







# DOT (Digital Office Technology)<sup>TM</sup>

DOT offers a fixed phone and internet solution, plus the option to add extra phone lines and mobiles and other features to help run your business just the way you want.

DOT delivers the internet over the nbn<sup>TM</sup> network for superfast downloads, increased bandwidths and more. Your fixed phone can deliver digital voice services like Virtual Receptionist and Hunt Group, as well as the features you're familiar with like MessageBank<sup>®</sup>, Call Waiting and Call Forwarding. DOT can help change the way you work and help make your business more efficient.

CORE PLANS INCLUDING HARDWARE AND INSTALLATION	\$80/mth Min. cost \$2,160	\$100/mth Min. cost \$2,640	\$150/mth Min. cost \$3,840	\$200/mth Min. cost \$5,040
DATA ALLOWANCE	500GB	1,000GB	2,000GB	4,000GB
INCLUDED HARDWARE	 Business Gateway	 Business Gateway	 Business Gateway	 Business Gateway
VOICE AND BROADBAND BACKUP	Included	Included	Included	Included
TELSTRA APPS MARKETPLACE CREDIT	Included	Included	Included	Included
	Receive up to \$15/mth credit to apply to your choice of one app subscription 24 months			
INTERNATIONAL CALL INCLUSIONS	Not available	Not available	Included to eligible countries IDD calling is unlimited to selected countries	
	International Calling Inclusions are unlimited to selected countries – see list at <a href="http://telstra.com/business/internationalcalls">telstra.com/business/internationalcalls</a>			
ON-ACCOUNT VOICE CALLS WITHIN AUSTRALIA	Included	Included	Included	Included
	Staff can talk for free between eligible fixed and mobile services on your DOT account in Australia.			
INCLUDED CALLS				
Local calls	Included	Included	Included	Included
Standard National Calls (from 12 July the call rate will be 80¢ per call)	30¢ per minute block	Included	Included	Included
Standard national calls to mobiles in Australia (from 12 July the call rates will be 55¢ flagfall and 36¢ per minute block)	30¢ flagfall + 30¢ per minute block	30¢ flagfall + 30¢ per minute block	Included	Included
Calls to 13 numbers	35¢ per call	35¢ per call	Included	Included
NO REGRETS POLICY	Flexibility to move between plan sizes once per month			
MESSAGEBANK <sup>®</sup> diversion and retrieval	Included	Included	Included	Included
NBN NETWORK download/upload speeds	Base download/upload line speed into your business is up to 25/5Mbps on the nbn network. Need a speed boost? Telstra offers a range of speed boosts up to 100/40Mbps download/upload line speed into your business starting from \$5 per month on the nbn network. For important information on nbn speeds, visit <a href="http://telstra.com/nbn-speeds">telstra.com/nbn-speeds</a> .			
WE WON'T SLOW YOU DOWN	We know you need to keep your business running so if you do go over your monthly data allowance, we won't slow down your internet speed. You'll only have to pay an extra \$1 per GB, charged per MB or part thereof, capped at \$300 per month per core plan.			
PEACE OF MIND COMMITMENT	No fixed broadband excess data charges for your first two bills for new customers so you can settle in with no extra data charges.			

## Here are some of the benefits you receive with DOT

- Telstra Apps Marketplace Credit for use towards one application subscription for 24 months.
- Voice and Broadband Backup will automatically switch your Business Gateway to the Telstra Mobile Network in the rare instance your fixed broadband service is unavailable so you can continue to use your Core Plan phone and internet.

## DOT smart calling features

- **Sequential Ring** – your phones ring in sequence until you pick up the call.
- **Simultaneous Ring** – all your phones ring at the same time.
- **Voice2Email** – You can listen, forward, save or delete voicemails from your desktop with Voice2Email to prioritise your calls with ease.

## Download the DOT App

- Make and receive calls on your compatible devices looking as if you were in the office. DOT App helps increase mobility and flexibility by making and receiving calls using your fixed desk phone identity when you're on the go. Data charges apply in addition to standard call charges. Visit [telstra.com/dotapp](http://telstra.com/dotapp)

## Add business building extras

- **Virtual Receptionist** – your incoming calls are automatically answered and directed with a customised greeting. **\$10/mth** in addition to the cost of your Core Plan.
- **Hunt Group** – incoming calls are automatically sent to the next available line so your calls are always answered. **\$10/mth** in addition to the cost of your Core Plan.
- **Ad on Hold** – designed by advertising experts and mixed by studio voice over artists, have your callers hear your marketing and advertising messages when they're placed on hold. **\$50/mth** for 24 months. Minimum cost is \$1,200 in addition to the cost of your Core Plan.

