

BUSINESS IN THE DIGITAL WORLD

Everything you need to know about
DOT (Digital Office Technology)™



IT'S HOW
WE CONNECT



DAY DOT™ THE FIRST DAY OF THE REST OF YOUR BUSINESS

A TOTAL INTERNET AND COMMUNICATION SOLUTION

DOT (Digital Office Technology)™ is an all-in-one digital office solution that puts you back in control of your telecommunications. With DOT, you can combine fixed lines, mobiles and business broadband on the same account and on a single bill.

Plus, it gives you access to a range of software and applications that help make it easier and simpler to run your business efficiently. If you'd like to know more about DOT, call 13 2000 or visit telstra.com/dot



YOUR FLEXIBLE BUSINESS CHOICE

DOT is the all-in-one mobile, landline and broadband solution that's helped transform thousands of small businesses. DOT manages your calls, gets you online, helps you work remotely, takes care of fax and EFTPOS, and does it all on one simple bill.



DOT is also available on the National Broadband Network (NBN) when the NBN becomes available in your area.

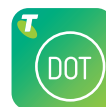


SMART EXTRAS FOR SMART BUSINESS

You can move your Core Plan up or down if your needs change. Our plans come with included standard call options, to help you better manage your costs.

You also get these great business extras

Enjoy free calls	Save with free calls in Australia between phones on your DOT account
Share your call and data allowance	You can share eligible allowances across plans of the same type
Smart call management	Great calling features including simultaneous and sequential ring features so more calls can reach you
Voice2Email	You can listen, forward, save or delete voicemails from your desktop with Voice2Email to prioritise your calls with ease
24/7 Business grade support	24-hour support from our technical experts



DOT App

Make and receive calls on your compatible devices like you're using your main business line. The DOT App helps you increase mobility and flexibility by making and receiving calls using your fixed desk phone identity when you're on the go. Data charges apply in addition to standard call charges. Visit telstra.com/dotapp

Peace of Mind

Settle in with no extra data charges. No fixed broadband excess data charges for your first two bills for new customers. It's part of our Peace of Mind Commitment.

And receive a domain name...

To help your business become more prominent, all new DOT installations receive a brand new domain name with no additional registration fees for up to 24 months.

.com, .net, .org, .info, .biz	12 months free registration
.com.au, .net.au, .org.au	24 months free registration

Fees and charges apply after your initial registration term.



MAKE TODAY YOUR DAY DOT™

01

Choose a Core Plan and Extras

Your Core Plan provides you with a business broadband service and a digital telephone line, plus smart calling features.

02

Add an Office Plan

An Office Plan gives you additional voice lines to your Core Plan. You get a call allowance, smart calling features, and you have the option to add a new phone.

03

Add a Mobile Plan

Choose a Mobile Plan which gives you a voice and data allowance, plus you can choose to add a smartphone.



04

Add a Mobile Broadband Plan

Choose a Mobile Broadband Plan to use when you're out and about – connect your tablet or laptop and share your data allowance with your DOT mobiles.

01 CHOOSE YOUR CORE PLAN

The Core Plan combines a digital fixed line, business broadband, Business Gateway and digital office phone with included data and some great calling features.

DOT Core Plans (including hardware and installation) 24-month term	\$110 /mth Min cost \$2,640	\$130 /mth Min cost \$3,120	\$180 /mth Min cost \$4,320	\$230 /mth Min cost \$5,520
Data allowance	100GB	300GB	1,000GB	2,000GB
Included Hardware	<div><div></div><div>Business Gateway</div></div> <div>+</div> <div><div></div><div>Panasonic IP cordless system (optional for DOT on the NBN plans)</div></div>			
On-account voice calls within Australia	Included Staff can talk for free between eligible fixed and mobile services on your DOT account			
Local calls	Included			
Standard national calls	30¢ per minute block	Included		
Standard national mobile calls	30¢ flagfall + 30¢ per minute block		Included	
Welcome Credit				
Welcome credits for eligible customers	\$240	\$300	\$450	\$600

Data 0.1¢/MB within Australia once data allowance is exceeded.

