

Critical Information Summary

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



Telstra BizEssentials

	Small	Medium	Large
Monthly Data Allowance	500GB	1,000GB	2000GB
Minimum monthly cost	\$80	\$100	\$150
Total minimum cost over 24 months including \$59 activation fee	\$1,979	\$2,459	\$3,659
Maximum Early Termination Charge	\$1,248	\$1,560	\$2,340

Information about the service

Your BizEssentials Plan is a bundle service that includes:

- Telephone service (copper or nbn™ network)
- Broadband service over the Telstra or nbn network.

Minimum term

24 months.

Hardware

Telephone service

You need a compatible handset (not included).

Broadband Service

We will provide you with a modem or you can use your own modem if it is compatible.

What's included

Included calls

The following call types are included, see Call Charges table for applicable call charges:

	Small	Medium	Large
Local calls	✓	✓	✓
National calls to standard fixed lines	✗	✓	✓
Calls to Australian mobiles	✗	✗	✓
International calls (selected countries)	✗	✗	✓
MessageBank®	✓	✓	✓
Calling Number Display	✓	✓	✓
Calls to 019 numbers	✓	✓	✓
Free on account calls Free standard voice calls in Australia between fixed lines and mobiles on the same account	✓	✓	✓

Included data

See main table for Monthly Data Allowance. Monthly Data Allowance is shareable with eligible plans on the same account (excluding unlimited data plans).

If you use all your Monthly Data Allowance, we automatically top up your data. Extra Data costs \$1 per GB (max. \$300 per month).

Broadband back up

Your plan includes a mobile broadband back up. If there is an outage of the Broadband service, you will still have access to the internet via the mobile broadband back up service.

- The back up service is only for use if there is an outage or other issue with internet access at your premises.
- You must not use the back up service as your primary Broadband service.
- The modem provided must only be used at your premises.

If we reasonably believe you are misusing the back up service, we will contact you. If you continue to misuse the back up service, we may:

- a) suspend or limit your service; and/or
- b) cancel your service by telling you at least 7 days beforehand.

Telstra Apps Marketplace credit

Your plan includes up to \$15 monthly credit for 24 months to use in the Telstra Apps Marketplace, for use on one new or existing application. Unused credit expires monthly.

Static IP

Your plan includes a Static IP address to give your modem a fixed numerical address – like having your own mobile number instead of relying on phone booths.

What's not included

Call types not listed as included cost extra. See our website for current call rates.

Information about pricing

Activation and installation fees

Standard installation

You can self-install your BizEssentials bundle at no charge (\$59 activation fee applies to new customers).

Non-standard installation fees

Extra charges apply for additional connection points or non-standard installation.

Examples of non-standard installation where you may need a technician to install services are:

- PABX or complex phone service;
- more than 4 phone outlets on the same phone line;
- phone line has a central splitter;
- phone line is used for a back-to-base-alarm system;
- additional outlets needed; and/or
- new telephone line connection or cabling work.

If a technician is required, the following fees may apply:

- telephone line fee – \$125
- new telephone line connection and/or cabling work – \$299
- Broadband Standard Professional Installation fee – \$240 (preparation for install, connecting modem gateway to one computer); and
- other fees may apply, but we will provide you with a quote for any non-standard work before it is carried out.

BizEssentials on the nbn network

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. You may need up to two or more installation appointments to get your services up and running, one with us and one with nbn co. A standard installation of the nbn network is included and your booking will be managed by us. We'll confirm your nbn co installation appointment as soon as possible and inform you if re-scheduling is required.

BizEssentials on the nbn network requires Standard Professional Installation. We will charge you a once-off fee of \$240 for standard professional installation. Where the work required to connect your BizEssentials service is more than the work required for a standard professional installation, you may be charged an additional fee. In such cases, Telstra or nbn co will agree any additional installation charges with you before the work is carried out.

Charges for calls in Australia

	Small	Medium	Large
Local	Included	Included	Included
Calls to 019 numbers	Included	Included	Included
Calls to 13, 1300 and 1345 numbers	40¢ per call	40¢ per call	40¢ per call
National calls to standard fixed lines	80¢ per call	Included	Included
Calls to Australian mobiles	55¢ connection fee + 36¢/min	55¢ connection fee + 36¢/min	Included
Cost of standard 2 min call to Australian mobile	\$1.27	\$1.27	Included
International calls to selected international countries	Rates at telstra.com/business/idcalling	Rates at telstra.com/business/idcalling	Included

Charges for calls to international numbers

Small and Medium plans don't include calls to international numbers. Large Plans include International calls to standard landlines and mobiles in selected countries.

Call rates and list of eligible countries are available at telstra.com/business/idcalling

Early Termination Charge

If your BizEssentials Plan is cancelled before the end of the minimum term, you must pay us an amount calculated as:

Minimum monthly charge x number of months (or part) remaining in your Plan term x 65%.

See main table for maximum ETC payable.

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.

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Other information

Broadband speeds

Actual speeds vary due to a number of factors such as distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic. See our website for more information about speeds.

Transferring to the nbn network

If your service is on our ADSL network and the nbn network is rolled out in your area, we'll assist you to transfer to this new network. To do this, we'll need your consent 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.

Important information about your first bill

Your first bill will be on paper. After the first bill, all other bills will be sent via email. Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

This means your first bill will include your minimum monthly charge in advance and part of your minimum monthly charge based on the number of days left in the billing period. You'll receive a full month's data allowance.

Billing

On the same day each month, we'll bill you in advance the minimum monthly charge, as well as for any extra use during the past month.

You will receive your bill via email each month. You can request a paper bill (no extra cost) and see other bill payment options at telstra.com.au/small-business/support/billing-and-payments

Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please visit telstra.com/business/selfservice

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 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 the individual components of the BizEssentials service are contained in your agreement with Telstra and Our Customer Terms which is available at telstra.com/customer-terms