

BROADBAND FOR BUSINESS
ON YOUR MOBILE AND IN YOUR OFFICE



WANT BROADBAND THAT GIVES YOU GREAT SPEED, SERVICE AND PROTECTION WHETHER YOU'RE ON THE MOVE OR IN THE OFFICE? THEN CHOOSE AUSTRALIA'S LARGEST NETWORK. YOU'LL BE FREE TO FOCUS ON YOUR BUSINESS, NOT YOUR BROADBAND SERVICE, WITH THE CONFIDENCE THAT YOU'LL BE BACKED BY TELSTRA'S DEDICATED BUSINESS HELPDESK, 24/7.

NOW THAT'S A BUSINESS ADVANTAGE.

Choose the broadband service you need

Telstra Mobile Broadband (TMB)

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The flexibility of broadband on the go

Take full advantage of the Next G™ network, Australia's fastest national mobile broadband network. With fast email and internet access, you'll be better connected and more productive on the move. Plus you'll be able to keep your teams working together with high bandwidth web conferencing, high-definition video streaming, high-speed web browsing and VPN access in the field..

Telstra Business Broadband (TBB)

page 07

The power of broadband in the office

Telstra Business Broadband is far more than a simple high-speed internet connection, it's a complete broadband solution for your business – reliable, scalable and flexible. Our choice of optional extras means you won't need to buy and manage cumbersome hardware or software to add security, remote access, advanced email services, network routers, IT support, backup, statistics and more.



TELSTRA MOBILE BROADBAND

GET FAST MOBILE BROADBAND WITHOUT THE NEED FOR A FIXED LINE, SO YOU CAN ACCESS THE INTERNET OR CORPORATE NETWORKS ON THE MOVE.

Telstra Mobile Broadband works on the same technology as your mobile phone – the highly advanced Next G™ network – but instead of making a mobile voice call, you make a broadband data connection. Simply choose from a range of devices – PC cards, USB modems, wireless routers – and connect to your laptop or desktop. Or use any Telstra Next G™ smartphone or embedded laptop/tablet device, to stay in touch with the people and information you need.

You'll be better connected in more places, too. The Telstra Next G™ network is Australia's largest national mobile broadband network. It 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. Combine this with Australia's fastest national mobile broadband device, the Telstra Ultimate® USB modem and you'll be built for speed.

STEP 1 WHAT ARE YOUR BUSINESS NEEDS?	STEP 2 CHOOSE YOUR DATA PACK
<p>"I want to access the internet about once a day, to catch up on my emails and various news updates."</p> <p>OR</p> <p>"I go online about twice a day to read and reply to my emails, check the company website and keep up with the day's news."</p>	<p>Telstra Mobile Broadband (TMB) Data Plans give you a flexible choice of four service options</p> <p>TMB Casual Data Plans Connect any compatible device and have the option to purchase your Telstra Mobile Broadband modem outright or on a Monthly Repayment Option (selected modems only).</p>
<p>"I need to have the connections of a virtual office in a wide range of locations."</p>	<p>TMB Mobile Voice Data Pack Connect your mobile handset on any Telstra Mobile voice plan for \$10 or more per month and you'll get a \$10 credit off a TMB Standard Data Pack each month.</p>
<p>"I need regular internet access when I'm out of the office – so that I can check websites, manage my emails, download and access files, and use the company network from my laptop."</p>	<p>TMB Standard Data Plans on a 24-month plan Designed with our laptop cards and USB Modems in mind, these plans include your Telstra Mobile Broadband device so you have everything you need to stay connected outside the office.</p>
<p>"I constantly use my laptop to read and reply to emails, download files and send important documents back to the office."</p> <p>OR</p> <p>"I need to give my team reliable internet access in a wide range of locations, while controlling costs and minimising administration."</p>	<p>TMB Member Data Plans on a 24-month plan Suitable for laptop cards and USB Modems that you can buy outright, buy on a Monthly Repayment Option, or bring from an earlier plan, Member Plans give you a \$10 monthly credit off Standard TMB Data Plan rates.</p>

Every data plan includes:

Broadband speeds on Australia's largest and fastest national mobile broadband network.



Dedicated 24/7 business-grade support from specialist call centres within Australia.



The flexibility to change plans free of charge once per month as your needs change (on a TMB Casual Data Plan).

TELSTRA MOBILE BROADBAND

Connecting to a TMB Casual Data Plan

TMB Casual Data Plans give you a highly flexible month-to-month mobile broadband option. You can connect via any approved smartphone, PDA handset, laptop card or USB modem.

If you need to buy a suitable device, you'll be able to pay for it upfront or choose an affordable Monthly Repayment Option (for selected devices).

TMB CASUAL DATA PLAN (FOR USE ON ALL APPROVED TELSTRA DEVICES)*	DATA	EXCESS (PER MB)+
\$5	5MB	\$1
\$10	150MB	50c
\$39	1GB	25c
\$49	3GB	15c
\$79	6GB	10c
\$99	9GB	5c
\$169	20GB	5c

- * Casual Data Plans have no minimum commitment and roll over month-on-month. Note: Casual Data Plans require a connection to an eligible in-market Telstra Business post-paid mobile voice plan.
- + Excess usage charges shown above are per MB. Excess usage is charged per kB (or part thereof) where 1MB = 1024kB.

Connecting your smartphone or PDA handset

A Mobile Voice Data Pack is ideal for using Telstra Mobile Broadband from your smartphone or PDA handset. You'll receive a \$10 monthly credit off TMB Standard Data Plan rates each month, as long as your service is also connected to a mobile voice contract with a minimum monthly spend of \$10 or more.

MOBILE VOICE DATA PACK (FOR USE ON ALL APPROVED TELSTRA DEVICES^)	DATA	EXCESS (PER MB)+
\$19	1GB	25c
\$29	3GB	15c
\$59	6GB	10c
\$79	9GB	5c
\$149	20GB	5c

- ^ These plans are only available when the same service is connected to a mobile voice contract with a minimum monthly spend of \$10 or more. Monthly price shown is after a \$10 monthly credit is applied.
- + Excess usage charges shown above are per MB. Excess usage is charged per kB (or part thereof) where 1MB = 1024kB.



TELSTRA MOBILE BROADBAND

Connecting your laptop or USB modem

If you want a data plan for your Telstra Mobile Broadband laptop card, USB modem or wireless gateway, you'll be able to choose from two slightly different plans.

TMB Standard Data Plan on a 24-month contract

Choose from a range of world class devices that come for a small or \$0 upfront payment[^]. Available devices include Australia's fastest mobile broadband USB modem, the Telstra Ultimate[®] device, for \$0 when you stay connected on a standard TMB plan for 24 months.

	MEDIUM USAGE			EXTREME USAGE	
Standard Device Data Pack (monthly access fee)	\$29	\$39	\$69	\$89	\$159
Monthly included eligible data allowance ⁴	1GB	3GB	6GB	9GB	20GB
Excess usage charges (per MB) ⁺	25c	15c	10c	5c	5c
Upfront charge for Telstra Turbo [®] USB Device [^]	\$0	\$0	\$0	\$0	\$0
Upfront charge for Telstra Elite [®] USB/PC Card Device [^]	\$0	\$0	\$0	\$0	\$0
Upfront charge for Telstra Ultimate [®] USB Device [^]	\$0	\$0	\$0	\$0	\$0
Upfront charge for Telstra Turbo [®] Wireless Gateway [^]	\$199	\$199	\$0	\$0	\$0
Minimum plan cost for 24 months	\$895	\$1,135	\$1,656	\$2,136	\$3,816

[^] Device price is subsidised when you take up a 24-month Telstra Mobile Broadband Standard Data Plan. This is a once-off charge paid upfront for the device. There are no further charges for the device on a Standard Device Data Plan.

⁺ Excess usage is charged per kB (or part thereof) where 1MB = 1024kB.

TMB Member Data Plan on a 24-month plan

Bring your own compatible device (or buy one, either outright or on a Monthly Repayment Option) and you can get a \$10 member credit on your data plan each month.