For information about call rates for this plan, see page 14. For more information including Welcome Credit eligibility information, see 'Things you need to know' on page 16.

ADD BUSINESS BUILDING EXTRAS

Add a range of extras that can help keep your business running smoothly.

EFTPOS Line

Connect a dedicated phone number for your EFTPOS machine \$20/mth plus usage

Fax Line

Connect a dedicated phone number for your fax machine \$20/mth plus usage

Alarm Line

Connect an extra fixed line dedicated to your monitored security alarm system and receive \$20 of included calls per month to standard Australian local and 13xx numbers \$20/mth plus usage

Hunt Group

Automatically sends incoming calls to the next available line \$10/mth

Virtual Receptionist

Automatically answers and directs incoming calls with a customised greeting \$10/mth

Voice and Broadband Backup

Voice and Broadband Backup will automatically switch your Business Gateway to the Telstra Mobile Network with a monthly 5GB allowance in the rare instance your broadband service is unavailable so you can continue to use your Core Plan phone and internet \$15/mth for 24 months (min. cost \$360)

Ad On Hold

A professional advertising and marketing message, designed by advertising experts and mixed by studio voice over artists, for callers to hear when they're placed on hold \$50/mth for 24 months (min. cost \$1200)

Microsoft® Office 365 Business Essentials

Office 365 is great for small to medium sized businesses. When connected to the internet, Microsoft Office 365 Business Essentials allows you and your staff to access emails and calendars, documents and folders and host meetings from the office, on the road or at home. \$6.34 per user per month with the first month free on your Office 365 licenses (data download and usage charges may apply)

For details visit telstra.com/office365smb

For more information and excess data rates, see 'Things you need to know' on page 16.

02 ADD AN OFFICE PLAN

Office Plans give you an additional dedicated fixed line. You get a call allowance, smart calling features and the option to add a new phone, or use an existing phone.

Office Plans monthly cost (in addition to the cost of your Core Plan)	Casual \$35/mth	\$35/mth for 24 months	\$50/mth for 24 months	\$75/mth for 24 months
Minimum cost for 24 months (including \$110 Core Plan)	\$2,675	\$3,480	\$3,840	\$4,440
Included call allowance for standard national calls to fixed and mobile numbers	\$15	\$35	\$50	Included
Plan term	Monthly	24 months		
New digital phone option	From \$240 upfront	Starting from \$10/mth for 24 months. Min cost \$240		
Welcome Credit				
Welcome credits for eligible customers	N/A	\$105	\$150	\$225

For information about call rates for this plan, see page 14.
For more information, including Welcome Credit eligibility information, see 'Things you need to know' on page 16.



03 ADD A MOBILE PLAN

Choose a Mobile Plan and share your included voice and data allowance with other eligible mobile and mobile broadband services on the same account. You can bring your own mobile phones or add one from a range of the latest smartphones. Plus, you get Unlimited SMS to standard Australian numbers (excludes use overseas).



Get a new smartphone with your Mobile Plan

Mobile Plans 24-month term (in addition to the cost of your Core Plan)	\$60/mth	\$80/mth	\$100/mth	\$130/mth
Minimum cost for 24 months (including \$110 Core Plan)	\$4,080	\$4,560	\$5,040	\$5,760
Included calls to standard Australian numbers (excludes use overseas)	\$60	\$80	\$100	Included
Included mobile data allowance (for use in Australia)	1GB	1.5GB	2GB	3GB
Port-in Credit				
Port-in Credit for eligible customers	\$180	\$240	\$300	\$390

For information about call rates for this plan, see page 15.
For more information, including Port-in Credit eligibility information, see 'Things you need to know' on page 16.

