

# Your fixed phone and broadband together

Everything you need  
to know about Telstra  
BizEssentials®



# The simple, single answer for your fixed phone and broadband

You're busy running a business, so you don't need to be running separate phone and internet services as well. That's why we've brought them together for you.

# Let's begin with your phone and internet usage

How do you like to get in touch?

01

We mostly make local calls and basically use the internet for paying bills and email.

BizEssentials  
Small 500GB Plan

[Go to page 3](#)

02

We're everyday communicators – making the most of our phones, email and internet to get the job done.

BizEssentials  
Medium 1,000GB Plan

[Go to page 4](#)

03

We call who we want when we want, use a lot of email and treat the web like our window on the world.

BizEssentials  
Large 2,000GB

[Go to page 5](#)

# 01 BizEssentials Small 500GB plan

## This is the plan for you if:

- you mostly make local phone calls
- you use email a bit, but not constantly
- you really only use the internet for looking up information, paying bills, etc
- you don't make many calls to mobiles or long-distance numbers.

**\$80** /mth

24 month min. cost \$1,979  
(inc. \$59 activation fee)

## BizEssentials Small 500GB Plan

### Fixed phone

- 1 Fixed Phone (PSTN) Service
- Included local calls

### Voice calling services

- Free standard MessageBank®
- Free Calling Number Display

### Free on account calls

**Free On Account calls** means you don't pay for calls between mobiles and fixed phone services in Australia on the same account as your BizEssentials plan.

That includes:

- mobile-to-mobile
- fixed-to-fixed
- fixed-to-mobile
- mobile-to-fixed calls.

To help your team be free to talk as much as they need to (calls to/from mobiles while roaming overseas are excluded).

### Fixed broadband

- 1 Telstra business broadband service
- Includes Telstra Gateway™ Pro
- Standard self-installation
- 500GB monthly data allowance (\$1/GB excess data).  
You won't be charged any fixed broadband excess data charges for your first two bills when you take up a BizEssentials plan for 24 months. It's part of our Peace of Mind Commitment.
- Unlimited uploads

## What's included

### Data sharing

You can share your Monthly Data Allowance with other eligible fixed plans on your account.

### Static IP address

A Static IP address gives your router a fixed numerical address on the internet. It's a bit like having your own mobile phone number, instead of relying on phone booths. When your router always has the same number, other computers can simply address data to that IP address. It means your staff can use the internet (and a Virtual Private Network, for security) to access your servers from outside the office for example.

### Telstra Apps Marketplace Credit

You will receive a credit of \$15 per month for 24 months, to use toward your choice of application available from Telstra Apps Marketplace.

With complete support and low monthly subscription rates, it lets you free up cash and internal resources for more important business.

We've done the hard work for you and selected applications from world-leading providers. Our catalogue of applications can simplify your business operations or help you create new opportunities.

### 24/7 support

Get the best of Telstra's trusted 24/7 technical support and rest easy knowing there's one place to get the help you need. For answers go to [telstra.com/marketplacesupport](https://telstra.com/marketplacesupport) or call us on 1800 848 483.

See page 07 for more details.

# 02 BizEssentials Medium 1,000GB plan

## This is the plan for you if:

- you rely on your phone to get in touch with people
- you get a lot of information sent to you via email
- the internet's an important tool for downloading info, videos, etc

**\$100** /mth

24 month min. cost \$2,459  
(inc. \$59 activation fee)

## BizEssentials Medium 1,000GB Plan

### Fixed phone

- 1 Fixed Phone (PSTN) Service
- Included local calls
- Included national calls

### Voice calling services

- Free standard MessageBank®
- Free Calling Number Display

### Free on account calls

**Free On Account calls** means you don't pay for calls between mobiles and fixed phone services in Australia on the same account as your BizEssentials plan.

That includes:

- mobile-to-mobile
- fixed-to-fixed
- fixed-to-mobile
- mobile-to-fixed calls.

