

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time. All prices and charges listed are inclusive of GST.



Telstra Business SIP®

Calling Plan	Small	Medium	Large
Monthly Calling Plan Cost per voice line	\$22.00	\$40.00	\$60.00
Trunk Phone Number Individual SIP Number	\$4.00	\$4.00	\$4.00
Trunk Phone Number 100 number range	\$62.50	\$62.50	\$62.50
SIP NTU Assuming Basic Rate Access SIP NTU.	\$480.00	\$480.00	\$480.00
Total minimum cost Over 12 months Assuming two individual SIP numbers and 2 voice lines	\$1,104.00	\$1,536.00	\$2,016.00

Information about the service

Telstra Business SIP provides you with an IP voice service that enables you to connect and use your fixed voice telephone system over an active broadband service. The service is provided using Session Initiation Protocol (SIP) delivered as voice lines over a SIP trunk. Only one Calling Plan can be nominated against the SIP trunk of your service at a given location.

Minimum Term

12/ 24/ 36/ 48/ 60 month term options are available.

Hardware

You will need to use a SIP NTU, which we will provide, to enable you to connect your fixed voice telephone system to the Telstra Business SIP service. Different SIP NTU models are available depending on the number of voice lines required as well as the type of interface (BRA, PRA or native SIP) of your fixed voice phone system. The SIP NTU can be installed via a Telstra Professional Install or via a nominated Telstra Partner or self-installation.

You can pay for the SIP NTU either upfront or via instalments up to 48 months.

What's included

Included Calls

Different calling plans have different call rates and call inclusions.

Calling Plan	Small	Medium	Large
Local Calls	22¢/call	Included	Included
Standard National Calls	30¢/call	Included	Included
Standard Calls to Australian Mobiles	30¢/min	30¢/min	Included
On Account Calls	Included	Included	Included

What's not included

Calls from your service other than the call types listed under the heading included calls, are not included with your calling plan and you'll be charged for these separately.

For International Calls rates or eligible countries see telstra.com/business/internationalcalls

- A broadband access service.
- A fixed voice telephone system.

Information about pricing

Telstra Professional Install

You can pay for a Telstra Professional Installation of the SIP NTU for a fee of \$220.00.

Early Termination Charges (ETCs)

If you cancel early, we will charge you an Early Termination Charge (ETC). The ETC is equal to:

Minimum monthly charge x number of months (or part) remaining in contract term x 30%, plus any outstanding hardware repayments.

Calling Plan	Small	Medium	Large
Maximum ETC (plus any outstanding hardware repayments)	\$158.40	\$288.00	\$432.00

Other information

Telstra Business SIP does not come with any guarantees in relation to voice quality. It is recommended that your (separately purchased) broadband service provides a minimum of 100Kbps uncontended bandwidth per voice line in each direction to improve your Service voice quality.

If you have an existing ISDN or PSTN service on the copper network and you switch to Telstra Business SIP in an NBN network area you will not be able to switch back once the order is complete.

Manage your service online

You will be provided with access to the Telstra Business SIP portal to administer your Telstra Business SIP service. The portal will enable you to perform service number and feature management as well as control your migration to Telstra Business SIP if switching from a Telstra provided ISDN or PSTN service.

Billing

On the same day each month, we'll bill you in advance the minimum monthly charge, as well as for any extra use during the past month.

You can request a paper bill (no extra cost) and see other bill payment options at telstra.com.au/small-business/support/billing-and-payments.

We're here to help

Please visit telstra.com/contact us if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 1800 808 981 (TTY). To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk on +61 439 12 5109.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

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, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at telstra.com.au/customer-terms