Bring your own compatible phone

Mobile Plans 24-month term (in addition to the cost of your Core Plan)	\$50/mth BYO	\$60/mth BYO	\$80/mth BYO	\$100/mth BYO
Minimum cost for 24 months (including \$110 Core Plan)	\$3,840	\$4,080	\$4,560	\$5,040
Included calls to standard Australian numbers (excludes use overseas)	\$50	\$60	\$80	Included
Included mobile data allowance (for use in Australia)	1GB	1.5GB	2GB	3GB
Port-in Credit				
Port-in Credit for eligible customers	\$150	\$180	\$240	\$300

04 ADD A MOBILE BROADBAND PLAN

Choose a Mobile Broadband Plan to connect when you're out and about – use it to connect your tablet or laptop, and share the additional data allowance with your DOT Mobile Plan.

When you add a Mobile Broadband Plan the data allowance is pooled with all your DOT mobile services on the same account, so everyone can share (in Australia).

You can take up a maximum of five Mobile Broadband Plans with each Core Plan.

A range of the latest tablets is available to purchase with DOT.

Mobile Broadband Plans 24-month term (in addition to the cost of your Core Plan)	\$35/mth	\$50/mth	\$95/mth
Minimum cost for 24 months (including \$110 Core Plan)	\$3,480	\$3,840	\$4,920
Included mobile data allowance (for use in Australia)	4GB	8GB	15GB
Cost per MB	0.9¢	0.6¢	0.6¢
Excess data charge in Australia (excludes use overseas)	10¢ per MB (charged per kb or part thereof)		
Monthly excess data usage cap	\$500 (per service for use in Australia)		

For more information, see ‘Things you need to know’ on page 16.

WE’LL GET YOU UP AND RUNNING

Here’s what we’ll install

Core Plan	✓
Office Plan	✓
All your DOT phones	✓
Fax & EFTPOS Plan	✓
Alarm Line	✓
Voice and Broadband Backup	✓
Network printer	Don't have a dedicated IT Manager? For an additional fee we can assist you to set up these items.
Server	
Security camera	

Other services we can provide

Mentoring Post-install Support

After your installation, we'll call you and provide a one hour, over the phone, Post-install Support session about how to use DOT, including advice about online tools and configuring your DOT hardware.

We'll also help you to configure your DOT hardware.

Ethernet cabling

If you want your handsets located in a different location to your Business Gateway, we can also arrange fixed price cabling for you.

\$299 for the first point, and \$180 for any additional points.



CALL RATES

Call rates for DOT plans depend on the plan you select. Some plans include calls, so be sure to choose the plan or plans that suit your calling needs.

CORE PLAN

Call rates
24-month term

Call rates 24-month term	\$110/mth	\$130/mth	\$180/mth	\$230/mth
Intra-account calls in Australia	Included			
MessageBank® diversion + retrieval in Australia	Included			
Standard local calls	Included			
Standard calls to national fixed numbers	30¢/min block	Included		
Standard calls to mobile numbers in Australia	30¢ flagfall + 30¢/min block		Included	
Calls to 13 numbers	35¢/call		Included	
International Calls	Rates available online at telstra.com/customer-terms/dot			
Excess usage	0.1¢ per MB			
Monthly excess usage cap (per account)	\$300			

OFFICE PLAN

Call rates

Call rates	\$35/casual	\$35/mth	\$50/mth	\$75/mth
Intra-account calls in Australia	Included			
MessageBank® diversion + retrieval in Australia	Included			
Standard local calls	Included			
Standard calls to national fixed numbers	30¢/min block		Included	
Standard calls to mobile numbers in Australia	30¢ flagfall + 30¢/min block			Included
International Calls	Rates available online at telstra.com/customer-terms/dot			
Calls to 13 numbers	35¢/call			Included



