



IT'S HOW
WE CONNECT

CHANGE THE WORLD FROM YOUR OFFICE

Super Fast FTTP Broadband is the key
to unlocking your business potential

Available in the South Brisbane Exchange Area



BECAUSE YOU MEAN BUSINESS

These days, broadband means more to business than just about anything. So why would you settle for less than the best? With Telstra Business Broadband Fibre To The Premises (FTTP), you'll get a cutting edge fibre-optic solution that you can tailor to your grandest plans.

Start with a superfast connection, then add industry leading hardware, T-Suite® software and the Broadband Extras you want to extend your advantage. Online security, remote access, advanced email, 24/7 technical support and hosted applications – it's all here for you.

You're our most important customer

So you can call us from any Telstra fixed phone or Telstra mobile without it costing a cent. Simply dial 13 2000 from anywhere in Australia to ask about your accounts, add new products and much more. We know business isn't just 9 to 5. So if you need a fault fixed or a new service installed, our technicians can come at a time that suits you, including weekends, in most metropolitan areas.

If you have any concerns or difficulties, call 13 2000 and say 'complaint'. You'll be put through to a specially trained consultant who'll investigate the issue and ensure your concern is resolved.

Begin with the best plan	03
Why stop at speed?	04
Build on your advantage	05
What does it all mean?	07
Things you need to know	08

BEGIN WITH THE BEST PLAN

Your Telstra Business Broadband FTTP solution is all about putting your business in front.

Once you start with the speed and usage level that suits your needs, you'll be all set to access your email, online services and the internet.

Your staff can even have secure access to your office systems from outside, via the Virtual Private Network solutions offered with the Cisco® equipment we supply.

If you ever go over your monthly usage, you won't have to worry about your service being slowed – and any excess usage charges are capped to help you avoid a budget blow-out. Plus you can change plans (within the same package type), to keep your plan in step with your business.

Your plan options

You have three plans to choose from based on how much data you need to run your business.

Monthly data allowance	Standard plan (24 month term)	Additional usage per MB
100GB	\$60	\$0.001
300GB	\$80	\$0.001
1000GB	\$120	\$0.001

A \$59 activation fee applies to new Telstra Business Broadband FTTP plans. Minimum cost for 24-month term including \$59 activation fee is: \$1,499 – 100GB, \$1,979 – 300GB, \$2,939 – 1000GB.

Standard Plans provide download speeds up to 30Mbps when downloading from capable sites or across multiple sites. Average speeds will lower and actual speeds will vary. **Super Fast Speed Boost:** 100Mbps download and 5Mbps upload for an additional \$15 per month. You can upgrade and downgrade your speed at any time.

Super Fast Speed Boosts are so fast they exceed the capabilities of many content servers and PCs. Average speeds will be lower and actual speeds vary due to a number of factors. Not all customers will experience the above speeds, please see page 9 for important information. **Monthly Excess Usage Cap applies.** The maximum chargeable amount for additional usage per month is \$300 per service in a single bill period on new plans only. This means that there is no additional usage charge applied after you reach \$300 in additional usage per month.



WHY STOP AT SPEED?

Having a fast connection can be critical to your business productivity, but a great broadband solution will give you far more than raw speed.

You'll also get built-in business essentials, a dedicated business-grade support service that you can contact any time, access to sophisticated online management and reporting tools, plus your choice of convenient security, support, backup and other extras.

You need speed – but you also need the tools to make it reliable, flexible and useful.

So with any Telstra Business Broadband FTTP plan you'll get:

- unlimited uploads
- dedicated, Australian-based business technical support available 24/7
- a Static IP address
- internet performance and management tool
- 10 Business Mail POP Mailboxes and SMTP
- one business domain name registered and hosted for up to 24 months at no charge
- flexibility to change plans without administration fees (within the same package type).

For more information visit telstra.com.au/help/critical-information-summaries/business

You're in control

Online management and reporting

- Access comprehensive performance reports including graphs and polling data, network performance details and near real time traffic statistics.
- Receive email alerts when your monthly data usage passes key levels, making it easier to manage your service accurately.

