

# Telstra Business Broadband Plans



## Critical Information Summary

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

| Plan   |               | Standard   | Ultimate  |
|--|---------------|--|-----------|
| <b>Monthly Charge</b><br>24 month term   |               | \$80/mth   | \$100/mth |
| <b>Monthly Data Allowance</b>  |               | 500GB  | Unlimited |
| <b>Speed</b><br>Included on nbn technology types only  |               | Standard Plus Speeds*  |           |
| <b>Telstra Wi-Fi Modem</b>   |               | A Telstra Business Smart Modem™ will be included for new services on Telstra Small Business Broadband or if you are moving your service to the nbn™ network. If adding a Dedicated Data Pack, Voice Priority 20 or Voice Priority 50 Pack to your plan, a Telstra Business Mid-Market Router and non-standard NBN Business Installation must be purchased instead. |           |
| <b>What's Included</b>   |               | <ul style="list-style-type: none"> <li>Static IP address - except on cable services</li> </ul>   |           |
| <b>What's Not Included</b>   |               | <ul style="list-style-type: none"> <li>A call allowance</li> </ul>   |           |
| <b>Minimum Cost</b><br>Includes set up costs   | 24 month term | \$2,019  | \$2,499   |
| <b>Maximum Early Termination Charges (ETC)</b>   |               | \$936  | \$936     |
| <p>Customers on the nbn™ Fixed Wireless technology type are not eligible for Premium Speed. Plans on the nbn network include Standard Plus Speed. 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. Minimum Cost includes installation and a service activation fee - \$99. The plan ETC is equal to \$936/24 months x number of months remaining (or part) remaining in the contract term.</p> |               |  |           |

## Information about the service

Your plan includes:

- A broadband service on the nbn™ network, ADSL, or Cable.

### Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

### Broadband speeds

Plans on the nbn network include Standard Plus speed. A Premium Speed Boost is also available for \$30 per month on all nbn technologies (excluding nbn Fixed Wireless). Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Any nbn™ Speed options you may have purchased
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- FTTB/FTTC/FTTN services, actual speeds and nbn™ Speed option eligibility will be confirmed following activation.

The speeds mentioned may exceed the capabilities of some content servers and personal computers. The actual speeds and quality of your 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. For information on broadband types and the speeds available please visit [telstra.com/nbn-speeds](http://telstra.com/nbn-speeds)

### Hardware

We will provide you with a Telstra Business Smart Modem™ that supports voice services at no cost if you are taking up a new service. If purchasing a Telstra Business Mid-Market Router you will also need to purchase a non-standard NBN Business Installation. We recommend you consider additional security options to suit your network environment and business needs.

### Mobile Broadband Back-up

Whether you are using the Telstra Business Smart Modem™ that's included in your plan or you've purchase a Telstra Business Mid-market Router, both devices are provided with mobile broadband back-up (available in 4G coverage areas). If there is an outage of the Broadband service, you will still have access to the internet via the mobile broadband back up service. Actual mobile broadband speeds may vary due to local conditions and content accessed.

Use of the mobile broadband back up is subject to our Fair Use Policy (see further below).

The mobile broadband back up service can only be used with a working Telstra Business Broadband plan via your Telstra Business Smart Modem™ or Telstra Business Mid-market Router.

## Voice & Data Prioritisation

Telstra's Dedicated Data Packs redirect all voice and data traffic into a prioritised Traffic Class 2 (TC2) path with a Committed Information Rate (CIR). The CIR options available include Dedicated Data S for \$250 per month (TC2 CIR 10 /10Mbps), Dedicated Data M for \$400 per month (TC2 CIR 20 /20Mbps) and Dedicated Data L for \$550 per month (TC2 CIR 50/50Mbps).

Telstra's Voice Priority Packs are designed to prioritise a minimum of 100Kbps per concurrent call. Options available support 1 voice line for \$5 per month, up to 3 voice lines for \$15 per month, up to 5 voice lines for \$25 per month, up to 10 voice lines for \$45 per month, up to 20 voice lines for \$65 per month and up to 50 voice lines for \$85 per month.

## Information about pricing

Refer to the Plan Cost table.

### nbn Speed option charges

Speed options are not compatible with some plans.

|                              |   |
|------------------------------|---|
| Premium Speed (nbn)          | \$30/mth for customers on the nbn (excluding nbn Fixed Wireless customers). |
| Premium Plus Speed (nbn)     | \$100/mth for customers on the nbn (FTTP customers only).                   |
| Premium Speed (Telstra FTTP) | \$15/mth for Telstra FTTP customers.  |

### Other charges

In addition to the monthly charge, you may pay the following connection, equipment and installation charges:

|                                       |   |
|---------------------------------------|---|
| Phone and Broadband connection charge | For new Telstra Phone or Broadband customers: \$99 (not charged with a Standard Professional Installation)                                  |
| Standard Professional Installation    | \$240 if a technician visits your premises.   |
| Connecting to the nbn network         | nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill. |
| Telstra Smart Modem™                  | \$240 if you cancel early   |
| Mid-Market Router                     | \$1800 or \$50/mth over 36 months   |
| Non-standard installations            | Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points.      |

### Changing and cancelling your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC). However, if you cancel your plan contract within 24 months an ETC will apply and if you have a Telstra Business Smart Modem, you'll need to payout the remaining cost calculated based on the modem cost of \$10 /mth and the number of months remaining in a 24 month term. If you purchased a Telstra Business Mid-Market Router on a Hardware Repayment Option (HRO) and you cancel your service, you will need to payout the remaining cost based on the number of months remaining in your HRO contract. If you cancel your service the router hardware warranty (Cisco Smartnet) will be voided.

## Other Information

### Moving to the nbn network

Your 24 month contract could overlap with the rollout of the nbn network. Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No ETC's will be charged in these circumstances.

### nbn satisfaction guarantee

If you are moving to the nbn network with Telstra for the first time and you're not happy with your nbn services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your nbn services without penalty. We'll even refund your monthly plan fee for that first month. Find out more at [telstra.com/small-business/broadband/nbn/guarantee](https://telstra.com/small-business/broadband/nbn/guarantee)

### How can I check and manage my usage?

Register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount) or get the Telstra 24x7® App on iPhone and Android.

### Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### Need help? We're here for you.

Visit [telstra.com/contactus](https://telstra.com/contactus) for our support options. Call 13 20 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms).