



HOW DID I EVER DO BUSINESS WITHOUT IT?

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HOW DID I EVER DO BUSINESS WITHOUT IT?

BROADBAND FOR BUSINESS



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SMARTER BUSINESS BROADBAND

With Australia's largest and fastest national mobile broadband network, you can focus on business knowing you've got the speed, service and protection only Telstra can offer. For businesses on the move, we've got a broadband solution that works better in more places. Telstra Mobile Broadband can help you access important information to continue doing business when you're out and about and Telstra Business Broadband helps drive productivity and protect business critical files when you're working in the office. We've also got your support needs covered too – your broadband service is backed by Telstra's 24-hour, 7day business technical support. Now that's a business advantage!

BROADBAND ON THE GO

ONLY TELSTRA MOBILE BROADBAND GIVES YOU:

<p>MORE SPEED IN MORE PLACES</p>	<p>Australia's fastest national mobile broadband network lets you send and receive emails and files when you are on the go. Download presentations, sales reports or video fast to maintain productivity on the move.</p>
<p>MORE COVERAGE</p>	<p>Stay better connected in more places. The Telstra Next G™ network, Australia's largest national mobile broadband network, covers 99% of the Australian population and provides better coverage in more buildings, lifts and car parks than any other 3G mobile network in Australia.</p>

STEP 1

What are your business needs? [Page 03](#)

STEP 2

Choose the right data pack [Page 03](#)

WHAT IS TELSTRA MOBILE BROADBAND?

Telstra Mobile Broadband is a mobility solution that provides fast wireless broadband. It gives you and your team access to the internet, email and your office application (with VPN settings). It works on the same technology as your mobile phone, and instead of making a voice call from your mobile phone you are making a data connection from your data device to the internet within Australia. It's more than a Turbo Card, more than a Turbo Modem and more than a Telstra Next G™ handset – it's a wireless service that can be used with a whole range of Telstra Next G™ devices to connect you to the people and information that matters to your business, fast.

WHAT'S THE DIFFERENCE BETWEEN TELSTRA MOBILE BROADBAND AND TELSTRA BUSINESS BROADBAND?

Telstra Mobile Broadband lets you access the internet or corporate networks over the Telstra Next G™ mobile network, without the need for a fixed line. You access it using PC cards and modems connected to a laptop, your Telstra Next G™ mobile phone or PDA (such as a BlackBerry®). It gives you the flexibility to use your mobile broadband connection when you're not in the office.

Telstra Business Broadband is a permanent internet connection delivered over a fixed line to your business premises. It can be an ADSL or BDSL connection depending on how much data you need to send and receive. You can share internet access among multiple computers and users at the same time and enable remote connectivity for your staff with a router.

BROADBAND IN THE OFFICE

ONLY TELSTRA BUSINESS BROADBAND GIVES YOU:

<p>MORE PRODUCTIVITY</p>	<p>Get more done sooner with a fast internet service on the largest network in Australia. Send, receive and download files fast when opportunity knocks. Give your staff the ability to be more productive when they work remotely. Send mass emails to extensive marketing lists. Use advanced internet reporting for better business planning. Whatever your business needs are, there's a way to do it fast and efficiently with Telstra Business Broadband.</p>
<p>PEACE OF MIND</p>	<p>Keep your business running efficiently and focus on business not network management, knowing you have 24/7 Business Grade Technical Support from dedicated business specialists in Australia.</p>
<p>MORE PROTECTION</p>	<p>Help keep files and emails safe from most known viruses, spam and other threats. Manage staff internet use and protect your business records and intellectual capital from hackers and disasters. No lost files, no lost productivity – Telstra has a number of options to help you securely back up and protect your data offsite at our carrier grade Data Centres.</p>

STEP 1

What are your business needs? [Page 07](#)

STEP 2

Choose the right package [Page 07](#)

STEP 3

Get more, do more, with Telstra Business Broadband Extras [Page 11](#)



BROADBAND ON THE GO

Unleash the power of the Telstra Next G™ network, Australia's fastest national mobile broadband network to make your team more productive and connected. They won't miss an opportunity with fast access to email, the internet and office files when they're on the move. Collaborate as if you were in the office together with applications including high bandwidth web conferencing, high-definition video streaming, high-speed web browsing and VPN access. It's all possible with Telstra Mobile Broadband. And it's all backed by the peace of mind of Telstra's 24 hour priority business-grade support.