	MEDIUM USAGE			EXTREME USAGE	
Member Data Plan (monthly access fee) [~]	\$19	\$29	\$59	\$79	\$149
Monthly included eligible data allowance ⁴	1GB	3GB	6GB	9GB	20GB
Excess usage charges (per MB) ⁺	25c	15c	10c	5c	5c
Minimum cost for 24 months	\$456	\$696	\$1,416	\$1,896	\$3,576

[~] Prices include a \$10 monthly member credit that is applied over the life of the contract. Member Plan Data Plans do not include a device.

⁺ Excess usage is charged per kB (or part thereof) where 1MB = 1024kB.

TELSTRA MOBILE BROADBAND

One plan, shared data

Telstra Mobile Broadband Shared Data Plans

To be eligible to take up a Shared Data Plan, you must also have an eligible Telstra mobile, fixed voice or broadband plan. If you're providing mobile broadband access for a team, a Shared Data Plan can make managing all your data usage easy. Having one plan means you'll save administration time, working out usage plans for high and low users, and worrying about incurring excess usage charges. You just let everyone use data from one shared monthly allowance – then enjoy the simplicity and cost certainty that results.

SHARED DATA PLAN (MONTHLY PLAN CHARGE) FOR 24 MONTHS	\$89	\$159	\$599
Monthly included eligible data allowance ¹	9GB	20GB	60GB
Additional monthly charge per additional user	Member Plan \$30 (24-month plan with a minimum charge of \$720)		
	Standard Plan [^] \$40 (24-month plan with a minimum charge of \$960)		
	Casual \$50		
Excess usage charges (per MB) ²	10c	10c	10c
Minimum costs for 24 months (based on one user)	\$2,136	\$3,816	\$14,376

When you take up a Standard Plan as an additional user, you can choose from a range of devices including our super fast wireless gateways that are perfect for multiple users. Devices come subsidised, so you only pay a small upfront payment[^].

[^] Device price is subsidised when you take up a Standard TMB Shared Additional User for 24 months. There are no further charges for the device on a Standard Device Data Plan. Standard Plans include a subsidised device.

Choose Telstra Elite[®] USB or Telstra Ultimate[®] devices for \$0 upfront, or the Telstra Turbo[™] Wireless Gateway for a subsidised price

PLAN TYPE	TELSTRA ELITE [®] USB AND TELSTRA ULTIMATE [®] DEVICE UPFRONT CHARGE	TELSTRA TURBO [™] WIRELESS GATEWAY UPFRONT CHARGE
Shared Data Plan	\$0	\$0
Standard Plan \$40 (per service)	\$0	\$0

Limit of one Shared Data Plan per business customer. Shared Data Plans cannot be accessed using a smartphone or PDA. Voice calls will attract a default FlexiPlan rate. Member and Casual Plans do not come with a device and you will need to purchase a Next G[™] capable device separately when taking up one of these plans. Each Shared Data Plan includes the first user (Standard or Member); additional users may be added as either Standard Plan users or Member Plan users for a 24-month contract term, or as casual users (month-to-month).

TELSTRA MOBILE BROADBAND

Need to use more data or network your team?

High Volume Data Plans

If you use a lot of mobile data, you can take advantage of our High Volume Data Plans – with monthly allowances of up to 120GB.

These plans are also ideal if you need to give several people shared access to mobile broadband when your team is on the move, outdoors or working in temporary locations like building sites or trade shows. Using a Telstra Elite® Wireless Gateway, you can have one broadband connection that serves a Wi-Fi network in your temporary workspace.

Combining a wireless gateway with a High Volume Data Plan makes it easy to connect multiple laptops and desktops wirelessly, and share your Telstra Next G™ connection with the whole on-site team.



HIGH VOLUME DATA PLANS FOR LAPTOPS, PCS OR A TELSTRA ELITE® WIRELESS GATEWAY

Monthly access fee	\$360	\$480	\$560	\$600
Monthly included eligible data allowance	50GB	70GB	90GB	120GB
Excess usage charges (per MB)*	5c	5c	5c	5c
Minimum costs for 24 months	\$8,640	\$11,520	\$13,440	\$14,400

Excess usage charges shown above are per MB. Excess usage is charged per kB (or part thereof) where 1MB = 1024kB. Devices may be available for a subsidised upfront cost if you connect for 24 months. Please ask at your Telstra Store or Partner.

Need to track your usage?

Mobile Data Usage Meter

Keeping track of your data usage is essential for managing your data needs and controlling your costs. So the Mobile Data Usage Meter makes it easy to check on your latest estimated mobile data usage and charges from your mobile handset, or from any web-connected computer.

It means individual users and fleet managers can keep an eye on data usage and mobile data costs without having to wait for the next monthly bill. If necessary, you can even take early action (limiting use or changing plans, for example) to minimise excess usage charges before they're incurred.

The Mobile Data Usage Meter is not currently available on Shared Data Plans.

Did you know?

Some mobile broadband modems can also be used as a phone. Just check whether your device supports voice calls as well as data.

Voice call charges

Charges for voice calls to an Australian fixed or mobile number using the Telstra Data Default Voice Plan are:

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 minutes)
4MB

TELSTRA BUSINESS BROADBAND

TELSTRA BUSINESS BROADBAND BRINGS YOUR BUSINESS ROBUST, FAST INTERNET SERVICES OVER OUR WORLD-CLASS FIXED LINE NETWORKS.

You can choose an ADSL or ethernet service, depending on the volumes of data your business needs to send and receive. Plus you can use a wireless gateway router to share your service between multiple computers on a Wi-Fi network.

You'll also have access to advanced service management and reporting tools to help with your cost management and planning. You can add optional extras and gain convenient solutions for security, support, data backup and more.

However, there's more to Telstra Business Broadband than your internet access.

STEP 1 WHAT ARE YOUR BUSINESS NEEDS?	STEP 2 CHOOSE THE RIGHT PACKAGE
<p>"I want the competitive edge of an internet service that streamlines operations and drives productivity – plus the peace of mind of 24/7 business-grade support."</p>	<p>Business Broadband ADSL on a 24-month plan</p> <ul style="list-style-type: none"> • High speed³ broadband with included monthly download options⁴ from 5GB to unlimited[#] • Unlimited uploads • Dedicated, Australian-based business technical support available 24/7 • Static IP address • Internet performance and management tool • 10 Business Mail POP mailboxes[^] and SMTP • One business domain name registered⁵ and hosted[†] at no charge • Flexibility to change* plans at any time without administration fees
<p>"I need an internet service that helps optimise efficiency and productivity by letting us send and receive large files from our server fast."</p>	<p>Business Broadband Ethernet[~] on a 24-month plan</p> <ul style="list-style-type: none"> • 1Mbps to 10Mbps[~] broadband speeds³ with included monthly download options⁴ from 20GB to unlimited[#] • Unlimited uploads • Dedicated, Australian-based business technical support available 24/7 • Static IP address • Internet performance and management tool • 10 Business Mail POP mailboxes[^] and SMTP • One business domain name registered⁵ and hosted[†] at no charge • Flexibility to change* plans at any time without administration fees

See Our Customer Terms for details of all available plans.

~ Telstra Business Broadband Ethernet services delivered via asynchronous transfer mode (ATM) from the exchange are only eligible for plans with speeds between 1Mbps and 4Mbps. Telstra Business Broadband Ethernet services delivered via an ethernet card from the exchange are eligible for all plan speeds. Your eligibility for your chosen plan depends on the technology available at the relevant exchange and will be determined during service qualification. We do not charge you for uploads unless your total uploads exceed your total downloads by a ratio of 4:1 in any given month, in which case we may charge you 4.4c for each additional MB of data you upload in that month in excess of the 4:1 ratio. We do not charge you this fee if you have chosen a plan with an unlimited download usage allowance.

† 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.

Subject to our Acceptable Usage policy.

* 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.

TELSTRA BUSINESS BROADBAND

TELSTRA BUSINESS BROADBAND ADSL

Telstra Business Broadband ADSL is all about your business. It lets you get your finger on the pulse and your hands on what you need. Use it to share emails, use the internet and even access your files remotely (with remote access or a VPN). If your needs change, you can change your speed or usage (within the same package type) – and if you ever need to exceed your monthly usage, your service won't be slowed*, so you'll be able to maintain peak efficiency in your busiest times.

Bundled pricing

Bundle your eligible fixed line services with your Telstra Business Broadband Plan for even better rates.

MONTHLY DATA ALLOWANCE	SPEED ¹ AND ACCESS FEE PER MONTH (24-MONTH TERM)	
	High speed	Additional usage* per MB
5GB	\$30	1c
10GB	\$40	1c
25GB	\$50	1c
50GB	\$60	1c
100GB	\$70	1c
200GB	\$80	1c
300GB	\$90	1c
Unlimited [#]	\$280	–
Set-up fee (once-off)	\$0	\$0

Minimum cost for 24-month term on bundled plan with BusinessLine Select is: \$1,678 – 5GB, \$1,918.80 – 10GB, \$2,158.80 – 25GB, \$2,398.80 – 50GB, \$2,638.80 – 100GB, \$2,878.80 – 200GB, \$3,118.80 – 300GB plus usage charges, and \$7,678.80 for unlimited. * Monthly excess usage cap applies. The maximum chargeable amount for additional usage per month is \$300 per service in a single billing period on new plans only. This means there is no additional usage charge applied when you reach \$300 in additional usage per month. # Subject to our Acceptable Usage policy.

Standalone pricing

MONTHLY DATA ALLOWANCE	SPEED ¹ AND ACCESS FEE PER MONTH (24-MONTH TERM)	
	High speed	Additional usage* per MB
5GB	\$50	2c
10GB	\$60	2c
25GB	\$70	2c
50GB	\$80	2c
100GB	\$100	2c
200GB	\$110	2c
300GB	\$120	2c
Unlimited [#]	\$310	–
Set-up fee (once-off)	\$0	\$0

Minimum cost for 24-month term on standalone plan is: \$1,200 – 5GB, \$1,440 – 10GB, \$1,680 – 25GB, \$1,920 – 50GB, \$2,400 – 100GB, \$2,640 – 200GB, \$2,880 – 300GB plus usage charges, and \$7,440 for unlimited. * Monthly excess usage cap applies. The maximum chargeable amount for additional usage per month is \$300 per service in a single billing period on new plans only. This means there is no additional usage charge applied when you reach \$300 in additional usage per month. # Subject to our Acceptable Usage policy.

Better broadband control

Telstra Business Broadband ADSL includes access to powerful internet performance and management tools for usage reporting, updating your account details, and getting online on-demand support.

Online management and reporting	<ul style="list-style-type: none"> Access comprehensive performance reports – including graphs and polling data, network performance and near real time traffic statistics online and on-demand. Also receive daily usage alerts† by email, to give you early warning of any unplanned high usage
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 available with unlimited plans. The information is 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.

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



TELSTRA BUSINESS BROADBAND

TELSTRA BUSINESS BROADBAND ETHERNET

When you need the bandwidth to send and receive large amounts of data regularly, Telstra Business Broadband Ethernet is the answer. Operating on a dedicated, business-grade broadband network, it's specifically built to provide high-performance data throughput with outstanding reliability.

Metropolitan and regional pricing plan for 24 months

SPEED	TRAFFIC ALLOWANCE	METRO PRICES (GST INCLUSIVE) PER MONTH ⁴	REGIONAL PRICES (GST INCLUSIVE) PER MONTH ⁴
1Mbps	20GB	\$622	\$715
	50GB	\$655	\$753
	100GB	\$765	\$879
	Unlimited [#]	\$1,117	\$1,284
2Mbps	20GB	\$858	\$987
	50GB	\$902	\$1,037
	100GB	\$1,045	\$1,202
	Unlimited [#]	\$1,947	\$2,239
4Mbps	20GB	\$1,150	\$1,322
	50GB	\$1,265	\$1,455
	100GB	\$1,425	\$1,638
	Unlimited [#]	\$3,531	\$4,061
10Mbps [~]	20GB	\$1,705	\$1,961
	50GB	\$1,755	\$2,018
	100GB	\$1,870	\$2,151
	Unlimited [#]	\$7,931	\$9,121

See Our Customer Terms for details of all available plans.

