

Business Critical Information Summary SIP

INFORMATION ABOUT THE SERVICE

Your SMART Prime Advantage / Essential Voice plan is a service that allows you to make voice calls using a connection over the National Broadband Network (NBN).

Availability

To be eligible for a SMART Prime Advantage / Essential Voice service you must have an ABN, ACN or ARBN and be billed directly by us for access and local calls. We supply the SMART Prime Advantage / Essential Voice service for business purposes and you must use the SMART Prime Advantage / Essential Voice service predominantly for business purposes.

The SMART Prime Advantage / Essential Voice Service is only available in areas where NBN connection to the premises is available.

Your new SMART Prime Advantage / Essential Voice service can only be used at a single location. We can provide you with additional SMART Prime Advantage / Essential Voice services, at an additional cost, if you would like to connect other SMART Prime Advantage / Essential Voice services at other locations where NBN fibre to the premises is available.

Product features

We have a range of features and value added services that will help you make the most of your SMART Prime Advantage / Essential Voice 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 incur additional charges and have no minimum term and therefore minimum cost requirements.

VOIP

The SMART Prime Advantage / Essential Voice service is a digital voice over IP (service) provided over the NBN.

Service limitations

Your SMART Prime Advantage / Essential Voice service is a 'best efforts' service. The quality of voice communications may vary and you may experience temporary interruptions, loss of service and stuttering. There are a number of factors that will determine the quality of your voice communications, including your connected equipment and software configuration, the number of other users connected at the same time and the associated line transmission rates of those end users, and performance of interconnecting infrastructure not operated by us.

You cannot use your SMART Prime Advantage / Essential Voice service to make video calls.

Contract length

Month to month. There is no fixed contract term.

Hardware

A telephone handset is not included. You can use your own compatible telephone handset or we can supply you

with one for an additional charge. Most existing devices will be supported by a telephone service on the NBN. However, some older landline telephone handsets (such as a dial/rotary phone), back to base alarm systems, personal response systems (medical alert/ emergency call systems) and fax machines may not work. Please check with the manufacturer/provider to check if your device is compatible.

Your existing voice service

If you have an existing voice service with another provider, moving to your SMART Prime Advantage / Essential Voice service, you will have to cancel your existing service. Once you move to your SMART Prime Advantage / Essential Voice service, you will not be able to move back to your old voice service or order a new non-NBN voice service from another provider at that location.

INFORMATION ABOUT PRICING

All prices include GST.

Minimum Monthly Charge

\$50 per month per service/line. Additional charges apply for the calls you make each month.

Call charges

The call charges on your SMART Prime Advantage / Essential Voice plan are as follows:

Call type	Charge
Local calls and calls to 019 Numbers	Included in the Minimum Monthly Charge
Calls to 13, 1300 and 1345 Numbers	40¢ per call
All national long distance calls	Included in the Minimum Monthly Charge
Call to Australian mobiles	Included in the Minimum Monthly Charge

All timed national long distance calls and calls to mobiles in Australia are charged in per minute blocks.

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

Activation charges

You will have to pay a once off \$0 activation fee for your SMART Prime Advantage / Essential Voice service. If you take up additional SMART Prime Advantage / Essential Voice services, additional activation charges will apply.

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. If applicable, we will bill that charge to you.

A minimum of two appointments are needed to connect your service on the NBN, one with NBN Co and one with us. We'll arrange both appointments.

You will need a Professional Installation for your SMART Prime Advantage / Essential Voice service. We will determine the amount of once off charge during our visit.

Standard Professional Installation for your SMART Prime Advantage / Essential Voice service. If you take up additional SMART Prime Advantage / Essential Voice services at other sites, additional installation charges will apply.

You may be charged more than this if the work required to connect your service is a non-standard installation, but the technician attending your premises will agree the additional charges with you before this work is carried out.

There may be additional cabling or other installation required at your premises to activate your new SMART Prime Advantage / Essential Voice service. We will discuss and separately agree a fee-for-service arrangement with you if such additional installation is required or recommended.

Early Termination Charge

There are no early termination charges if you cancel your SMART Prime Advantage / Essential Voice service.

OTHER INFORMATION

Your SMART Prime Advantage / Essential Voice service and power outages

Your SMART Prime Advantage / Essential Voice service is battery backed-up by the NBN Co supplied Battery Power Unit upon request, so you can use your SMART Prime Advantage /

Essential Voice service to make and receive calls during a power outage for a limited period. This Battery Power Unit will only provide backup power for your SMART Prime Advantage / Essential Voice service on the NBN. We recommend you read the NBN Co user guide that you'll get when your NBN connection is being installed. It'll give you details about how to use, maintain and replace the battery.

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.

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. To opt into receiving an email bill, visit telstra.com/emailbill

For more information on other bill payment options, including direct debit, go to telstra.com/billpay. For more information please visit telstra.com.au/business-enterprise/account-services/myaccount/index.htm

We're here to help

You'll find more information at www.smart.com.au. If you have questions about your bill, technical support service or connection, please call us on 03 5177 8000.

Complaints or Disputes

If you need to make a complaint you can:

- call your Account Representative if you have one
- visit www.smart.com.au/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

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