STEP 1 WHAT ARE YOUR BUSINESS NEEDS?

"I need to access the internet about once a day to check emails and various news updates to stay up to date and for personal use."

"I need to go online about twice a day to read and reply to some emails, and check the company website and latest news."

"I need to send important documents back to the office fast. I constantly read and reply to emails and download files through my laptop."

"I need to be regularly on the internet to access websites and emails, download and access files, and access the network through my laptop when I'm out of the office."

STEP 2 CHOOSE THE RIGHT DATA PACK



LOW USAGE

HIGH USAGE

	Pay-as-you-go*	\$5	\$10	\$29	\$39	\$59	\$89	\$119	\$169
Data Pack (monthly access fee)*									
Monthly included eligible data allowance ¹	0MB	5MB	150MB	300MB	400MB	1GB	5GB	9GB	15GB
Excess usage charges ²	\$2.00	\$1.00	50c	25c	25c	25c	25c	25c	25c
\$0 upfront device available on a 24 month plan ³	✗	✗	✗	✗	✗	✓	✓	✓	✓
Recommended devices	PDA or Mobile As A Modem			PDA or laptop card or USB modem		Laptop card or USB modem		Laptop card or USB modem	

Minimum cost is \$1,416, \$2,136, \$2,856, and \$4,056 on a \$59, \$89, \$119 and \$169 data pack plus usage.* \$5, \$10 and \$29 data pack requires a connection to an eligible in-market Telstra Business post paid mobile voice plan.
 ^ If you only have occasional internet access on a PDA or mobile handset, you may not need a data pack.
 You can simply pay for what you use. All Telstra Mobile Broadband Data Packs are available on Casual Plans.

NEED EVEN MORE DATA?

Heavy data users can take advantage of Telstra Mobile Broadband High Volume Data Packs with monthly allowances of up to 100GB conveniently available on casual plans.

EVERY DATA PACK INCLUDES



The same super speed on Australia's fastest national mobile broadband network.



Dedicated 24/7 support from dedicated business specialist call centres in Australia.



The flexibility to move to a higher or lower plan, free of charge if needs change (if you are on a casual plan).

BROADBAND ON THE GO

OR, CHOOSE TO SHARE

TELSTRA MOBILE BROADBAND SHARED DATA PLANS

Make managing all your employees' mobile data needs simple and stress-free by letting multiple users share their data allowance. When your staff shares access to a single included data allowance, you'll save on administration time, eliminate the worry of individual users exceeding their monthly allowances and have greater cost certainty and management.

Shared Data Plan for 24 months [^]	\$89 Shared Plan	\$119 Shared Plan	\$199 Shared Plan
Monthly included eligible data allowance ¹	5GB	9GB	20GB
Monthly plan charge (includes one standard user)	\$89 [^]	\$119 [^]	\$199 [^]
Additional monthly charge per additional user (from 2nd user)	Standard \$40 (24 months) Casual \$50	Standard \$40 (24 months) Casual \$50	Standard \$40 (24 months) Casual \$50
Excess usage charges (per MB)*	25c	25c	25c

[^] **Minimum cost is \$2,156, \$2,876 and \$4,796** on an \$89, \$119 and \$199 plan (with \$20 Telstra Business Casual mobile plan) plus excess usage.

* 1000KB = 1MB but actual charge is per KB block.