~ Telstra Business Broadband Ethernet services delivered via asynchronous transfer mode (ATM) from the exchange are only eligible for plans with speeds between 1Mbps and 4Mbps. Telstra Business Broadband Ethernet services delivered via an ethernet card from the exchange are eligible for all plan speeds. Your eligibility for your chosen plan depends on the technology available at the relevant exchange and will be determined during service qualification.

Excess usage ⁴	8c/MB
Account set-up fee	24-month term \$1,100

Subject to our Acceptable Usage policy.

TELSTRA BUSINESS ADD-ONS
MAKE IT EASY FOR YOU TO
TAILOR OUR SERVICES TO
YOUR NEEDS. THEY'RE A SET
OF HIGH QUALITY INTERNET
TOOLS THAT YOU CAN 'BOLT
ON' TO YOUR BROADBAND
PLAN TO GAIN EVEN MORE
CONTROL, EFFICIENCY
AND PRODUCTIVITY ONLINE.
YOU CAN CHOOSE ADD-ONS
TO HELP YOU EXTEND
YOUR MARKETING REACH,
COMMUNICATE MORE
EFFICIENTLY, SERVE YOUR
CUSTOMERS MORE
PROFESSIONALLY AND KEEP
YOUR BUSINESS SECURE.

Did you know

Telstra offers a free 30-day trial^o
on selected T-Suite^o solutions.
For more information, ask your
Telstra Representative or call us
on 1800 TSUITE (1800 878 483).

T-Suite^o solutions

Telstra's T-Suite^o SaaS (software as a service) solutions provide instant access to enterprise grade applications for an easy monthly fee. This technology means your business can spend less time and money on IT and more on investing in your business.

Manage your communications

- Microsoft^o Exchange Online – give your employees access to email, shared calendar, contacts and tasks. Includes 25GB mailbox storage and email antivirus and antispam protection. From \$9.95 per licence per month for 12 months. Minimum cost \$119.40 over 12 months.
- Microsoft^o SharePoint^o Online – share and manage information with staff, customers and partners. Includes document libraries with version control and integration with Microsoft Office and comes with standard templates including wikis, blogs and surveys. From \$8.95 per licence per month for 12 months. Minimum cost \$107.40 over 12 months.
- Microsoft^o Office Live Meeting – engage audiences in online meetings, training and events. Provides trusted and reliable service delivered in real-time and supports from two people to as many as 250. Includes web client support for remote attendees, rich media presentations and interactive application/desktop sharing and whiteboard tools. From \$7.45 per licence per month for 12 months. Minimum cost \$89.40 over 12 months.
- Microsoft^o Office Communications Online – deliver secure and reliable instant messaging and presence functionality to your staff as if they're working around one table. Users can connect directly over the internet without any special connection like remote access service or VPN. From \$3.50 per licence per month for 12 months. Minimum cost \$42 over 12 months.
- Bring it all together with the Business Productivity Online Suite from just \$16.95 per licence per month for 12 months. Minimum cost \$203.40 over 12 months.

Secure your business

- Remote Backup MozyPro^o – secures all your essential business data without the capital investment, staffing requirements or ongoing maintenance costs. It's fast, convenient and cost effective with no tapes, disks or manual tasks to manage. Backups are performed automatically as scheduled and restores require only a few clicks. From \$6.95 per licence per month for PC or \$12.95 per month for Server. Minimum cost \$76.45 over 12 months.
- McAfee^o SaaS Endpoint Protection service – offers your business an integrated security solution that helps to provide continuous, up-to-date protection for desktops and servers against viruses, spyware and other malicious threats. From \$3.30 per licence per month. Minimum cost \$39.60 over 12 months.
- MessageLabs by SymantecTM Hosted Services – this hosted solution protects your business and employees from inappropriate email and web content and also blocks threats like spam, phishing, spyware and viruses before they reach your network. From \$ 3.85 per licence per month. Minimum cost \$231 over 12 months.

