

## Critical Information Summary

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



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

		S	M	L	XL
<b>Fixed data (shareable)</b>		500GB	1,000GB	2,000GB	4,000GB
<b>nbn<sup>TM</sup> network charges</b> Including Gateway and installation	<b>Minimum Monthly Cost</b> <b>24 month min cost</b>	\$80 \$2,160	\$100 \$2,640	\$150 \$3,840	\$200 \$5,040
<b>ADSL2+ for existing customers only</b> Including hardware and installation	<b>Minimum Monthly Cost</b> <b>24 month min cost</b>	\$100 \$2,400	\$120 \$2,880	\$170 \$4,080	\$220 \$5,280

## Information about the service

Your plan is a bundle which includes:

- a fixed nbn<sup>TM</sup> network broadband service or ADSL2+ if you are an existing DOT customer
- a Quality of Service – enabled IP voice line
- the option to add extras like additional IP voice, Fax and EFTPOS lines – all on a single bill.

### Hardware

For nbn customers your plan includes a Business Gateway and you will need us to professionally install it for you from \$240. You can bring your own nbn network compatible IP handset to use with your DOT over the nbn network service, or buy one from us. Existing ADSL2+ customers also receive a Business Gateway and need to purchase an IP handset from us and have us professionally install it from \$480.

### Minimum term

**24 months.** You can move up or down between Core Plan sizes once a month.

### Monthly broadband allowance

See main table. Any unused data expires each month.

### Monthly call allowance

	S	M	L	XL
<b>Local calls</b>	Included	Included	Included	Included
<b>Standard national calls</b> (from 12 July the 'S' call rate will be 80¢ per call)	30¢ per minute block	Included	Included	Included
<b>Standard calls to mobile in Australia</b> (from 12 July the 'S & M' 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

The above call rates don't include calls to 19xx and 12xx numbers, calls to the 1234 service, 12 234 and 12 455, third party content calls, Iterra calls and calls to radio paging, Optus Mobile Satellite and InfoCall 190. You have to pay for these separately. For information on call and data information visit [telstra.com/dot](http://telstra.com/dot)

### What's included

- A one hour over-the-phone mentoring session.
- Shared data allowance with other eligible services on your DOT account.
- Free voice calls to eligible services on your DOT account within Australia.
- MessageBank<sup>®</sup> diversion and retrieval from your main business line.
- A static IP address.
- A hosted new domain name, with free registration for up to 24 months, depending on the type of domain name.
- Remote working software.

- A Voice and Broadband Backup Service and device to connect your fixed broadband and Core Plan phone to the Telstra Mobile Network if your broadband connection goes down.
- Your plan includes up to \$15 monthly credit for 24 months to use on one application in the Telstra Apps Marketplace. Unused credit expires monthly.

### What's not included

Calls from your IP voice service, other than the call types listed under the heading 'What's included' and "Call and data charges", aren't included with your Core Plan and you'll be charged for these separately.

- The time frames specified in the Customer Service Guarantee Standard do not apply to your DOT service. If you wish the timeframes to apply, we suggest you take up a Telstra Small Business instead of this DOT bundle.

### Broadband speeds

The speeds mentioned below may exceed the capabilities of some content servers and personal computers. The actual speeds and quality of your DOT service may be lower, and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, and the number of users and performance of interconnecting infrastructure not operated by Telstra.

### nbn network

Download speeds are up to 25Mbps and upload speeds are up to 5Mbps. You can upgrade your speed at any time for an additional monthly charge. Depending on the upgraded speed you choose, your service will support a range of speed options from 25Mbps download and 5Mbps upload to 100Mbps download and 40Mbps upload. If you choose to upgrade your speed you can downgrade it at any time.

### ADSL2+

ADSL2+ is limited to existing DOT customers. ADSL2+ download speeds are up to 20 Mbps and upload speeds are up to 1Mbps. 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.

### Service limitations and important information

#### nbn network

During a power failure you won't be able to use your DOT service, including for calls to Emergency '000' services. Available in areas where the nbn co network is available. If you are connecting to the nbn network, we will arrange a minimum of two appointments at your site, the first will be with an nbn co technician who will ensure the nbn network is connected at your site, and the second will be with a Telstra technician to set up your DOT service.

If you have any critical CPE or equipment that runs over your fixed phone that you haven't told us about in your order we may still be able to connect it to the nbn network. Please note we take no responsibility for the equipment working over the nbn network and you should always check with your provider first before having your services cutover. This includes alarm services, which won't work over the nbn network when the power goes out.

- If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines. Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (eg, phones, fax or EFTPOS lines). You'll need to take up a separate plan for each phone line.
- If you have an existing service on the copper network and you switch to the nbn network service, you'll need to cancel your existing copper service and you won't be able to switch back.

#### ADSL2+

- Available to existing DOT customers only and in locations where there's an ADSL2+ broadband service of sufficient quality to support IP voice. We may need to inspect your site and/or the local exchange before installing your DOT service.
- You can connect up to 9 separate lines, however, only a maximum of 3 lines can be used at the same time, whether they're calls you receive or calls you make (eg phones, fax or EFTPOS lines). You'll need to take up a separate plan for each phone line.

## Information about pricing

### Your minimum monthly charge

- **\$80** – plus an upfront charge of \$480 for a standard professional installation and IP Phone (IP phone is optional for customers on the nbn network); **or**
- **\$100** – including a standard professional installation and an IP phone.

Charges may vary if you exceed your Monthly Data Allowance, take up additional DOT plans, select a different IP phone, or if you use your services for things excluded from your DOT Core Plan.

### Hardware Charges

Depending on the phone you choose, your IP phone and installation charges will start from **\$20** per month for 24 months or a **\$480** once off charge. Our current range of phones are available at [telstra.com.au/small-business/bundles/dot](http://telstra.com.au/small-business/bundles/dot)

You may also be charged extra for installation if the work required to connect your service is a non-standard installation or is work that requires an extra fee – for example, configuration of network devices, or Ethernet cabling. The technician attending your premises will agree the additional charges with you before this work is carried out.

### Calls to international numbers

Core S or M Plan doesn't include calls to international numbers, so you'll be charged extra for these at the rates outlined in Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/dot](http://telstra.com.au/customer-terms/business-government/dot)

Core L and XL Plans include calls to landlines and mobiles in a range of countries – see list of eligible countries at [telstra.com/business/dotidcalling](http://telstra.com/business/dotidcalling). Calls to ineligible services or countries are charged at the rates outlined in Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/dot](http://telstra.com.au/customer-terms/business-government/dot)

### Data charges

If you exceed your monthly fixed broadband data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month.

If you're a new DOT customer you won't be charged any fixed broadband excess data charges for your first two bills.

### Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We'll let you know before this happens.

### 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:

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

### Early termination charges (ETCs)

If you cancel early, we will charge you an Early Termination Charge (ETC). The ETC is equal to:

**Minimum monthly charge x number of months (or part) remaining in contract term x 50%, plus any outstanding hardware repayments.**

nbn network and ADSL2+	S	M	L	XL
Maximum ETC (plus any outstanding hardware repayments)	\$960	\$1,200	\$1,800	\$2,400

## Other information

### Transferring to the nbn network

New customers are not eligible for DOT on ADSL2+. However, if you are an existing customer with a Core Plan on our ADSL2+ network and 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.

### 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](http://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](http://telstra.com/business/selfservice)

### We're here to help

You'll find more information at [telstra.com/business](http://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](http://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](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for the individual components of you DOT service are contained in your agreement with Telstra including Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/dot](http://telstra.com.au/customer-terms/business-government/dot)