Limit one Shared Data Plan per business customer. Shared Data Plans are only available for use with Telstra Turbo devices. Shared Data Plans cannot be accessed using a smartphone or PDA. Voice calls will attract a default FlexiPlan rate. Shared Data Plans do not include a Telstra Turbo device. Customers must purchase a Telstra Turbo device separately. Each Shared Data Plan includes the first standard user; additional users may be added as either standard users for a 24 month contract term, or as casual users (month to month). To be eligible to take up a Shared Data Plan you must also have an eligible Telstra mobile, fixed voice or broadband plan.

OR, NEED TO CREATE A WIRELESS NETWORK?

HIGH VOLUME DATA PACKS

Now you have the flexibility to create a wireless network in your office, when your team is on the move, outdoors or working in temporary locations like building sites or trade shows, with one monthly access fee. Drive productivity with the ability to connect multiple laptops and desktops wirelessly and share your Telstra Next G™ connection among your staff with a Telstra Turbo 7 Series Wireless Gateway and wireless network data pack.

DATA PACKS DESIGNED FOR YOUR LAPTOP OR USE WITH A TELSTRA TURBO WIRELESS GATEWAY

Data Pack for 24 month [†]	\$200	\$360	\$480	\$560	\$600
Monthly access fee	\$200 [†]	\$360 [†]	\$480 [†]	\$560 [†]	\$600 [†]
Monthly included eligible data allowance	20GB	40GB	60GB	80GB	100GB
Excess usage charges (per MB)*	25c	25c	25c	25c	25c
Typical usage	Extreme				

[†] **Minimum cost is \$4,800, \$8,640, \$11,520, \$13,440 and \$14,400** on a \$200, \$360, \$480, \$560 and \$600 plan plus excess usage.

1000KB = 1MB but actual charge is per KB block.

Subsidised device upfront costs available for customers connecting for 24 months, just ask at a Telstra Shop or dealer.

DID YOU KNOW?

You can use some mobile broadband connections as a phone. Find out if your device can support this feature.

VOICE CALL CHARGES

Charge for voice calls to an Australian fixed or mobile number on Telstra Data Default Voice Plan.

25c on connection
42.5c per 30 second block or part

HOW MUCH DATA DO I NEED?

Use this guide to see how much data you could expect to use on your Telstra Next G™ mobile. All data amounts are approximate.



html email
0.025MB



Email attachment (PDF files)
0.5MB



Opening web page
0.05MB



MP3 music file (2 mins)
4MB

BROADBAND IN THE OFFICE

Your business needs may be complex, but choosing a broadband solution shouldn't be. We've made it easy to get the package that suits your needs. Leverage the possibilities of the largest high-speed broadband network in Australia to take business productivity and performance to new heights, knowing whatever package you choose, your Telstra Business Broadband solution is backed by the protection and peace of mind only Telstra business-grade support can deliver.



STEP 1 WHAT ARE YOUR BUSINESS NEEDS?

"I want an internet service that gives us a competitive edge by streamlining operations and driving productivity – with the peace of mind of 24/7 business-grade support."



BUSINESS BROADBAND ADSL

"I want an internet service that streamlines operations and drives productivity, with the ability to send and receive large files to and from our server at high speed."



BUSINESS BROADBAND BDSL

STEP 2 CHOOSE THE RIGHT PACKAGE

Speed ³	512/512Kbps or high speed	From 1Mbps to 4Mbps each direction
Usage allowance ⁴	From 5GB to Unlimited*	From 20GB to Unlimited*
Upload allowance [~]	Unlimited*	Unlimited*
24/7 Business Technical Support based in Australia	✓	✓
Term of plans	12 or 24 months	24 months
Static IP address	✓	✓
Internet performance and management tool	✓	✓
10 BusinessMail POP Mailboxes [^] and SMTP included	✓	✓
One Business Domain name registered and hosted [†] included at no charge	✓	✓
Flexibility to upgrade/downgrade* speed and usage plan at any time without administration fee	✓	✓*

† For .au domain types, registration and hosting for 24 months. For non .au domain types, registration and hosting for 12 months. Business Domain name provided with the BusinessMail POP Mailbox. * Within an existing active plan. Early termination charges may apply if you change your package type during the term of your plan. ^ One primary address and four secondary email addresses provided per mailbox, including 100MB storage per mailbox and spam and virus filtering. ~ Uploads are unlimited. However, if they exceed your total downloads by a ratio of 4:1 in any given month, we may charge you 4c for each additional MB of data you upload in that month in excess of the 4:1 ratio.

