

## Critical Information Summary

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



# T-Biz<sup>®</sup> Voice Basic on nbn<sup>™</sup>

## Information about the service

Your T-Biz Voice Basic plan is a service that allows you to make voice calls and video calls using a connection over the nbn network.

### Availability

To be eligible for a T-Biz Voice Basic service you must have an ABN, ACN or ARBN and be billed directly by us for access and local calls. We supply the T-Biz Voice Basic service for business purposes and you must use the T-Biz Voice Basic service predominantly for business purposes.

The T-Biz Voice service is only available in areas where nbn is available.

Your new T-Biz Voice Basic service can only be used at a single location. We can provide you with additional T-Biz Voice plans if you would like to connect more than one T-Biz Voice service, whether at the same location or other locations where nbn is available.

### Product features

We have a range of features and value added services that will help you make the most of your T-Biz Voice Basic service including features to help you manage your calls. You can take them up at any time. Some are included at no additional cost and some will cost extra and have a minimum term and therefore minimum cost requirements. T-Biz Voice shares call features with DOT (Digital Office Technology)<sup>™</sup> on the nbn network. Further information about these features and value added services (including associated costs) can be found at [telstra.com.au/business-enterprise/bundles/dot/support/index.htm](http://telstra.com.au/business-enterprise/bundles/dot/support/index.htm)

### VOIP

T-Biz Voice Basic is a digital voice over IP (service) provided over the nbn network.

### Service limitations

If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate phone lines. Other nbn network connections can connect and use a maximum of 10 lines at the same time (including phone, fax or EFTPOS lines), whether they are calls you receive or calls you make. You'll need to take up a separate T-Biz Voice plan for each phone line.

Your T-Biz Voice service comes with Quality of Service (QoS) which helps improve the reliability and consistency of voice calls. However, the quality of your voice communications might be affected by factors such as your connected equipment and software configuration, the number of users connected at the same time and the performance of interconnecting infrastructure not operated by us.

Although your service may support fax, EFTPOS, medical diallers and other non-standard dialler services and equipment, we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please check with your equipment manufacturer/provider about compatibility with a Telstra voice service on the nbn network.

Finally, even though your T-Biz Voice service uses a data capable gateway, you will not be able to browse or use the Internet using your T-Biz Voice service. You can take up a broadband service on the nbn network with us for an additional charge.

### Contract length

Month to month. There is no fixed contract term.

### Hardware

You need a Telstra approved nbn compatible gateway (router) and handset to use your T-Biz Voice Basic service.

We will supply you with a Telstra Gateway Pro that supports voice services for an upfront charge of **\$240**.

You can use your own compatible telephone handset or we also offer a range of handsets that will support the use of your T-Biz Voice Basic service. In order to make video calls using your T-Biz Voice Basic service, you must have a video capable handset.

### Your existing voice service

If you have an existing voice service with Telstra or another provider, moving to your T-Biz Voice Basic service, you will have to cancel your existing service. Once you move to your T-Biz Voice Basic service, you will not be able to move back to your old Telstra voice service or order a new non-nbn voice service from Telstra at that location.

## Information about pricing

All prices include GST.

### Minimum Monthly Charge

**\$60** per month per service/line. Additional charges apply for the calls you make each month.

### Call charges

The call charges on your T-Biz Voice Basic plan are as follows:

Call type	Charge
<b>Local calls and calls to 019 Numbers</b>	Included in the Minimum Monthly Charge
<b>STD Preferential and STD Extended Zone calls</b>	Included in the Minimum Monthly Charge
<b>Calls to 13, 1300 and 1345 Numbers</b>	40¢ per call
<b>All other timed national long distance calls</b>	80¢ per call
<b>Calls to mobiles in Australia</b>	55¢ call connection fee plus 36¢ per minute block
<b>Fixed SMS and Talking Text</b>	1¢ per text

All timed national long distance calls and calls to mobiles in Australia are charged in per minute blocks. Video calls have the same rates as voice calls.

## International calls

You pay a **55¢** call connection fee plus the per minute block rate for international calls. Information about call rates for international calls can be found at [telstra.com/business/idcalling](https://telstra.com/business/idcalling)

## Activation charges

You'll need to pay a once off **\$59** activation fee for the first T-Biz Voice service you order at each site.

## Installation

If you're in a new development and not already connected to the nbn, 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 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.

You'll need a Telstra Professional Installation for your T-Biz Voice service. We will charge you a once-off fee of \$192 for your Standard Professional Installation.

Where the work required to connect your T-Biz Voice 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.

We can provide you with over the phone mentoring or an onsite mentoring visit to assist you to configure your hardware and systems. We will charge you **\$99** for an over the phone mentoring call and \$264 for an onsite mentoring visit.

## Early Termination Charge

There are no early termination charges if you cancel your T-Biz Voice Basic service. Standard pro rata charges apply.

## Other information

### Your T-Biz Voice service and power outages

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network.

## Billing

On the same day of each month you will be billed in advance for the minimum monthly charge and for usage during the month.

As part of your T-Biz Voice plan you will be issued with two phone numbers, a primary business number (also known as 'Main Business Number') and a direct business number. Your monthly charges will appear against your direct business number. You will not receive monthly charges for your primary business number.

## Manage your service online

Register for Online Bill to view and pay your bills online 24 hours a day, 7 days a week. With Online Bill Reporting you'll be able to organise and check your billing information – great for budgeting and end of financial year reporting. To register go to [telstra.com/business/billing](https://telstra.com/business/billing). To opt into receiving an email bill, visit [telstra.com/emailbill](https://telstra.com/emailbill)

For more information on other bill payment options, including direct debit, go to [telstra.com/billpay](https://telstra.com/billpay). For more information please visit [telstra.com/business/selfservice](https://telstra.com/business/selfservice)

### We're here to help

You'll find more information at [telstra.com/business](https://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 1800 304 473 or 1800 808 981 (TTY).

### Complaints or Disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- visit your local Telstra Business Centre
- call your Account Representative if you have one
- visit [telstra.com/business/complaints](https://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](https://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra and Our Customer Terms, which is available at [telstra.com.au/customer-terms/business-government/nbn](https://telstra.com.au/customer-terms/business-government/nbn)