


# T-Biz Voice® Standard on the nbn™



## 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></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>• You cannot use your T-Biz Voice Standard service to make video calls</li><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.

### Service limitations and important information - nbn Network

You can have up to 2 T-Biz Voice Standard services connected to an nbn connection box at each site. Your T-Biz Voice Standard service is a 'best efforts' service. The quality of voice communications may vary and you may experience temporary interruptions, loss of service and stuttering. There are a number of factors that will determine the quality of your voice communications, including your connected equipment and software configuration, the number of other users connected at the same time and the associated line transmission rates of those end users, and performance of interconnecting infrastructure not operated by us. You cannot use your T-Biz Voice Standard Complete service to make video calls.

### Hardware

You can use your own compatible telephone handset or we can supply you with one for an additional charge. You will require an analogue telephone to use the T-Biz Voice service and rotary dial telephones are not compatible with the service.

### 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.

## Information about pricing

Refer to the Plan Cost table.

### 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 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.
Mentoring	\$99 for and over the phone mentoring call \$264 for an onsite mentoring visit

## Other Information

### Power Outages

Your T-Biz Voice Standard service is battery backed-up by the nbn co supplied Battery Power Unit, so you can use your T-Biz Voice Standard service to make and receive calls during a power outage for a limited period. This Battery Power Unit will only provide backup power for your T-Biz Voice Standard service on the nbn network. We recommend you read the nbn co user guide that you'll get when your nbn connection is being installed. It'll give you details about how to use, maintain and replace the battery.

### 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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