YOUR INCLUDED INTERNET PERFORMANCE AND MANAGEMENT TOOL INCLUDES ONLINE MANAGEMENT AND REPORTING, AND ONLINE, ON-DEMAND SUPPORT SERVICES:

Online management and reporting	Online, on-demand access to comprehensive performance reports – including graphs and polling data, network performance and near real time traffic statistics. Supplemented by automatic usage alerts [†] to provide early warning of usage 'spikes'.
Online, on-demand support services	<ul style="list-style-type: none"> • View and change routing information. • View and change domain (DNS) records. • Configure a secondary mail server. • Establish/change email contacts for billing, operational information and account usage statistics.

† Feature not applicable to unlimited plans.

STEP 2 CHOOSE THE RIGHT PACKAGE

TELSTRA BUSINESS BROADBAND ADSL

Keep your finger on the pulse and get your hands on what you need when you need it with Telstra Business Broadband ADSL. Access, share and send files and emails easily. Improve productivity with remote access to files and emails wherever there is an internet connection and router (with web remote access or VPN feature). And because you can change your speed or usage plan when your needs change (within the same package type), you can rest assured your service will keep pace with your business. And because Telstra Business Broadband does not slow down when you reach your monthly usage plan[^], you can get the productivity and predictable performance your business needs.

[^] Excess usage charges may apply.

Speed ³	Usage Plan and Access Fee (GST included) for 12 or 24 months [~]						
	5GB	10GB	20GB	50GB	100GB	150GB	Unlimited
512/512Kbps	\$60.00*	\$70.00*	\$90.00*	\$120.00*	\$170.00*	\$215.00*	\$300.00*
High Speed	\$70.00 [^]	\$80.00 [^]	\$100.00 [^]	\$130.00 [^]	\$180.00 [^]	\$225.00 [^]	\$310.00 [^]

Excess Usage	\$0.08/MB
Account Set Up Fee	12 Month Term \$90.00 or 24 Month Term \$0.00

* **Minimum cost is \$810, \$930 \$1,170, \$1,530, \$2,130, \$2,670 and \$3,690** on a 5GB, 10GB, 20GB, 50GB, 100GB, 150GB and Unlimited plan respectively for 12 mths plus excess usage.

[^] **Minimum cost is \$930, \$1,050 \$1,290, \$1,650, \$2,250, \$2,790 and \$3,810** on a 5GB, 10GB, 20GB, 50GB, 100GB, 150GB and Unlimited plan respectively for 12 mths plus excess usage.

[~] Uploads are unlimited. However, if they exceed your total downloads by a ratio of 4:1 in any given month, we may charge you 4c for each additional MB of data you upload in that month in excess of the 4:1 ratio.

HOW MUCH DATA DO I NEED?

Use this guide to see how much data you could expect to use on your Telstra Business Broadband service.

All data amounts are approximate.



html email
0.025MB



Email attachment (PDF files)
0.5MB



Opening web page
0.05MB

Chosen the right package? Go to Step 3 – Get more, do more, with Telstra Business Broadband Extras on page 11.



TELSTRA BUSINESS BROADBAND BDSL

When your business needs the bandwidth to send and receive large amounts of data regularly, Telstra Business Broadband BDSL delivers. It gives you a complete solution on a separate, business grade broadband network. Ideal for businesses that need fast speed and throughput to send and receive large files.

