


## Critical Information Summary

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

Plan		Complete	Charity	Non Profit
 <b>Monthly Charge</b> Casual month to month		\$53.95/mth	\$30/mth	\$35/mth
<b>Calls + SMS + MMS</b> To standard Australian numbers		<ul style="list-style-type: none"><li>• Local, 019 numbers &amp; untimed national - 22c per call</li><li>• National calls to standard fixed lines - 22c per minute plus 55c call connection fee</li><li>• Calls to standard Australian mobiles - 36c per minute plus 55c call connection fee</li><li>• Calls to 13 numbers - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)</li><li>• Fixed SMS &amp; talking text - 1c per text</li><li>• Video calls have the same rate as voice calls but are not available on the T-Biz Voice Non Profit plan</li></ul>		
<b>Calls + SMS + MMS</b> To international numbers		Information about international call rates can be found at <b>telstra.com/business/idcalling</b>		
<b>What's Not Included</b>		<ul style="list-style-type: none"><li>• No calling features (such as MessageBank® retrieval or Hunt Group) are included in the Minimum Monthly Charge.</li><li>• 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.</li></ul>		
<b>Minimum Cost</b> Includes set up costs	Casual month to month	\$152.95	\$129	\$134
<b>Maximum Early Termination Charges (ETC)</b>		You can cancel at any time but will need to pay any charges you owe up to the point of cancellation		
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 and a standard connection charge - \$99. 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.				

## Information about the service

T-Biz Voice is a digital voice over IP (service) provided on the nbn™ network.

It is available to you if you:

- Are a business customer and are billed directly by Telstra for access and local calls
- Pre-select Telstra for long distance, international and mobile calls
- Are in an area where nbn is available

### Availability

Your new T-Biz Voice service can only be used at a single location. We can provide you with additional T-Biz Voice plans if you would like to connect more than one T-Biz Voice service, whether at the same location or other locations where nbn™ is available.

### Hardware

You will need a compatible phone (not included in all plans). You may purchase a phone from a third party, however we make no guarantee that it will be compatible with your service. In order to make video calls, you must have a video capable handset. We will also supply you with a Telstra Business Smart Modem™ for an upfront charge of \$240.

### Your existing voice service

If you have an existing voice service with Telstra or another provider, moving to your T-Biz Voice service, you will have to cancel your existing service. Once you move to your T-Biz Voice service, you will not be able to move back to your old Telstra voice service or order a new non-nbn voice service from Telstra at that location.

## Service limitations and important information - nbn Network

If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines. Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (eg, phones, fax or EFTPOS lines). You'll need to take up a separate plan for each phone line. Your T-Biz Voice service comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls. However, the quality of your voice communications might be affected by factors such as your connected equipment and software configuration, the number of users connected at the same time and the performance of interconnecting infrastructure not operated by us. Although your service may support fax, EFTPOS, medical diallers and other non-standard dialler services and equipment, we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please check with your equipment manufacturer/provider about compatibility with a Telstra voice service on the nbn network. Finally, even though your T-Biz Voice service uses a data capable modem, you will not be able to browse or use the Internet using your T-Biz Voice service. You can take up a broadband service on the nbn network with us for an additional charge.

## Information about pricing

Refer to the Plan Cost table.

### Other charges

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

Activation Fee	For new Telstra Business Voice customers: \$99 (not charged with a Standard Professional Installation)
Standard Professional Installation	\$240 if a technician visits your premises.
Non-standard installations	Additional charges apply for non-standard installations such as PABX or complex phone service ie more than 4 phone outlets on the same phone line or if the phone line is used for a back to base alarm system.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
Mentoring	\$99 for and over the phone mentoring call \$264 for an onsite mentoring visit

### 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

## Other Information

### Power outages

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network.

### 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](https://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.

As part of your T-Biz Voice plan you will be issued with two phone numbers, a primary business number (also known as 'Main Business Number') and a direct business number. Your monthly charges will appear against your direct business number. You will not receive monthly charges for your primary business number.

### Need help? We're here for you

Visit [telstra.com/contactus](https://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](https://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](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

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