To help your team be free to talk as much as they need to (calls to/from mobiles while roaming overseas are excluded).

### Fixed broadband

- 1 Telstra business broadband service
  - Includes Telstra Gateway™ Pro
  - Standard self-installation
  - 1,000GB monthly data allowance (\$1/GB excess data).
- You won't be charged any fixed broadband excess data charges for your first two bills when you take up a BizEssentials plan for 24 months. It's part of our Peace of Mind Commitment.
- Unlimited uploads

## What's included

### Data sharing

You can share your Monthly Data Allowance with other eligible fixed plans on your account.

### Static IP address

A Static IP address gives your router a fixed numerical address on the internet. It's a bit like having your own mobile phone number, instead of relying on phone booths. When your router always has the same number, other computers can simply address data to that IP address. It means your staff can use the internet (and a Virtual Private Network, for security) to access your servers from outside the office for example.

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It's the Medium bundle plus included national calls and a 1,000GB monthly data allowance. See page 07 for more details.

# 03 BizEssentials Large 2,000GB plan

## This is the plan for you if:

- you're always on the phone or the internet – or both at once
- you'd like the freedom to forget about call costs

**\$150** /mth

24 month min. cost \$3,659  
(inc. \$59 activation fee)

## BizEssentials Large 2,000GB Plan

### Fixed phone

- 1 Fixed Phone (PSTN) Service
- Included local calls
- Included national calls
- Included calls to mobiles in Australia
- Included international calls to selected destinations

### Voice calling services

- Free standard MessageBank®
- Free Calling Number Display

### Free on account calls

**Free On Account calls** means you don't pay for calls between mobiles and fixed phone services in Australia on the same account as your BizEssentials plan.

That includes:

- mobile-to-mobile
- fixed-to-fixed
- fixed-to-mobile
- mobile-to-fixed calls.

To help your team be free to talk as much as they need to (calls to/from mobiles while roaming overseas are excluded).

### Fixed broadband

- 1 Telstra business broadband service
- Includes Telstra Gateway™ Pro
- Standard self-installation
- 2,000GB monthly data allowance (\$1/GB excess data).  
You won't be charged any fixed broadband excess data charges for your first two bills when you take up a BizEssentials plan for 24 months. It's part of our Peace of Mind Commitment.
- Unlimited uploads

## What's included

### Data sharing

You can share your Monthly Data Allowance with other eligible fixed plans on your account.

### Static IP address

A Static IP address gives your router a fixed numerical address on the internet. It's a bit like having your own mobile phone number, instead of relying on phone booths. When your router always has the same number, other computers can simply address data to that IP address. It means your staff can use the internet (and a Virtual Private Network, for security) to access your servers from outside the office for example.

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It's the Large bundle plus included calls to mobiles in Australia and a 2,000GB monthly data allowance. See page 07 for more details.