TELSTRA BUSINESS BROADBAND EXTRAS

Manage your mail more efficiently

Business Mail POP

Business Mail POP lets you add individual POP mailboxes as you need them. Each mailbox will include 100MB storage, plus virus and spam filtering to block most known threats. Telstra provides the SMTP facility that's used to send and receive your emails⁷, so you're free to focus on your business. Additional domain name registration⁵ and hosting services are also available[^].

PACKAGE TYPE	SET-UP FEE	MONTHLY CHARGE (PER MAILBOX)
POP	\$25*	\$1
OTHER CHARGES		
Business Mail excess usage	5.5c per MB	

[†] Initial business domain name registered where you take up any of the included Business Mail POP mailboxes. For .au domain types, registration and hosting for 24 months. For .com domain types, registration and hosting for 12 months. Renewal fees will be charged after initial registration. If you acquire multiple Telstra Business Broadband services, then you must associate the 10 included Business Mail POP mailboxes with a separate domain name for each Telstra Business Broadband service.

[^] Additional domain 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.

Spread your message by email

SMTP Mass Email

Use email as a cost-effective customer communication and marketing tool. SMTP Mass Email will let you send higher volumes of email than a standard Telstra Business Broadband service allows, so you can distribute your newsletters, sales announcements and product updates more efficiently.



SMTP Mass Email

\$6 per month per Telstra Business Broadband IP address (size limit of 20MB per email)



Website hosting without the hassle

Business Online

With Business Online, you can develop a professional online presence. Simple site building tools make it easy to build a great looking site, while e-commerce applications like SiteShop and the Advanced Website Builder will help you boost your sales. You don't need any experience or programming skills – and support, security and server management will all be taken care of for you by Telstra's experts.

CHARGES PER DOMAIN

Business domain name*	.au domain \$50 for 24 months Non .au domain \$25 for 12 months
Alias/parking domain name	\$120 per annum per domain
Excess web storage	44c per MB
Excess data download	8c per MB

PACKAGE TYPE	HOSTING PLAN	SET-UP FEE	MONTHLY CHARGE
Standard	200MB	\$64	\$39.95
	500MB	\$97	\$65.95
	800MB	\$105	\$89.95
	3GB	\$105	\$329.95
E-commerce	500MB	\$64	\$70.95
	800MB	\$105	\$94.95
	3GB	\$105	\$334.95

You need to have a domain as part of ordering Business Online. We recommend using the domain registered/hosted through Business Mail POP or Business Mail Standard or Advanced. That way, you can use the same Mission Control management portal to manage both your mail and online services. You can use a different domain name for your Business Online service but you'll need to pay the applicable business domain name charges and use a separate Mission Control account.

TELSTRA BUSINESS BROADBAND EXTRAS

A head start on hardware

Broadband equipment (routers)

Make your broadband service easy to set-up and easy to manage with industry-leading routers, warranties and installation options direct from Telstra. Ask your Telstra representative or call us on 13 2000 for more information.

BROADBAND EQUIPMENT	ONCE-OFF CHARGE	SUPPORT TYPE
Telstra Router Self Installation Kit*	\$189	2 business days replacement period†
Standard Cisco 877W	\$979	Onsite warranty (8x5xnBd replacement)
Premium Cisco 877W	\$1,029	Onsite premium warranty (24x7x4 hour replacement)^
Standard Cisco 1812	\$1,499	Onsite warranty (8x5xnBd replacement)
Premium Cisco 1812	\$1,599	Onsite premium warranty (24x7x4 hour replacement)^

* Retail self installation kit available at Telstra stores.

† Replacement period is dependent on your site location – metropolitan or regional.

^ Availability of premium warranty is dependent on your site location.

