



# Business Protect Plan

## Information about the service

Business Protect is an alarm hardware and back to base alarm monitoring service that gives you:

- a range of alarm hardware; and
- connectivity between your existing 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 or 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 monitoring centre is staffed by licensed and certified personnel from Sapio Pty Ltd which is a joint venture between Telstra and Sapio – the human powered security company. With Sapio, Telstra offers customers integrated security solutions delivered by skilled professionals that have deep industry experience in Australian security.

### 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 system;
- an appropriate connecting carriage service; and
- a Telstra Mobile SIM card.

### About Business Protect

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

Enhanced monitoring 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 monitoring plan, where the monitoring service will use a Telstra SIM card (that's connected to the alarm panel) to communicate to the monitoring centre wirelessly over the Telstra Mobile Network.

### Minimum term

Alarm hardware payments can be upfront or monthly over 36 months.

Monitoring services payments are payable monthly.

### What's included

Your Business Protect Plan includes:

- standard installation if you're taking up a Business Protect Link or Core or Advanced or Premium alarm hardware package;
- remote monitoring of one nominated area at your business premises by the Telstra 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

Your service doesn't include the following and will cost extra on top of your monthly charges:

- patrol call outs;
- monitoring of additional areas in your business premises;
- an ongoing maintenance service;
- installation that may require additional specialised equipment, or an additional technician, or occurs after business hours, or any other reason that would result in a standard installation exceeding the 4 hour installation window;
- travel costs if your business premise is located beyond a 50km distance from the nearest Sapio Security office.

## Information about pricing

All pricing is GST inclusive.

The following table sets out your Plan monthly charges. If you take up a Business Protect Link package you'll need a Telstra Secure Device and a Telstra SIM card from us to allow connectivity between your alarm panel and the monitoring centre. If you take up a Business Protect Core or Advanced or Premium hardware package you'll need a Telstra SIM card from us to allow connectivity between your alarm panel and the monitoring centre. You can buy your hardware devices upfront or pay them off over the 36 month term. You will not incur any additional charges for using the Telstra SIM card.

	Link		Core		Advanced		Premium	
	Monthly	Upfront	Monthly	Upfront	Monthly	Upfront	Monthly	Upfront
<b>Hardware Cost</b>	\$11 (Min term 36 months)	\$396	\$38 (Min term 36 months)	\$1,368	\$48 (Min term 36 months)	\$1,728	\$58 (Min term 36 months)	\$2,088
<b>Essentials Monitoring Plan</b>	\$28 (Min charge \$424)	N/A	\$28 (Min charge \$1,396)	N/A	\$28 (Min charge \$1,756)	N/A	\$28 (Min charge \$2,116)	N/A
<b>Enhanced Monitoring Plan</b>	\$31 (Min charge \$427)	N/A	\$31 (Min charge \$1,399)	N/A	\$31 (Min charge \$1,759)	N/A	\$31 (Min charge \$2,119)	N/A
<b>Installation charge</b>	Included							

## Information about your service

If your alarm detects a security threat or breach, we 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 to attend your premises (additional charges may apply).

### Charges for additional services

Additional service	Charge
<b>Patrol call outs</b>	\$75 for first 20 minutes \$15 for every subsequent 15 minute block
<b>Monitoring of additional areas in your premises</b>	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 Plan a Sapio technician will attend your premises to install the alarm system hardware, activate and test your service. Additional installation work like extra cabling, additional hardware and other activities will cost extra and the Sapio technician will agree these additional costs with you before proceeding.

### Early Termination Charge

If you're paying off your alarm system hardware over the 36 month term and you cancel early, you'll need to pay us the alarm hardware monthly payments remaining from your 36 month term. For example, if you have made 24 alarm hardware monthly repayments, you'll be required to pay the remaining 12 alarm hardware monthly repayments as the early termination charge.

As the monitoring plan payment is month to month, you are no longer obliged to continue paying the monitoring plan payment from the month following your service cancellation.

## Other information

### Manage your service online

There's a range of online tools to help you manage your Business Protect service including Online Bill, to view and pay your bill online.

## Billing

The figures 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.

### 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 have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

Visit [telstra.com/emailbill](http://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](http://telstra.com/billpay)

### We're here to help

#### Customer Service, Monitoring, and Billing Enquiries

Please contact us on 1300 184 897 for all Business Protect support enquiries.

#### 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](http://telstra.com/business/complaints)

#### Further investigation

If your complaint relates to your telecommunications services and 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](http://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](http://telstra.com/customer-terms)