# Want to compare your options?

## BizEssentials Plans

	Small 500GB plan	Medium 1,000GB plan	Large 2,000GB plan
<b>MINIMUM COST PER MONTH ON A 24 MONTH PLAN</b>	<b>\$80</b> /mth Min. cost \$1,979 (inc. \$59 activation fee)	<b>\$100</b> /mth Min. cost \$2,459 (inc. \$59 activation fee)	<b>\$150</b> /mth Min. cost \$3,659 (inc. \$59 activation fee)
<b>FIXED PHONE</b>			
1 FIXED PHONE (PSTN) SERVICE	✓	✓	✓
LOCAL CALLS	✓	✓	✓
NATIONAL CALLS	80¢ per call	✓	✓
CALLS TO MOBILES IN AUSTRALIA	55¢ call connection fee plus 36¢ per minute block		✓
INTERNATIONAL CALLS	55¢ call connection fee plus a per minute rate		Included to eligible destinations
\$15/MONTH TELSTRA APPS MARKETPLACE CREDIT	✓	✓	✓
<b>FREE ON ACCOUNT CALLS IN AUSTRALIA</b>			
<b>FREE ON ACCOUNT CALLS</b> Means you don't pay for calls between the mobiles and fixed phone services in Australia on the same account as your BizEssentials plan. (Calls to/from mobiles while roaming overseas are excluded.)	✓	✓	✓
<b>FIXED BROADBAND</b>			
1 TELSTRA BUSINESS BROADBAND SERVICE	✓	✓	✓
STANDARD SELF INSTALLATION	✓	✓	✓
MONTHLY DATA ALLOWANCE	500GB	1,000GB	2,000GB
UNLIMITED UPLOADS	✓	✓	✓
EXCESS DATA IS \$1/GB	✓	✓	✓
TELSTRA GATEWAY™ PRO	✓	✓	✓
PEACE OF MIND COMMITMENT	✓	✓	✓
<b>VOICE CALLING FEATURES</b>			
DATA SHARING	✓	✓	✓
FREE STANDARD MESSAGEBANK®	✓	✓	✓
FREE CALLING NUMBER DISPLAY	✓	✓	✓

See list of eligible countries at [telstra.com/business/internationalcalls](https://telstra.com/business/internationalcalls) Calls to ineligible services or countries are charged at the rates outlined in Our Customer Terms, [telstra.com.au/customer-terms/business-government/internet-services/internetsolutions](https://telstra.com.au/customer-terms/business-government/internet-services/internetsolutions) You can have more than one BizEssentials plan on the same account. You can also add more fixed phone services on a BusinessLine® plan, any time you want. You can share your Monthly Data Allowance with other fixed data plans on your account.

# Things you need to know

## Availability

Service not available in all areas. BizEssentials is incompatible with most offers, including reward offers.

## Fixed phone

The included calls and call charges only apply to calls made from your nominated primary fixed line service for your BizEssentials Plan. Excludes some use, such as calls made from any other service on your account, calls to mobile services that are using international roaming, international calls or calls to and from premium service numbers (including 1900 and 0055) and calls to 13 and 1300 numbers.

If a technician is required to connect your Fixed Phone, the following connection fees apply:

- Telephone line with a technician visit \$125;
- New telephone line connection and/or cabling work \$299.

Separate charges apply for each additional connection point at the same property and for more complex connections.

## Free On Account calls

Free On Account calls do not apply to video calls, international calls or international roaming calls.

You can purchase multiple BizEssentials plans, however free on account calls do not apply between services on different accounts.

## Broadband

Unused data allowance expires monthly. You can usually self-install (\$59 activation fee applies for new customers). Occasionally, self-installation will not be available, and we may need to visit your premises to install your service.

We will charge you a once-off Standard Professional Installation fee of \$240 which includes us preparing your Telstra business broadband service for installation, connecting your business gateway to the service and one computer. You may be charged more than this for a non-standard installation, but we will provide you with a quote for any non-standard work before it is carried out.

## CustData Management Portal

CustData is an online, on-demand service that you can use to track your estimated data usage online, manage your contact details, and set up weekly email usage updates for eligible plans. You can also make plan changes through the self service feature in CustData.

You can also set up CustData to send automated email usage alerts as your usage passes an estimated 50%, 75%, 100%, 125%, 175% and 250% of your monthly usage allowance.

Usage monitoring and alerts are essential for detecting unexpectedly high data usage early, then taking appropriate action such as changing plans, scanning for viruses, etc.

You can also self manage your plan data allowance refer to [telstra.net/cgi-bin/custdata/index.pl](http://telstra.net/cgi-bin/custdata/index.pl)

## Telstra Gateway™ Pro

If you cancel early you'll need to repay us the modem offer amount on a pro-rata basis.

 visit a Telstra store or partner

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 [telstra.com/business](http://telstra.com/business)

Exclusive business offers, ABN required.