Online on-demand support

- Control how your IP addresses are deployed.
- Access additional Domain Name System (DNS) management services.
- Update your contact details for billing, operations and usage alerts.
- Your service also comes with a range of powerful self-management tools – making it easy for you to control your usage, update your account details, and get online on-demand support.



BUILD ON YOUR ADVANTAGE

With a plan that gives you fast broadband access, you're on your way. Now you're ready to extend your lead by adding your choice of Telstra Business Broadband Extras – to turn your service into exactly what you want.

Broadband equipment

Have a head start on hardware

As part of your new service, we can provide you with a competitively priced Cisco® Small Business Pro router. These routers integrate with our delivery and technical support systems as well as other Cisco equipment, to give you peace of mind now and freedom to expand easily in the future.

Each router is VoIP, Next G® network and Remote Working (feature not included as default) capable, so you and your staff can work more flexibly from more places to keep customers happy. It's also so simple to set up, you can probably take care of the installation yourself.

Your Cisco Router will include:

- an easy, graphic user interface so you can set up, manage and change the configuration yourself
- 4-port managed Ethernet switching for wired networking
- integrated Wi-Fi networking using 802.11n
- VLAN support for highly secure segmenting of network resources
- a built in USB modem port which you can use to connect a Telstra Mobile Broadband access device as a backup, and keep your business online in case of a network outage
- an integrated Stateful Packet Inspection (SPI) firewall and high speed IP Security (IPSec) VPN capability, plus support for Triple Data Encryption Standard (3DES) to help protect your data when sending and receiving information remotely.

Service	Router	Once-Off Charge
Telstra Business Broadband FTTP	Cisco SRP 541W	\$430

Professional installation services

Get it right from the start

Don't feel confident (or simply don't have the time) to handle your own router installation? No problem. Have one of our technical experts come to your premises and connect your new service for you.

With our Professional Installation service, one of our technicians will visit your premise and:

- connect your new router to the internet
- test the connection and ensure you're up and working.

All for a once off charge of \$192.

Business Support Options

Advanced Networking	Delivers on-site set-up of the gateway router for up to three PCs, including configuring NAT and basic filtering, access lists and port forwarding and 1 LAN Server (mail, web, proxy) to correctly access the Internet via the router.
IT Services On Demand	A range of support and maintenance services, provided onsite or remotely, including setting up of your VPN or other Telstra Business Broadband Extras. You can also use this service to buy peripherals such as patch cables.
Windows® and Mac OS X are supported. For quotes, call 13 2000.	

Business support

Leave it to the experts

Add Business Support to your broadband service and you'll have easy access to expert technical support when you need it. No need to try and fix things yourself – or even search the Yellow Pages® for assistance. You can simply call us for help with anything from setting up your network to reconfiguring your router.

It's simple, pay-as-you-go support from a provider you already know.



Microsoft® Office 365

Office 365 lets you and your team use familiar Microsoft Office desktop applications on the move when connected to the internet on a wide range of devices. So you'll have the freedom you want to work on the road, from home, with your customers or in the office.

Your team can simply sign in and start using their emails, share calendars, chat to each other using instant messaging, conduct video conferencing sessions, upload and share files as well as create team sites to make collaboration easier; plus they'll always have the latest versions of Microsoft Excel, Word and PowerPoint.

To get started

Choose the combination of Office 365 plans that best suit your business and get your first month free.

	Office 365 Business	Office 365 Business Essentials	Office 365 Business Premium
Monthly fee per licence	\$11.84	\$5.05	\$12.15
Max users	300	300	300
Office ProPlus The latest Microsoft Office suite of tools	✓	✗	✓
OneDrive for Business Unlimited personal online document storage with access from PCs, smartphones and tablets	✓	✓	✓
Exchange Online 50GB email, shared calendar and contacts	✗	✓	✓
Lync Online Instant messaging, virtual meetings and video conferencing	✗	✓	✓
SharePoint Online Document sharing, team sites and collaboration	✗	✓	✓
Office Web Apps Online, browser based versions of Microsoft Office desktop applications	✓	✓	✓

Add an optional .com.au or .net.au domain for no extra charge on a 24-month subscription. We'll take care of the domain set-up.

