISDN is only available for ISDN 2 or ISDN 2 Enhanced. It is not available for ISDN 10/20/30.

You have to pre-select us for long distance, international calls and calls to mobiles.

Minimum term

3 months.

ISDN Cease Sale and Intention to Exit Notification

We are ceasing the sale of ISDN to all customers effective 30 June 2018. Customers can still make configuration, software and record changes to their existing services. Disconnections will occur from 30 September 2019. The final exit date for ISDN will occur by 2022 and we shall communicate the date in due course. Further information can be found at telstra.com/specialservices

Information about pricing

All charges and costs set out below are GST inclusive.

Your Minimum Monthly Charge

Your Minimum Monthly Charge for each type of service is set out below. You pay an additional amount for the voice and data calls you make each month.

Type of service	Minimum monthly charge
ISDN 2 (per service)	\$108.50
ISDN 2 Enhanced (per service)	\$113.50

Call charges in Australia

The following are the call rates for the voice and data calls you make from your ISDN service.

Voice Call Charges in Australia

Call type	Charge
Local calls, 019 calls and extended zone national long distance calls	18¢ per call
Calls to 13, 1300 and 1345 Numbers	40¢ per call
Preferential national long distance calls	22¢ per call
Timed national long distance Calls (Community calls, concessional A rate calls and calls up to 50km)	8¢ per minute
National long distance capped call – the most you pay for up to the first 10 minutes of a call any day any time (per minute block rates apply after 10 minutes)	\$1.50
All other timed national long distance calls	50¢ call connection fee plus 15¢ per minute block
Calls to Telstra mobiles in Australia	50¢ call connection fee plus 24¢ per minute block
Calls to non-Telstra mobiles in Australia	50¢ call connection fee plus 38¢ per minute block
Telstra mobile capped call – the most you pay for up to the first 10 minutes of a call to a Telstra mobile in Australia any day any time (per minute rates apply after 10 minutes)	\$1.50

Data Call Charges in Australia

These are the local data call charges for ISDN 2 on your BusinessLine Plus plan.

Monday to Friday, between 7am and 7pm	Charge
First 5 minutes	15¢
For each minute after the first 5 minutes	4¢

All other times	Charge
First 10 minutes	15¢
For every 2 minutes after the first 10 minutes	4¢

National long distance data call charges

Charges	Monday to Friday, 7am-7pm	All other times
Connection fee (per call)	27.5¢	
Community calls, preferential calls, concessional A-Rate calls, extended zone calls and calls between 25km and 50km distance (per minute)	13¢	6.5¢
Calls between 50km and 85km and concessional F-Rate calls (per minute)	24¢	12.0¢
Calls between 85km to 165km and intercapital calls over 165km (per minute)	26¢	14.3¢
Non-intercapital calls over 165km (per minute)	31¢	17.6¢

The rates for all timed national long distance Data Calls are calculated per second.

Calls to International Numbers

Please visit telstra.com for international call rates from your ISDN service to fixed services in the countries listed.

Connection charges

The following charges apply to connect your ISDN service.

Connection charges	Charge
Each new connection of any ISDN 2 service (one service)	\$420
For the second and subsequent services connected at the same time as the first (per service)	\$360
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$140

Conversion charges

Conversion charges	Charge
From a Basic Telephone Service to ISDN 2 or ISDN 2 Enhanced (one service)	\$250
From a Basic Telephone Service with Indial to ISDN 2 Direct Indial (one service)	\$250
Between ISDN 2 Direct Indial and ISDN with Multiple Number (one service)	\$250
From ISDN 2 to ISDN 2 Enhanced (one service)	\$250
From ISDN 2 Enhanced to ISDN 2 (one service)	\$250

Minimum cost

Your minimum cost will be the combined monthly charge for the services you use on your ISDN service plus connection charges.

Early Termination Charges

If your plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month that you remain on your plan.

The maximum ETC you'll pay is an amount equal to the service charges that would have been payable until the end of the minimum term.

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'll let you know before this happens.

Other information

Billing

On the same day of each month you'll be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will include a proportion of your minimum monthly charge, as well as the next month's full minimum monthly charge in advance.

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. 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

Connection timeframe

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

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 contained in your agreement with Telstra including Our Customer Terms which is available at telstra.com/customer-terms