METROPOLITAN PRICING PLAN FOR 24 MONTHS

Speed ³	Traffic allowance [~]	Prices (GST inclusive) per month
1 Mbps	20GB	\$726.50
	40GB	\$786.50
	60GB	\$819.50
	Unlimited	\$1,331.00
2 Mbps	20GB	\$1,012.00
	40GB	\$1,089.00
	60GB	\$1,122.00
	Unlimited	\$2,381.50
3 Mbps	20GB	\$1,276.00
	40GB	\$1,369.00
	60GB	\$1,402.50
	Unlimited	\$3,415.50
4 Mbps	20GB	\$1,545.50
	40GB	\$1,661.00
	60GB	\$1,694.00
	Unlimited	\$4,460.50

REGIONAL PRICING PLAN FOR 24 MONTHS

Speed ³	Traffic allowance [~]	Prices (GST inclusive) per month
1 Mbps	20GB	\$808.50
	40GB	\$863.50
	60GB	\$891.00
	Unlimited	\$1,430.00
2 Mbps	20GB	\$1,127.50
	40GB	\$1,199.00
	60GB	\$1,232.50
	Unlimited	\$2,513.50
3 Mbps	20GB	\$1,419.00
	40GB	\$1,490.50
	60GB	\$1,523.50
	Unlimited	\$3,580.50
4 Mbps	20GB	\$1,705.00
	40GB	\$1,760.00
	60GB	\$1,793.00
	Unlimited	\$4,653.00

Excess Usage	\$0.12/MB
Account Set Up Fee	24 Month Term \$1,100.00

[~] Uploads are unlimited. However, if they exceed your total downloads by a ratio of 4:1 in any given month, we may charge you 4c for each additional MB of data you upload in that month in excess of the 4:1 ratio.

STEP 3 GET MORE, DO MORE, WITH TELSTRA BUSINESS BROADBAND EXTRAS

There's no other business quite like yours. Tailor your Telstra Business Broadband solution to meet your own needs, with a choice of Extras that put you in control, and take productivity and efficiency to new levels.

Maximise opportunities, market more widely, communicate more efficiently, service customers more professionally and help protect your network more effectively. The choice is yours with the totally flexible range of Telstra Business Broadband Extras.

BUSINESS MAIL – SHARPER IMAGE, SMARTER EMAIL

STANDARD & ADVANCED MAILBOXES

Give your team easy access to email, calendar and contacts, or check availability and invite staff to meetings with shared calendaring. This advanced hosted email system includes Outlook® Web access, hosted Microsoft Exchange Mail with full calendar features, regular back-ups, anti-virus, anti-spam, and 100MB storage per mail box with included business-grade SMTP (bulk email capability)[†]. Customer must have a domain to order Business Mail[†]. Additional domain name registration[‡] and hosting is also available.

Business Mail Standard includes calendaring and meeting planner. It requires an active internet connection.

Business Mail Advanced allows staff to work with emails off-line. It includes calendaring, meeting planner, MAPI access and integration with managed SharePoint® functionality.

BUSINESS MAIL – MANAGE MAIL MORE EFFICIENTLY

BUSINESS MAIL POP

Add flexibility to your Telstra Business Broadband package with the ability to add individual POP mailboxes as you need them. Your mailbox includes 100MB storage, virus and spam filtering of most known threats and uses a SMTP facility to send and receive emails (provided by Telstra[†]), giving you peace of mind so you can concentrate on your business. Additional domain name registration[‡] and hosting is also available[†].

Package Type	Set Up Fee	Monthly Charge (per mailbox)
Standard	\$25.00	\$9.95
Advanced	\$25.00	\$14.95
POP	\$25.00*	\$1.00

YOUR OWN WEBSITE WITHOUT THE HASSLE

BUSINESS ONLINE

Grow your presence online with this solution that includes simple web building tools and eCommerce applications like eShop and Advanced Website Builder. There's no experience necessary, no programming required, and no need to worry about support, security and ongoing management of your web server.