MOBILE PLAN

Mobile Plans
24-month term

	\$60/mth	\$80/mth	\$100/mth	\$130/mth
	\$50/mth BYO	\$60/mth BYO	\$80/mth BYO	\$100/mth BYO
Intra-account calls in Australia	Included			
MessageBank® diversion + retrieval in Australia	Included			
SMS to standard Australia numbers (excludes use overseas)	Included			
Included Landline Business Hours (9am-5pm, Mon-Fri) (calls in Australia to standard national fixed numbers)	30¢ flagfall + 30¢/min block	Included		
Included Business Hours (9am-5pm, Mon-Fri) (calls in Australia to standard Australian mobile numbers)	30¢ flagfall + 30¢/min block		Included	
Included calls 24/7 Calls to standard Australian numbers (excludes use overseas)	30¢ flagfall + 30¢/min block			Included
Excess data charge per MB in Australia (excludes use overseas)	10¢/MB (charged per kb or part thereof). Capped at \$500/mth per service for use in Australia.			
2 minute standard call cost	90¢			

The same call rates apply whether you get a new smartphone with your Mobile Plan or bring your own Telstra Mobile Network compatible phone.

For more information, see 'Things you need to know' on page 16.

THINGS YOU NEED TO KNOW

Availability

ADSL 2+ DOT (Digital Office Technology)™ is only available in locations where an ADSL 2+ broadband service of sufficient quality to support a digital voice service is available. Availability depends on a number of factors, including the length of cable to the nearest telephone exchange, the quality of the existing telephone service and whether the nearest exchange has enough ADSL 2+ capacity.

DOT on the NBN

Telstra services on the NBN are not available in all areas or to all businesses. Once you take up a phone and broadband service on the NBN, you can't move back to Telstra services on the existing copper network. Services provided over fibre need a 240 volt power supply. As a result DOT on the NBN, T-Biz® Broadband on the NBN and T-Biz® Voice on the NBN plans will not operate during a power outage.

Digital Voice

An Internet Protocol Voice service carried over broadband as packets of data. All of your services are provided on IP-based technology. This IP-based technology comes with the added benefit of Quality of Service (QoS).

Online Services and Bill

We will register you for online services when you first take up DOT. You will receive a randomly generated username and password for each of the online services we register you for, and we may also set randomly generated answers to questions (known as 'secret questions') that our online tools will ask you to answer if, for example, you've forgotten your password. You should change your username, password and secret question answers the first time you use the online services. If you don't agree to any of the terms of use of our online services, tell us and we'll revoke your registration for you.

Data Usage alerts

Mobile broadband usage alerts are based on estimated usage. SMS notifications are typically current as at 6 hours ago, email notifications are typically current as at 36 hours ago. Mobile Data Usage should be used as a guide only and will not prevent you from exceeding your usage limit. Charges shown do not include charges for current sessions, discounts or International Roaming usage.

Moving or changing your services

If you move from a current Telstra service to a DOT service, you may need to pay an Early Termination Charge (ETC) for your current service. If you cancel a service on your DOT account or move it from DOT to another Telstra service before the end of the contract term, you may have to pay an ETC.

Core Plan monthly cost

Total monthly cost may include Business Gateway, digital phone and professional installation.

Hardware Purchase Plan ('HPP')

Under a HPP, you can ask us for credit, known as a Hardware Purchase Amount, to buy approved devices for use with your DOT Package. You can only take up a HPP on plans with a 24-month term, and you must take up a HPP with your Core Plan to cover the cost of your Business Gateway and digital phone. The credit is repayable in monthly instalments over 24 months (HPP term). The monthly instalment under your HPP will depend on your Hardware Purchase Amount. This will either be the Recommended Retail Price (RRP) of the device, or a lower amount if we offer a subsidy on the case of the device.

Core and Office Plan Welcome Credit eligibility

You might be eligible for a welcome credit if you haven't had a fixed broadband service with Telstra in the 3 months prior to taking up your core plan or you transfer a fixed line service from another carrier to Telstra and connect it to a 24-month DOT Office Plan, and you stay connected for 24 months. If you receive a Welcome Credit, and you cancel your Plan before the end of your contract term, you may have to pay a portion of the credit back.

Mobile Plan Port-in Credit eligibility

You might be eligible for a Port-in Credit if you transfer a mobile service from another carrier to Telstra and connect it to a 24-month DOT Mobile Plan. If you receive a Port-in Credit for a plan and you cancel the plan before the end of 24 months, you may have to pay a portion of the credit back.

