



T-BIZ[®] VOICE STANDARD COMPLETE (DISPLAN) ON THE NBN

INFORMATION ABOUT THE SERVICE

Your T-Biz Voice Standard Complete (DISPLAN) plan is a service that allows you to make voice calls using a connection over the National Broadband Network (NBN).

Availability

To be eligible for a T-Biz Voice Standard Complete (DISPLAN) plan you must have been recommended by or be an Emergency Service Organisation (as determined by us), have an ABN, ACN or ARBN and be billed directly by us for access and local calls. We supply the T-Biz Voice Standard (DISPLAN) plan for business purposes and you must use the T-Biz Voice Standard Complete (DISPLAN) plan predominantly for emergency response purposes.

The T-Biz Voice Standard Complete (DISPLAN) plan is only available in areas where NBN fibre to the premises is available.

Your new T-Biz Voice Standard Complete (DISPLAN) plan can only be used at a single location. We can provide you with additional T-Biz Voice Standard Complete (DISPLAN) plans if you would like to connect other T-Biz Voice Standard Complete (DISPLAN) plans at other locations where NBN fibre to the premises is available.

Product features

We have a range of features and value added services on your T-Biz Voice Standard Complete (DISPLAN) plan. Some are included at no additional cost and some will incur additional charges and have a minimum term and therefore minimum cost requirements. Further information about these features and value added services (including associated costs) can be found at telstra.com.au/customer-terms/business-government/t-biz-voice-standard

VOIP

T-Biz Voice Standard (DISPLAN) is a digital voice over IP (service) provided over the NBN.

Service limitations

Your T-Biz Voice Standard Complete (DISPLAN) plan 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.

You cannot use your T-Biz Voice Standard Complete (DISPLAN) plan to make video calls. You can also take up a broadband service on the NBN with us for an additional charge.

Minimum term

Month to month. There is no minimum term.

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 Standard Complete (DISPLAN) plan and rotary dial telephones are not compatible with the service. This service requires a battery backup in case of power failure. More information can be found in 'Other Information' on page 2.

Your existing fixed phone service

T-Biz Voice Standard Complete (DISPLAN) is provided over the NBN Co fibre network. If you have an existing service on the copper network and you switch to a T-Biz Voice Standard Complete (DISPLAN) plan, you'll need to cancel your existing copper service and you won't be able to switch back to services on the copper network at that location.

INFORMATION ABOUT PRICING

All prices include GST.

Minimum monthly charge

Your minimum monthly charge is \$0 for 12 months from the date on which your service is activated, but the minimum monthly charge for your first month is \$240 (this is the cost of your Premium Business gateway).

Additional charges apply for the calls you make each month. You'll also need to pay for activation and installation when you first take up a T-Biz Voice Standard Complete (DISPLAN) plan.

Call charges

The call charges for your T-Biz Voice Standard Complete (DISPLAN) plan are as follows:

Call type	Charge
Local calls, 019 calls, untimed national long distance calls (preferential and extended zone)	22¢ per call
Calls to 13, 1300 and 1345 numbers	40¢ per call
Community calls, concessional A rate calls and calls up to 50 km	80¢ per call (49¢ call connection fee plus 6¢ per minute)
All other timed national long distance calls	80¢ per call (49¢ call connection fee plus 22¢ per minute)
Calls to mobiles in Australia	55¢ call connection fee plus 36¢ per minute block
Fixed SMS and Talking Text	1¢ per text

All timed national long distance calls and calls to mobiles in Australia are charged in per minute blocks.

International calls

You pay a **55¢** call connection fee plus the per minute block rate for international calls. Information about call rates for international calls can be found at telstra.com/business/idcalling

Activation charges

You will have to pay a once off **\$59** activation fee for your T-Biz Voice Standard Complete (DISPLAN) plan. If you take up additional T-Biz Voice Standard Complete (DISPLAN) services, additional activation charges will apply.

Installation

If you're in a new development and not already connected to the NBN, NBN Co may charge **\$300** to connect your premises to the NBN. If applicable, we will bill that charge to you.

A minimum of two appointments are needed to connect your service on the NBN, one with NBN Co and one with us. We'll arrange both appointments.

You'll need a Professional Installation for your T-Biz Voice Standard Complete (DISPLAN) plan. We will charge you a once-off fee of **\$192** for your Standard Professional Installation. You may be charged more than this if the work required to connect your service involves a non-standard installation and/or activation but the technician attending your premises will agree the additional charges with you before this work is carried out.

We can provide you with over the phone mentoring or an onsite mentoring visit to assist you to configure your hardware and systems. We will charge you **\$99** for an over the phone mentoring call and **\$264** for an onsite mentoring visit.

Early Termination Charge

There are no early termination charges if you cancel your T-Biz Voice Standard Complete (DISPLAN) plan.

OTHER INFORMATION

Your T-Biz Voice Standard Complete (DISPLAN) plan and 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. 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.

Billing

On the same day of each month you will be billed in advance for the minimum monthly charge and for usage during the month. Your T-Biz Voice Standard Complete (DISPLAN) plan comes with free line rental for the first 12 months. You'll see this listed as **Disaster Plan Service fee discount** on your bill. All calls will be charged at the T-Biz Voice Standard Complete (DISPLAN) call rates listed on page 1.

Manage your service online

Register for Online Bill to view and pay your bills online 24 hours a day, 7 days a week. With Online Bill Reporting you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register go to telstra.com/business/billing. To opt into receiving an email bill, visit telstra.com/emailbill

For more information on other bill payment options, including direct debit, go to telstra.com/billpay. For more information please visit telstra.com.au/business-enterprise/account-services/my-account/index.htm

We're here to help

You'll find more information at telstra.com/business. If you have questions about your bill, technical support service or connection, please call us on 1800 304 473 or 1800 808 981 (TTY).

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

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 go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with telstra and Our Customer Terms, which is available at telstra.com.au/customer-terms/business-government/t-biz-voice-standard