

Telstra Small Business Voice Charity and Non Profit Plans

Critical Information Summary

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

Plan - Invitation Only		Charity - PSTN	Charity - nbn™	Non Profit
Monthly Charge Casual month to month		\$27/mth	\$30/mth	\$35/mth
Calls + SMS + MMS To standard Australian numbers		<ul style="list-style-type: none"> Local & 019 numbers - 22c per call National calls to standard fixed lines - 80c per call Calls to standard Australian mobiles - 36c per minute plus 55c call connection fee Calls to 13 numbers - 40c per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456) Calls to 1194 & 1196 - 38c per call 		
Calls + SMS + MMS To international numbers		Standard International Business Rates apply.		
What's Not Included		<ul style="list-style-type: none"> No calling features (such as MessageBank® retrieval or Hunt Group) are included in the Minimum Monthly Charge. You can take up calling features with your phone service at anytime. You may incur an additional monthly fee and/or call charges if you take up any calling features. 		
Minimum Cost Includes set up costs	Casual month to month	\$226	\$229	\$234
Maximum Early Termination Charges (ETC) Casual month to month		You can cancel at any time but will need to pay any charges you owe up to the point of cancellation		
<p>The minimum cost will apply to your bill if you decide to leave the plan within the first month. This includes a charge for the first month, a service connection fee - \$99 and temporary connection fee - \$100.</p> <p>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.</p>				

Information about the service

Your plan includes:

- A phone service on the nbn™ or PSTN network

It is available to you if you:

- Are a business customer and are billed directly by Telstra for access and local calls
- Pre-select Telstra for long distance, international and mobile calls

Hardware

If your service is provided over the nbn network you will require a modem and if required, we will provide you one that supports voice services at no cost.

Information about pricing

Refer to the Plan Cost table.

Changing or cancelling your plan

You can move to another Telstra Small Business plan free of charge – there is no early termination charge on this plan but you'll need to pay charges you owe up to the point of cancellation

Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at telstra.com/emailbill

Some exemptions may apply. For details, visit telstra.com/billpay. To set up Direct Debit or for details on other bill payment options, visit telstra.com/billpay

Other charges

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

Standard connection charge	For new Telstra Voice customers: \$99 (not charged with a Standard Professional Installation)
Standard Professional Installation	\$240 if a technician visits your premises.
New telephone line	\$240
Temporary connection	\$100 if your voice service is connected for three months or less.
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 Wi-Fi Modem	\$216 if you cancel early.
Non-standard installations	Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points.
Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a Telstra Wi-Fi Modem.

Other Information

When will my service be ready?

We'll make our best attempts to connect your phone service on your requested date.

This may occur within two working days if:

- There was a previous working phone service to your property
- We can reconnect the service without visiting the property, local telephone exchange, or anywhere in between otherwise, it could take 5 to 15 days.

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

Moving to the nbn network

Your service 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.

Understanding my bill

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period.

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 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. 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 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