Unlimited allowances and free voice calls

Some components of the DOT service give you access to free voice calls and unlimited allowances of calls. Where we make these available to you, you must follow our DOT Fair Play Policy. In general, this provides that you must not commercially exploit our DOT service, or use it in an unreasonable way.

Office 365 Business Essentials

For your first order, we will waive the licence fees for the first 30 days (up to a maximum of 25 licences). At the end of the 30 day period your subscription for each licence will automatically be renewed at \$6.34 per licence per month on a month-to-month basis until you cancel your subscription.

Sharing your included allowances

Some DOT plans come with included or unlimited allowance for standard digital voice or mobile calls. These allowances cannot be shared with other services on your DOT account and cannot share between fixed and mobile services. Unused allowances expire monthly.

Installation Appointments

You may need up to two installation appointments – one with NBN if required and one with Telstra to get your services up and running.

Same account

All the components of your DOT service must be on the same account and within Australia to receive benefits such as free intra-account calls and sharing of included allowances. If your services aren't on the same account, you won't receive these benefits.

Calls to standard national and mobile numbers in Australia

Standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to Telstra Mobile Satellite, Fixed SMS, Directory Assistance, 13 numbers (including 1300 and 1345 numbers) and 1800 numbers.

Some included allowances exclude some usage such as calls to premium numbers (eg 19xx numbers), calls to 1234, 12455 and 12456 numbers, satellite numbers, InfoCall 190, radio paging and operator assisted calls (eg most 12xx numbers). You have to pay for these separately. Unused allowances expire monthly.

Included calls

Our FairPlay Policy applies. Excludes some calls such as calls to 1234, 12234 and 12455, third party content calls, international calls, international roaming calls and messages, premium SMS and MMS and calls to 19xx and 12xx numbers, wake up calls, reminder calls, operator assisted calls, information calls and reverse charge calls. Calls to Pivotal numbers are not available.

Business Hours

Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays.

Unlimited standard SMS

Excludes MMS, international or premium SMS, video MMS, content MMS, SMS voting, SMS games, PocketNews, WebNotes, MobileFun, SMS Access Manage, Online SMS Business, some SMS Chat, and some Instant Messaging Services.

Cancellation

If you cancel your HPP, or cancel the DOT service to which your HPP is attached, before the end of the HPP Term, you have to pay us an amount in respect of the HPP in addition to any Early Termination Charge (ETC) for your service.

If you need to pay an ETC under the terms of your DOT service, it will be calculated according to the formula set out in Our Customer Terms located at [telstra.com/customer-terms/dot](https://www.telstra.com/customer-terms/dot)

If you received a welcome credit for any of your DOT plans, and you cancel that plan before the end of the contract term, you may have to pay a portion of the credit back.

Fax, EFTPOS and alarm systems with DOT on the NBN

Although your DOT on the NBN Core plan may support fax, EFTPOS, back to base alarm systems, 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.

Emergency 000 access

You must supply power to operate the equipment associated with your DOT service as specified in the equipment manual and must ensure that the equipment is connected to the power supply. If there is no power, the service will not work and you won't have access to the Emergency 000 service. We recommend that you have another telephone service, such as a mobile or analogue phone connected and available in case this happens.

DOT App

Available for Android and iPhone devices. It allows for IP telephony and service management for Telstra's DOT services.

Calls made through the DOT App will utilise data from your associated internet mobile, mobile broadband and fixed broadband connection in addition to standard call costs, and will only work in conjunction with Telstra's DOT Service.

Voice and Broadband Backup

You can use your fixed phone and internet over the Telstra Mobile Network when there is a network outage on your fixed broadband service.

You will revert back to your regular fixed broadband connection once the outage has been rectified. Data charges will apply to all calls made and received, as well as any internet usage used through the backup service. A 2 minute call uses 1.46MB data plus the cost of the call.

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