



Critical Information Summary

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

Plan	Telstra Air Merchant
Minimum Monthly Charge 24 month term	\$20/mth
What's Included	<ul style="list-style-type: none"> Telstra Air Merchant Hotspot - You'll find more information at telstra.com/airmerchant Telstra Air Merchant Control Panel - that allows you to manage your customers' Wi-Fi experience. Free Wi-Fi data - As a Telstra Air Merchant you can register to use the Telstra Air Network™ with access to 1 million hotspots around Australia and millions of Fon hotspots overseas; and Telstra Air® - Included for customers with an eligible service. For details, visit telstra.com/air. The Telstra Air Network is open and public. We recommend that you don't use it to send or receive sensitive personal information or to carry out activities like Internet banking.
What's Not Included	<ul style="list-style-type: none"> Professional Installation - not included unless you have ordered it at the same time as your Telstra Fixed Broadband Service and with a Telstra supplied gateway only.
Minimum Cost	Minimum cost = \$480. The Telstra Air Merchant subscription monthly fee is in addition to your underlying Business Fixed Broadband service charge. Please refer to pricing information that you received with that underlying Business Fixed Broadband service.
Maximum Early Termination Charges (ETC)	\$20 x number of months remaining in contract term. The maximum ETC you will pay is \$480. If your Telstra Business Fixed Broadband Service is disconnected for any reason, Telstra Air Merchant® will be terminated and you might need to pay Early Termination Charges for both services.

Information about the service

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Telstra Air Merchant® enables your business to offer guest Wi-Fi that is easily set up and simple for guests to connect to your Wi-Fi and access via a splash page.

Your guest Wi-Fi data usage is deducted from your business broadband account and free to your guests to access without revealing the business broadband modem password. You will also be able to offer a Wi-Fi connection for Telstra Air® customers; this type of data usage is not deducted from your business broadband account data allowance.

Telstra Air Merchant enables you to:

- Align your splash page to your brand and present your customers with information relevant to your business;
- Present your customers with promotional offers for your business before accessing your guest Wi-Fi; and
- Customise your guest Wi-Fi experience, gather insights via surveys and social media.

For Telstra Air Merchant to work, you must have:

- a Telstra Business Fixed Broadband Service (not compatible with DOT/ADSL); and
- a gateway with a free Ethernet port to connect to your Telstra Air Merchant Hotspot, a splitter can be purchased separately if required.

Data

- Guest Wi-Fi - When your customers connect to your Guest Wi-Fi, the data they consume will come out of your Telstra Business Fixed Broadband Service data allowance (and excess data charges may apply if more than your data allowance is consumed).
- Telstra Air Wi-Fi - When your customers connect to Telstra Air Wi-Fi, the data they use will not come out of your Telstra Business Fixed Broadband Service data allowance.

Compatibility

The experienced speed and quality of your Wi-Fi service is reliant on the underlying Telstra Fixed Broadband Service. A minimum internet speed of 6Mbps is recommended. Telstra Air Merchant is not compatible with DOT/ADSL broadband plans.

See our website for more information on speeds and the factors that may impact on the speed of your Telstra Fixed Broadband Service telstra.com.au/broadband/nbn/nbn-speeds-explained

Telstra Air Merchant is only available for use in Australia.

Information about pricing

Refer to the Plan Cost table.

Other Information

What do I need to understand about my bill?

The charges for Telstra Air Merchant will appear on the monthly bill for your Telstra Business Fixed Broadband Service. When you start or change your plan part way through a billing period, your first bill will have part month charges.

Performance of guest wi-fi

Your Telstra Air Merchant hotspot will allocate a portion of your total broadband bandwidth to users connected to your guest Wi-Fi and a portion to users connected to Telstra Air. There are rules in place to enforce fair distribution of bandwidth between all Wi-Fi signals and protect your speeds. The maximum number of concurrent users across all Wi-Fi signals is 256. To check the number of concurrent users that can connect to your Telstra Air Merchant Wi-Fi please visit telstra.com/business/airmerchant

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Need help? We're here for you.

Visit 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. 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 if you'd like an independent investigation.

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