Package Type	Hosting Plan	Setup Fee	Monthly Charge
Standard	200MB	\$64.00	\$39.95
	500MB	\$97.00	\$65.95
	800MB	\$105.00	\$89.95
	3GB	\$105.00	\$329.95
E-Commerce	500MB	\$97.00	\$70.95
	800MB	\$105.00	\$94.95
	3GB	\$105.00	\$334.95

Other charges (per domain)	
Business Domain Name*	.au domain \$50.00 for 24mths Non .au domain \$25.00 for 12mths
Alias/Parking Domain Name	\$120.00 per annum
Excess web storage	\$0.40 per MB
Excess data download	\$0.08 per MB

Additional domain name can only be purchased for Business Online (standalone). Customer must have a domain as part of ordering Business Online.

GET YOUR MESSAGE THROUGH

SMTP MASS EMAIL (MAIL SENDING)

Reach more people efficiently with this mail sending service that allows Telstra Business Broadband customers to send a higher volume of emails than currently included with the standard BusinessMail POP service.

Other charges	
SMTP Mass Email	\$6.00 per month per TBB~ IP address (attachments limited to 20MB)
Business Mail Excess usage	\$0.055 per MB

~ Telstra Business Broadband.

† Only one domain name per Telstra Business Broadband service applies. Domain name provided with the BusinessMail POP service as a part of the Telstra Business Broadband ADSL and Telstra Business Broadband BDSL package. Additional business domain name is only applicable to existing Telstra Business Broadband customers (who do not have an existing domain).

* Set up Fee is charged against existing services if those services do not already have the Telstra Business Mail Extra.



STEP 3 GET MORE, DO MORE, WITH TELSTRA BUSINESS BROADBAND EXTRAS

BUSINESS CONFERENCE – STAY HERE, BE THERE

Make 'virtual meetings' easy and productive, save time and money on business travel with this suite of conferencing services, including phone, web conference and video collaboration. Give online demonstrations, provide training and technical support or hold meetings with clients. Make presentations to multiple locations, exchange data or collaborate on documents online. Business Conference includes Audio conference via self hosted phone account, Telstra Web Conferencing – powered by Microsoft Office Live Meeting and Telstra Web Conferencing – powered by WebEx™.

Package Type	Service element	Charge
Business Conference	Audio Component (domestic)	\$0.605 per conference connection, per minute
	WebConference – powered by Microsoft Office Live Meeting Or WebConference – powered by WebEx™	\$0.44 per conference connection, per minute \$0.605 per conference connection, per minute
Telstra Video Collaboration (TVC)	Video Conference	\$171.00 per annum

BUSINESS SECURITY – PROTECT YOUR CRITICAL BUSINESS INFORMATION

MAIL & WEB PROTECTION

Your computer and data are under constant threat from viruses, worms and hackers. Help protect your network, applications and files against these outside threats. Let Telstra take care of it for you with the comprehensive protection of this hosted solution, including automatic updates.

Set Up Fee [^]	No. of Users	Monthly Charge
\$25.00	Up to 5 Users	\$25.00
	Up to 10 Users	\$45.00
	Up to 20 Users	\$80.00
	Up to 50 Users	\$175.00
	More than 50 Users	\$3.00 (per user)

[^] Minimum cost for up to five users is \$50.

PREPARE FOR THE UNEXPECTED – AND BACKUP YOUR DATA

REMOTE BACKUP FOR COMPUTER & SERVER

There are some things a business can do without – but data isn't one of them. The last thing you want is to lose critical business information when something unexpected occurs. Helping to keep files secure with up-to-date back-ups means that if the unexpected happens, you're prepared – and can recover quickly. This Remote Backup service securely backs-up data located on your computers, laptops and/or server to Telstra's secure off-site Data Centres. Key features include automated or manual back-up, restoration and 24/7 business grade technical support.

