

Telstra Monitoring Services Business Protect Plan



Critical Information Summary

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

Plan	Business Protect Essential Fixed Line	Business Protect Enhanced Fixed Line	Business Protect Essential IP	Business Protect Enhanced IP
Monthly Charge	\$25	\$33	\$25	\$33
Monthly Charge Casual month to month	\$35	\$43	\$35	\$43
What's Included	Your Business Protect Plan includes: <ul style="list-style-type: none"> • standard installation if you're taking up a Business Protect Essential or Enhanced IP Plan; • remote monitoring of one nominated area at your business premises by the TSM monitoring centre (an ASIAL-certified Grade 1 monitoring centre); • specified alarm responses that you've chosen; and • daily alarm testing (automatic polling of your alarm testing for its availability). 			
What's Not Included	Your service doesn't include the following and will cost extra on top of your monthly charges: <ul style="list-style-type: none"> • patrol call outs; • monitoring of additional areas in your business premises; installation if you're taking up a Business Protect Essential or Enhanced Fixed Line Plan. • Hardware Repayment Option if you are taking up a casual plan 			
Maximum Early Termination Charges (ETC)	If you're paying off your Telstra Secure Device over the length of your minimum term and you cancel early, you'll need to pay us an amount calculated as: Monthly Device Fee x number of months (or part thereof) remaining in your minimum term			
Installation charge (standard installation)	\$50	\$50	Included	Included
Telstra Secure Device (Business Protect IP Plans only)	Not Applicable	Not Applicable	\$408 outright; \$17 per month for 24 months; or \$11 per month for 36 months (depending on your minimum term)	\$408 outright; \$17 per month for 24 months; or \$11 per month for 36 months (depending on your minimum term)
All pricing is GST inclusive. This table sets out your Plan monthly charges. It doesn't include call charges for your fixed phone if you're taking up a Business Protect Fixed Line Plan. If you take up a Business Protect IP Plan you'll need a Telstra Secure IP Device from us to allow connectivity between your alarm panel and the monitoring centre. You can buy your device outright or pay it off over the length of your minimum term. You won't incur any additional charges for using it.				

Information about the service

The Telstra Monitoring Service is an end-to-end, back to base alarm monitoring service that gives you:

- connectivity between your business premises' alarm panel and our security monitoring centre; and
- the option to receive varying security responses if an alarm trigger event occurs at your premises.

The monitoring centre will periodically monitor your alarm for events such as loss of connectivity and potential breaches of security incidents, keeping the monitoring centre's certified personnel informed and ready to take agreed actions in response to specified alarm triggers at your premises.

The default frequency with which the monitoring centre monitors your alarm depends on which Business Protect Plan you take up. It is once every 24 hours for the Fixed Line plans, and once every 60 minutes for the IP plans.

The monitoring centre is staffed by licensed and certified personnel from Telstra SNP Monitoring Pty Ltd (TSM) which is a joint venture between Telstra and SNP Security Pty Ltd, a leading Australian owned security monitoring services provider.

If your alarm detects a security threat or breach, TSM will initiate a series of activities, firstly by contacting you or one of your nominated contacts to confirm whether to dispatch a security patrol, preparing a service report and (when necessary) contacting the Police, Fire Brigade or Ambulance to attend your premises (additional charges may apply).

Availability

You're eligible to take up Business Protect if you're a Telstra Business customer with an ABN, ACN or ARBN who uses the service predominantly for business purposes and you either currently have or you take up:

- a compatible security alarm panel;
- an appropriate connecting carriage service; and
- a Telstra Secure IP device from us, if you're taking up a Business Protect IP Plan.

About Business Protect

You can take up a Business Protect Essential or Enhanced Plan. Business Essential Plans provide unsupervised polling, which means we won't notify you if your alarm is armed or disarmed at any time.

Business Protect Enhanced Plans provide supervised polling which means we'll attempt to notify one of your nominated contacts if your alarm is armed or disarmed outside the operating hours you've told us. You can take up Business Protect Essential or Enhanced on either:

- a fixed line plan, where the monitoring service will use your fixed phone line to transmit alarm information between your premises and the monitoring centre, or
- an IP plan, where the monitoring service will use your Telstra Secure IP Device (that's connected to the alarm panel) to communicate to the monitoring centre wirelessly over the Telstra Mobile Network.

Minimum term

Casual month to month, 24 or 36 months.

Information about pricing

Refer to the Plan Cost table.

Total minimum cost (incl. installation and device costs)

Plan	Casual	24 months	36 months
Business Protect Essential Fixed Line	\$85	\$650	\$950
Business Protect Enhanced Fixed Line	\$93	\$842	\$1,238
Business Protect Essential IP	\$35	\$1,008	\$1,296
Business Protect Enhanced IP	\$43	\$1,200	\$1,584

Charges for additional services

Additional Service	Charge
Patrol call outs	\$75 for first 20 minutes \$15 for every subsequent 15 minute block
Monitoring of additional areas in your premises	1 to 3 additional areas: \$6.50 per month
	4 or more additional areas: \$10 per month

Installation

If you take up a Business Protect IP Plan a TSM technician will attend your premises to install the Telstra Secure Device, activate and test your service. Additional installation work like extra cabling, additional hardware and other activities will cost extra and the TSM technician will agree these additional costs with you before proceeding.

Other information

Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please visit telstra.com/business/selfservice

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