Let us set it up for you. We'll send you a welcome email with all the information you need to get started.

The domain will be registered and hosted for 24 months. Renewal fees will apply after the initial 24 month registration. Renewal fees can be found in the Telstra T-Suite® Applications portal by visiting store.t-suite.telstra.com

For full terms and conditions see telstra.com.au/customer-terms/business-government/other-services/t-suite

Cloud applications

You can use your broadband service to access the latest business applications without worrying about the usual headaches of licensing, deployment, updates or upfront costs. With cloud, you simply subscribe to the applications you need as an online service, then use them at will. With complete support and low monthly subscriptions rates, it lets you free up cash and internal resources for more important business.

We're a trusted provider with a strong heritage of delivering great solutions. We've invested in the cloud for the future, so we can:

- **Offer choice:** We can meet a variety of needs based on leading-edge applications and technology from our strategic partners
- **Make it easy:** Your transition to the cloud will be smooth with help from our national network of cloud consulting and professional services partners
- **Always be on call:** We guarantee 24/7 technical support for all cloud services.

Try Cloud applications

Get started with a 30-day free period on most Cloud Applications. To find out more, visit telstra.com/cloud, ask your Telstra Representative or call 1800 TSUITE (1800 878 483).

Business mail POP

Manage your email

You can add as many extra Business mail POP mailboxes as you need to organise your incoming emails and support your staff. Each mailbox gives you up to 100MB of storage plus built-in virus and spam filtering. We'll keep things simple by providing the SMTP facility for sending and receiving your emails on these accounts. If you want, you can register additional domain names and hosting services through Business Mail too.

Package type	POP
Set-up fee	\$25
Monthly fee (per mailbox)	\$1
Other charges	Business Mail excess usage: 5.5¢ per MB

SMTP mass email

Email marketing made easy

Email can be an easy and cost-effective way to stay in touch with your customers. Using SMTP Mass Email lets you send higher volumes of email than a basic service allows, so you can distribute your newsletters, sales announcements and product updates more efficiently.

WHAT DOES IT ALL MEAN?

Domain Name

A unique name that identifies a website – ‘yourwebsite.com.au’ for example. It’s a bit like a street address for the internet, providing other people with an easy way to find and identify your site online.

Download/Upload

A download is any data that passes from the internet to your router – including emails and their attachments, web pages, streaming media, any files or applications you download, and so on.

An upload is any data that you send to the internet – from the tiny message sent when you click on a link in your browser, to an email and its attached file, and so on.

Speed

How fast data flows between you and the internet. Usually, speeds are given in kilobits per second (Mbps). The higher the number, the faster the service.

Static IP address

A Static IP address gives your router a fixed numerical address on the internet. It’s a bit like having your own mobile phone number, instead of relying on phone booths. When your router always has the same number, other computers can simply address data to that IP address. It means your staff can use the internet (and a Virtual Private Network, for security) to access your servers from outside the office for example.

Usage

Your internet usage is the total amount of data you upload and download. However your uploads won’t impact your monthly data allowance on Telstra Business Broadband plans.

Virtual Private Network (VPN)

A VPN is a networking tool that uses encryption to let staff or branch offices access their organisation’s main internal network resources securely over the public internet.

Wi-Fi

This is simply a contraction of ‘wireless fidelity’, which is the technology that lets computer devices communicate using radio signals instead of wired connections.

CustData Management Portal

CustData is an online, on-demand service that you can use to track your estimated data usage online, manage your contact details, and set up weekly email usage updates for eligible plans.

You can also set up CustData to send automated email usage alerts as your usage passes an estimated 50%, 75%, 100%, 125%, 175% and 250% of your monthly usage allowance.

Usage monitoring and alerts are essential for detecting unexpectedly high data usage early, then taking appropriate action such as changing plans, scanning for viruses, etc.



