

Critical Information Summary

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



Telstra Business System (TBS) Business Connect Access Plan

Information about the service

Telstra Business System(TBS) Business Connect Access plan (Plan) is for a business customer who has a minimum of 1 Telstra fixed line service (PSTN, nbn™ network or ISDN service) with local, national and international calls, plus calls to mobile and has taken up a TBS.

For more detail about what we consider to be a fixed line service please refer to your Agreement with us.

Minimum term

24, 36, 48 or 60 months.

ISDN Cease Sale and Intention to Exit Notification

We are ceasing the sale of ISDN to new customers effective 31 January 2018 and to existing customers effective 30 June 2018. Customers can still make configuration, software and record changes to their existing services. Disconnections will occur from 30 September 2019. The final exit date for ISDN will occur by 2022 and we shall communicate the date in due course. Further information can be found at telstra.com/specialservices

Information about pricing

All charges and costs set out below are GST inclusive.

Minimum monthly charges

Your Minimum Monthly Charge for each fixed line service type is set out below. You need to pay extra for the calls you make from your fixed phone line.

Service type	Minimum monthly charge
PSTN	\$40
PSTN Charity	\$19.50
PSTN Not for Profit	\$24.50
nbn™	\$40.00
ISDN 2	\$73.50
ISDN 2 Enhanced	\$78.50
ISDN 10 (first 10 channels)	\$355
ISDN 20 (first 20 channels)	\$710
ISDN 30 (first 30 channels)	\$1,035
Subsequent 10 channels	\$325

Call charges

The following are call rates for voice calls made from your fixed line services.

Call Type	Charge
Local Calls and Calls to 019 Numbers	15¢ per call.
Calls to 13 Numbers	40¢ per call.
National Long Distance (NLD) calls <ul style="list-style-type: none">Timed NLD callsPreferential and Extended Zone calls	15¢ per minute 22¢ for each call
Calls to mobiles in Australia	30¢ per minute
Calls to your Priority 13/1300 service <ul style="list-style-type: none">Local callsNLD callsMobile originating callsMobile terminating calls	0¢ for the first 15 minutes and 9.4¢ per minute thereafter 17.1¢ per minute 17.1¢ per minute with a 22¢ minimum call charge 49.5¢ per minute
Calls to your Freecall 18/1800 service <ul style="list-style-type: none">Local callsNLD callsMobile originating callsMobile terminating calls	9.4¢ per minute with a 13.2¢ minimum call charge 17.1¢ per minute with a 13.2¢ minimum call charge 17.1¢ per minute with a 22¢ minimum call charge 49.5¢ per minute
Calls to international numbers	Please refer to your Agreement for the per minute call rates to fixed and mobile services in each country

Any charge based on a per minute rate is charged per minute block, except for calls to your inbound services which are charged on a per second basis.

Breadth of Service Discount

The Breadth of Service Discount is a 100% discount on calls made from fixed line services on the Plan to Telstra mobiles in Australia on the same account. To be eligible for this discount you must maintain a minimum of 3 Telstra mobile services on the same account at all times during the term of the Agreement to receive the Breadth of Service Discount. You must not use the calls under the Breadth of Service Discount in an excessive or unreasonable way. We consider that making calls for more than 2,500 minutes per month from a fixed line service to one of your Telstra mobile services is excessive and if you do this we can withdraw the Breadth of Service Discount.

Connection Charges

Connection Type	Charge
PSTN	
Each new connection of a telephone line without a technician visit*	\$59
Each new connection of a telephone line with a technician visit*	\$125
Each new connection of a telephone line or a telephone line connection with a technician visit and cabling work*	\$299
nbn	
Each new connection of any nbn service	\$240
ISDN	
Each new connection of any ISDN 2 service (one service)	\$420
For the second and subsequent services connected at the same time as the first (per service)	\$360
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$140
Each new connection and activation of ISDN 10/20/30: <ul style="list-style-type: none">• per 10 channel service• per 20 channel service• per 30 channel service	\$2,695 \$3,630 \$4,070
Activation of idle channels on an existing ISDN 10/20/30 service (per 10 channels)	\$1,100
Each in-place connection of ISDN 10/20/30 (per 2 Mbit/s link)	\$720

* A temporary connection charge of \$100 will apply if your service is connected for 3 months or less when your service is cancelled. Separate charges apply for each additional connection point at the same property and for more complex connections.

Minimum cost

Your minimum cost includes:

- the combined monthly charge for the services you use under your Plan
- connection charges
- the cost of your Telstra Business System which is dependent on the model and options selected, and
- the maintenance option taken up.

ACT customers

If your telephone line is at an address within the ACT Government area (including the Jervis Bay area of NSW) you may be charged an ACT Government Utilities Tax Charge in addition to your monthly charge. We charge this annually based on the number of services you have in the ACT Government area.

Other charges

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.

Other information

Billing

When you start or change your Plan part way through a billing period your first bill will have additional charges. To opt into receiving paperless billing, visit 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

Transferring to the nbn™ network

If the nbn network comes to your area and you wish to transfer to the nbn network with Telstra, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements. We'll work with you to make this as simple as possible.

If you don't want to transfer to the nbn network, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the nbn network. At this time we will cancel your services and no ETC will be charged. We'll let you know the details before any changes happen.

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 13 2000 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 133 677 (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 your service are contained in your Agreement with Telstra and Our Customer Terms, which is available at telstra.com/customer-terms