



TELSTRA BUSINESS SYSTEM (TBS) BUSINESS CONNECT BASIC PLAN

INFORMATION ABOUT THE SERVICE

AVAILABILITY

You are eligible to take up a TBS Business Connect Basic Plan if you are a business customer and you;

- are billed directly by us for access and local calls, pre-select us for long distance, international calls and calls to mobiles;
- have and maintain a minimum of 1 fixed line service on your Plan; and
- take up a Telstra Business System (**TBS**) along with your Plan.

For more detail about what we consider to be a fixed line service please refer to your Agreement with us.

MINIMUM TERM

36, 48 or 60 months.

INFORMATION ABOUT PRICING

MINIMUM MONTHLY CHARGES

Your Minimum Monthly Charge for each fixed line service type is set out below. You need to pay extra for the calls you make from your fixed phone line.

SERVICE TYPE	MINIMUM MONTHLY CHARGE
PSTN	\$39.95
PSTN Charity	\$19.50
PSTN Not for Profit	\$24.50
ISDN 2	\$73.50
ISDN 2 Enhanced	\$78.50
ISDN 10 (first 10 channels)	\$355
ISDN 20 (first 20 channels)	\$710
ISDN 30 (first 30 channels)	\$1,035
Subsequent 10 channels	\$325

CALL CHARGES IN AUSTRALIA

The following are call rates for voice calls made from your fixed line services.

Local Calls and Calls to 019 Numbers

22¢ per call.

Calls to 13 Numbers

35¢ per call.

National Long Distance (NLD) Calls

CALL TYPE	CHARGE
Timed NLD calls	22¢ per minute, with a 22¢ minimum call charge
Preferential and Extended Zone calls	22¢ for each call

Calls to Mobiles

CALL TYPE	CHARGE
Calls to mobiles in Australia	37.4¢ per minute, with a 37.4¢ minimum call charge

Calls to Your Priority 13/1300 Service

CALL TYPE	CHARGE
Local calls	0¢ for the first 15 minutes and 9.4¢ per minute thereafter
NLD calls	17.1¢ per minute
Mobile originating calls	17.1¢ per minute with a 22¢ minimum call charge
Mobile terminating calls	49.5¢ per minute

Calls to Your Freecall 18/1800 Service

CALL TYPE	CHARGE
Local calls	9.4¢ per minute with a 13.2¢ minimum call charge
NLD calls	17.1¢ per minute with a 13.2¢ minimum call charge
Mobile originating calls	17.1¢ per minute with a 22¢ minimum call charge
Mobile terminating calls	49.5¢ per minute

CALLS TO INTERNATIONAL NUMBERS

Please refer to your Agreement for the per minute call rates to fixed serves in each country.

IMPORTANT CONDITIONS

Any charge based on a per minute rate is charged per second, at the per minute rate.

CALL DISCOUNT

You receive a discount off your local and 019 calls, national long distance calls, fixed calls to mobiles, International t calls and all calls received on your One3/1300 Inbound and One 8/1800 Inbound calls depending on the term of your Agreement.

- 36-month agreement – 12% discount
- 48-month agreement – 14% discount
- 60-month agreement – 16% discount.

BREADTH OF SERVICE DISCOUNT

You must maintain a minimum of 3 Telstra mobile services under eligible Telstra Business Mobile Plans in your name at all times during the term of the Agreement to receive the Breadth of Service Discount. Under the Breadth of Service Discount you receive free calls from your fixed line services to your eligible Telstra mobile services in Australia that you nominate to be part of your Breadth of Service Discount. You must not use the calls under the Breadth of Service Discount in an excessive or unreasonable way. We consider that making more than 2,500 minutes per month from a fixed line service to one of your Telstra mobile services is excessive and if you do this we can withdraw the Breadth of Service Discount.

PSTN CONNECTION CHARGES

The following connection charges apply to connect your PSTN Service:

a) Standard Connection

A connection charges applies to connect your PSTN service:

PSTN TELEPHONE LINE CONNECTION CHARGES WHERE YOUR PHONE LINE IS CONNECTED	CHARGE
Each new connection of a telephone line without a technician visit	\$59
Each new connection of a telephone line with a technician visit	\$125
Each new connection of a telephone line or a telephone line connection with a technician visit and cabling work	\$299

A temporary connection charge will also apply if your service is connected for 3 months or less.

b) Temporary Connection Charge

If your service is connected for 3 months or less, the connection charge is as above plus an additional \$100. The additional \$100 is charged when your service is cancelled.

Separate charges apply for each additional connection point at the same property and for more complex connections.

ISDN CONNECTION CHARGES

The following connection charges apply to connect your ISDN Service:

Each new connection of any ISDN 2 service (one service)	\$356.95
For the second and subsequent services connected at the same time as the first (per service)	\$302.50
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$121
Each new connection and activation of ISDN 10/20/30: • per 10 channel service • per 20 channel service • per 30 channel service	\$2,238.50 \$3,025 \$3,388
Activation of idle channels on an existing ISDN 10/20/30 service (per 10 channels)	\$907.50
Each in-place connection of ISDN 10/20/30 (per 2 Mbit/s link)	\$605

MINIMUM COST

Your minimum cost will be the combined monthly charge for the services you use under your Plan plus connection charges and the cost of your Telstra Business System and the maintenance option that is taken up. The cost of your Telstra Business System is dependent on the model and options you select. The cost of your maintenance is dependent on the option that is taken up.

EARLY TERMINATION CHARGES

Your Early Termination Charge (ETC) decreases by equal instalments each month. The maximum ETC you'll pay is:

- 36 months – **\$7,300**
- 48 months – **\$9,700**
- 60 months – **\$12,100.**

ACT CUSTOMERS

If your telephone line is at an address within the ACT Government area (including the Jervis Bay area of NSW) you may be charged an ACT Government Utilities Tax Charge in addition to your monthly charge. We charge this annually based on the number of services you have in the ACT Government area.

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.

OTHER INFORMATION

BILLING

On the same day of each month you'll be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will include a proportion of your minimum monthly charge, as well as the next month's full minimum monthly charge in advance. To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

TRANSFERRING TO THE NATIONAL BROADBAND NETWORK (NBN)

If the NBN comes to your area, 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, but we may need to cancel your plan if you don't want to move across. We'll let you know the details before any changes happen.

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 our Disability Enquiry Hotline on **1800 068 424** (voice) and **1800 808 981** (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.au/business-enterprise/help-support/contact-us/make-a-complaint/

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 your service are contained in your agreement with Telstra and Our Customer Terms, which is available at telstra.com.au/customer-terms/