THINGS YOU NEED TO KNOW

Telstra Business Broadband FTTP is only available in the South Brisbane (SOTH) Exchange Service Area (ESA). The service is not available to Telstra wholesale customers or for resale.

Download and upload speeds

Average speeds will be lower and actual speeds will vary due to a number of factors including ONT type, router/Gateway, server limitations, network configuration, member premises interference, traffic, hardware and software. Speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable.

Telstra Business Broadband FTTP plans

Unused data allowance expires each month. Uploads don't count towards your monthly data plan.

Excess data usage charges are \$0.001 per MB on Telstra Business Broadband FTTP plans. Excess data usage charges on FTTP plans are capped at \$300 per service in a single billing period and are not applicable on unlimited plans.

Unlimited Plans are subject to our Acceptable Use Policy. Email alert feature not available with unlimited plans.

Business Mail POP Mailboxes: For each mailbox you can add up to four alias email addresses. Each mailbox includes 100MB storage.

Online management and reporting: Email alerts are provided for the sole purpose of giving you an estimate of the amount of traffic you have used at that point in time. You must not rely on this information. Please refer to Our Customer Terms for full details.

Domain names

Registration: Subject to domain name availability. To meet the eligibility criteria for .com.au, .net.au or .org.au domain names, your requested domain name must be an exact match, abbreviation or acronym of your name or trade mark or be closely and substantially connected to you.

Included registration/hosting: For .au domain types, registration and hosting for 24 months. For non .au domain types, registration and hosting for 12 months. Renewal fees will be charged after initial registration. Each .com domain name will automatically renew unless you advise us otherwise. Initial business domain name registered where you take up any of the included Business Mail POP mailboxes. If you acquire multiple Telstra Business Broadband services, then you will need to associate the 10 included Business Mail POP mailboxes with a separate domain name for each Telstra Business Broadband service.

Cloud Applications 30 day free trial period

The trial period is available for an initial order for each service only and is not available for Workforce Guardian. After the trial period, charging for each applicable service will commence except for Microsoft Online Services. If you have agreed a minimum term as part of your initial order, and you cancel the order after the trial period, the early termination charges in Our Customer Terms will apply.

Microsoft® Office 365

The Microsoft Office 365 Bundle is a bundled offer which consists of Office 365 (available plans are Office 365 Business, Office 365 Business Essentials and Office 365 Business Premium), an optional domain name, activation assistance and 24/7 technical support. If you take up a plan without a domain name, there's no minimum term. If you take up a plan with a domain name, the minimum term is 24 months and an early termination charge applies if you cancel the subscription before the minimum term has ended. Available domain names are .com.au or .net.au. The domain will be registered and hosted for 24 months. Renewal fees will apply after the initial 24 month registration. Renewal fees can be found in the Telstra T-Suite? Applications portal by visiting store.t-suite.telstra.com. For full terms and conditions see telstra.com.au/customer-terms/business-government/other-services/t-suite

Business Mail POP

SMTP Facility (sending and receiving emails):

SMTP facility included with Business Mail POP have certain limitations – the maximum number of emails that may be sent is 25 emails every 10 minutes. The total email size for every email sent including attachment is 10MB and the number of simultaneous connections to the SMTP gateway per IP address is limited so that only one email can exit at any point in time while other emails queue behind this email.

Additional domains requested through Business Mail will be required to use a different Mission Control account and additional domain name fees apply. Each .com domain name will automatically renew unless you advise us otherwise. Domain name hosting is provided through Business Mail.

Set up fee is not charged for existing services where you already have a Telstra Business Mail service.

 visit a telstra store or partner

 call 13 2000

 telstra.com/business

Exclusive business offers, ABN required. Outlook, SharePoint, Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. WebEx is a trademark of WebEx Communications Inc. in the United States and other countries. Cisco and SMARTnet are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. Mac OS is a registered trade mark of Apple Inc. Microsoft® Office 365, SharePoint®, and Lync® are trademarks of Microsoft Corporation in the United States and/or other countries. The spectrum device and ™ are trade marks and ® are registered trade marks of Telstra Corporation Limited ABN 33 051 775 556.