## More DOT solutions

We also have a range of solutions available including additional voice lines, EFTPOS, Fax and Alarm monitoring plans and Voice and Broadband Backup.

## DOT Accessories

You can choose from a range of accessories – such as Wall Mount Brackets, Bluetooth Adapters for your compatible IP phones or Ethernet ports and Integrated Access Devices.

Wall Mount Brackets allow for the easy affixing of compatible IP phones to a convenient area of your office. Bluetooth Adapters provide Bluetooth connectivity that allows you to make and receive calls in the office when you need to move away from your desk.

Depending on the accessories you choose, your accessory charges will be one of the below options:

- Category 1 (Wall Mount Brackets): \$10 upfront
- Category 2 (Bluetooth Adapters): \$35 upfront
- Category 3 : \$5 per month (min. cost \$120) or \$120 upfront
- Category 4: \$6 per month (min. cost \$144) or \$144 upfront
- Category 5: \$10 per month (min. cost \$240) or \$240 upfront.

Further information is available online at [telstra.com.au/small-business/bundles/dot](http://telstra.com.au/small-business/bundles/dot)

## Things you need to know

Service not available to all areas, premises or customers. In areas serviced by the nbn network, Telstra may be required to connect services onto the nbn network. Once you are connected to the nbn network, you won't be able to move to our copper network. All your DOT components must be within Australia to receive free on-account calls and shared data and call allowances. You cannot share unlimited allowances or allowances between fixed and mobile services. Included allowances exclude some usage such as calls to premium numbers (eg, 19xx and 13xx numbers). Unused allowances expire monthly. If you cancel early, you must repay equipment costs in addition to any early termination charge. **nbn network download/upload speeds:** Actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by us. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. **The DOT App:** Available for Android and iPhone devices. It allows for IP telephony and service management for Telstra's DOT services. Calls made through the DOT App will utilise data from your associated internet mobile, mobile broadband and fixed broadband connection in addition to standard call costs, and will only work in conjunction with Telstra's DOT Service. **DOT Voice & Broadband Backup:** You can use your fixed phone and internet over the Telstra Mobile Network when there is a network outage on your fixed broadband service. You will revert back to your regular fixed broadband connection once the outage has been rectified. **TAM Credit:** Unused credit expires monthly. You will stop receiving the credit if you cancel or change your application subscription.

## DOT on the nbn network New Development Charge

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

## A new domain name

To help your business become more prominent, all new DOT installations receive a brand new domain name with no additional registration fees for up to 24 months.

Fees and charges apply after your initial registration term.

## Help with DOT

### Your first hour is on us

After installation, we can schedule a one hour over the phone mentoring session at a time that suits you.

We'll show you how to make the most of your DOT service and how to use your:

- IP Handset features
- Virtual Receptionist
- DOT App to manage your service
- Voice2Email and call settings effectively
- Hunt Group

Contact our support team today to find out more. Visit [telstra.com/dot/support](http://telstra.com/dot/support), or call **1300 723 572**, 9am-5pm, Mon-Fri (AEST).

Alternatively, you can book your mentoring session online via the following options:

- email at [dotmentor@team.telstra.com](mailto:dotmentor@team.telstra.com) include your first/last name, Email address, Mobile no., Company name/phone no./state, DOT order no. and Preferred appointment date/time
- Live.Chat at [livechat.telstra.com/TB:Business](http://livechat.telstra.com/TB:Business)

### Ethernet cabling

If you want your handsets located in a different location to your Business Gateway (router), we can also arrange fixed price cabling for you.

\$299 for the first point, and \$180 for any additional points. Fixed line cabling isn't available on the nbn network.



**visit a Telstra Business Centre or selected partner**



**13 2000 (say 'Digital Office Technology' when prompted)**



**[telstra.com/dot](http://telstra.com/dot)**