Hosting Plan for 12 months	Monthly Charge	
	Remote Backup (Computer) [^]	Remote Backup (Server) [#]
2GB	\$14.00	N/A
4GB	\$18.00	N/A
10GB	\$30.00	\$40.00
15GB	\$45.00	\$60.00
30GB	\$76.00	\$100.00
50GB	N/A	\$160.00
100GB	N/A	\$280.00

[^] Minimum cost is \$168, \$216, \$360, \$540 and \$912 on 2GB, 4GB, 10GB, 15GB and 30GB Remote Backup Computer plan respectively.

[#] Minimum cost is \$480, \$720, \$1,200, \$1,920 and \$3,360 on 10GB, 15GB, 30GB, 50GB and 100GB Remote Backup Server plan respectively.

MANAGE YOUR REPUTATION

MAIL & WEB CONTROL

This URL content filtering feature is an effective way to monitor and enforce acceptable usage policies, helping to protect employees – and your brand – against increasing litigation risks. You can configure this service to meet your needs, manage the size of inbound emails, monitor usage of key words and inappropriate images, and limit website access.

Set Up Fee	No. of Users	Monthly Charge
\$25.00	Up to 5 Users	\$30.00
	Up to 10 Users	\$55.00
	Up to 20 Users	\$100.00
	Up to 50 Users	\$225.00
	More than 50 Users	\$4.00 (per user)







STEP 3 GET MORE, DO MORE, WITH TELSTRA BUSINESS BROADBAND EXTRAS

MANAGE YOUR BUSINESS, NOT YOUR NETWORK

BUSINESS SUPPORT

Focus on your business – our professional and skilled technicians will assist with setting up your network and any other IT needs with a range of flexible and affordable Pay As You Go (PAYG) IT support solutions. No ongoing commitments, no hassle. We will help you choose the support package that best fits your specific needs.

TELSTRA BUSINESS SUPPORT OPTIONS

 <p>CUSTOM NETWORKING (enhanced router set up)</p>	<p>Professional set up of the router for up to three* computers. This includes configuring computers for internet mail, browsing and WiFi Local Area Network (LAN) access.</p>
 <p>ADVANCED NETWORKING (enhanced router and LAN set up)</p>	<p>Extends the Custom Networking package to include professional set-up of router to one server for up to three* computers.</p>
 <p>IT SERVICES ON DEMAND</p>	<p>Customised IT support providing access to a professional IT technician either onsite or remotely to perform support and maintenance services such as set up of VPN and Telstra Business Broadband Extras including Business Security. This service also offers the ability to purchase computer peripheral 'incidentals' such as patch cables.</p>
 <p>REMOTE ASSISTANCE</p>	<p>Offers quick and economical service by telephone and internet for a range of desktop and router configuration changes, such as remote configuration of a router, saving the time and cost of an onsite technician callout.</p>
 <p>CISCO® EXTENDED WARRANTY SUPPORT</p>	<p>Cisco® SMARTnet® warranty – 12 months. A service providing restoration of your Cisco equipment plus access to Cisco firmware and IOS updates. Available on Cisco 857W, 877W and 1812 routers. Sales enquiries: Windows™ and Mac OS® X are supported. Call us on 1800 655 744 for a quote on Business Support.</p>

* Additional computers may be configured for an additional charge. Professional setup available for up to a maximum of 10 computers, IT Services on Demand applies thereafter.

MAKE ALL THE CHANGES YOU NEED

ROUTER SUPPORT SERVICE (RSS)

This cost-effective subscription service delivers multiple remote configuration changes to your Telstra purchased Cisco router on request, including wireless functions and security settings. Changes supported include firewall, NAT/PAT and DHCP modifications, wireless enablement and Remote Access VPN set-up.

Once off Set-up per Cisco router*	\$25.00
Monthly Charge^	\$20.00

^ **Minimum cost for a 12 month subscription is \$265.**

* 12 month subscription applies. Six changes during the 12 month subscription period applies.

GET AHEAD ON HARDWARE

BROADBAND EQUIPMENT (ROUTERS)

Make it easy to manage your broadband equipment and get your service up and running with a choice of routers, warranties and installation options.



JARGON BUSTER

MOBILE BROADBAND

Uses same technology as a mobile phone to connect a computer to the internet. There is no need for a fixed line or pay TV cable.

PDA

Personal Digital Assistant – a mobile phone designed to assist you with the organisation of your information such as business emails, meeting arrangements and access to the mobile internet, eg BlackBerry® Bold™ smartphone, Palm Treo, HTC Touch Dual smartphones.

ADSL

Asymmetric Digital Subscriber Line – a (digital) broadband service carried on the same copper phone wire used for telephone calls. It doesn't interfere with your phone calls because they use different frequencies even though they share the same line. You can use broadband internet and make phone calls at the same time, without installing a second line.

DOMAIN NAME

A unique name that identifies a website, eg www.yourbusinessname.com. Similar to a street address – it allows others to identify and locate you easily on the internet.

DOWNLOAD/UPLOAD

Downloading is anything you bring onto your computer from the internet (eg a web page or email). Uploading is sending any piece of data (eg an email) from your computer to the internet.

SPEED

Most internet providers, including Telstra, rate broadband plan speeds in kilobits per second (Kbps) to describe how fast the internet is. The higher the number, the faster the service.

STATIC IP ADDRESS

Gives your computer a fixed address on the internet (like a phone number). The computer uses the same IP address every time it connects to the network. It is required when you want other people to find your business on the internet.

For example, a static IP address allows your company to host a web page and allows for your employees to remotely access files when they are away from the office.

USAGE

Your internet usage is the total amount of data that you download and upload. You can track your approximate data usage online via our internet and performance management tool 'Custdata' and you can set-up the service to provide weekly updates on your usage via email. What's more, you can change your plan if your usage needs fluctuate. Supplemented by automatic† usage alerts sent at an estimated 50%, 75%, 100%, 125%, 175% and 250% of your monthly usage threshold, providing an early warning on usage 'spikes'.

VIRTUAL PRIVATE NETWORK (VPN)

A VPN is a network that uses a public telecommunication infrastructure, such as the internet, to provide remote offices or individual users with secure access to their organisation's network.

WIFI

Is short for Wireless Fidelity. It is the technology that allows you to connect to your broadband without wires.

† Feature not applicable to unlimited plans.

FOR THOSE WHO LIKE THE DETAILS, WE'VE GOT THEM HERE

1. Unused data expires each month. Telstra's FairPlay Policy applies to the Shared Data Packs. If you use Telstra Wireless Hotspots with a Data Pack, you must pay the standard Telstra Wireless Hotspot rates set out in Our Customer Terms.
2. Price is indicated per 1000KB but actual charge is per 1KB block.
3. ADSL and ADSL2+ not available in all areas. 'High speed' services provide access speeds of up to 20,000Kbps/1,000Kbps in ADSL 2+ areas and up to 8,000Kbps/384Kbps in ADSL 1 areas. All speeds are theoretical network maximum speeds. Actual speeds will be less due to a number of factors including network configuration, line quality and length, exchange type, member premises interference, traffic and hardware and software.
4. Excess data usage charges are 8c per MB on Telstra Business Broadband ADSL plans and 12c per MB on Telstra Business Broadband BDSL plans. Excess data usage charges are not applicable on Unlimited plans. Unused data allowance expires each month.
5. Excess email storage charged at 5.5c per MB. Unused data allowance expires monthly.
6. Subject to domain name availability.
7. SMTP facility included with BusinessMail POP have certain limitations that being on the number of emails that may be sent which 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 SMTP gateway per IP address is limited so that only one email can exit at any point in time which other emails queue behind this email.

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