Note: Cisco equipment includes self installation guide.

OTHER CHARGES (ONCE-OFF)

Telstra standard onsite installation#	\$200
Business support custom networking (enhanced router set-up)	\$260
Business support advanced networking (enhanced router and LAN set-up)	\$430

Where installation of filter required and includes set-up of 'Telstra router' to one PC (excluding Cisco equipment). Where filter not required, we recommend Business Support option. Includes set-up of Cisco equipment, where applicable.

Router changes when you need them

Router Support Service (RSS)

This cost-effective 12-month subscription service makes managing your router simple. It includes up to six remote configuration changes for a Cisco router purchased from Telstra. The changes can include security settings, firewall configuration, NAT/PAT and DHCP modifications, wireless enablement and Remote Access VPN set-up.

Once-off set-up per Cisco router	\$25
Monthly charge^	\$20

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






TELSTRA BUSINESS BROADBAND EXTRAS

Run your business, not your network

Business Support

Our Business Support services let you stay focused on your business by providing skilled, professional IT expertise when you need it. You won't even need to waste hours searching through the Yellow Pages®. Our technicians can help with everything from setting up your network to reconfiguring your router. Business Support offers you affordable pay-as-you-go (PAYG) IT services, without any ongoing commitments or hassles.

TELSTRA BUSINESS SUPPORT OPTIONS

	<p>CUSTOM NETWORKING (enhanced router set-up)</p>	<p>Professional set-up of a router for up to three* computers, including configuring your computers for internet mail, browsing and Wi-Fi 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 a router to one server for up to three* computers.</p>
	<p>IT SERVICES ON DEMAND</p>	<p>Customised IT support that provides a professional IT technician, either onsite or remotely, for a range of support and maintenance services including setting up a VPN or your Telstra Business Broadband Extras. You can also use this service to purchase incidental peripherals such as patch cables.</p>
	<p>REMOTE ASSISTANCE</p>	<p>Quick and economical service by telephone and internet, so you can save the time and cost of a callout for a range of desktop and router configuration changes.</p>
	<p>CISCO® EXTENDED WARRANTY SUPPORT</p>	<p>A 12-month Cisco® SMARTnet® warranty that provides restoration of your Cisco equipment plus access to Cisco firmware and IOS updates. Available on Cisco 857W, 877W and 1812 routers.</p>

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

Business Support enquiries

Both Windows2 and Mac OS X are supported. Please call 13 2000 for quotes.

JARGON BUSTER

ADSL

An acronym of Asymmetric Digital Subscriber Line – which is a (digital) broadband service carried on the same copper wire networks used for phone calls. The broadband service doesn't interfere with your phone calls because the signals use such different frequency bands.

Domain name

A unique name that identifies a website (eg yourbusinessname.com.au). A bit like a street address, it provides an easy way for people to identify and locate your website over the internet.

Download/upload

- A download is any data that you bring onto your computer from the internet, including web pages, streaming media, email messages, attached files and more.
- An upload is any data you send from your computer to the internet, from clicking on a link in your browser to sending an email and an attached file.

Ethernet

The main difference between Telstra Business Broadband Ethernet and Telstra Business Broadband ADSL is that the ethernet service operates on a dedicated business grade network, which enables us to provide speed and throughput guarantees. The ethernet service also offers equal upstream and downstream speeds, while ADSL is configured to optimise its download speeds.

Mobile Broadband

A wireless broadband network that uses the same technology as mobile phone calls to connect to the internet. The only difference is that the traffic is data, rather than voice.

PDA

Personal Digital Assistant – a multi-functional mobile phone designed to help you organise information such as business emails, meeting arrangements and mobile broadband access. Examples include BlackBerry® Bold™ smartphones, iPhone™, Palm Treo and HTC Touch™ smartphones.

Speed

Most internet providers, including Telstra, rate broadband plan speeds in kilobits per second (kbps). 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 a fixed line in your office as opposed to relying on phone booths. Being able to issue a static IP address means other computers can immediately locate your services across the internet simply by addressing data to the known IP address. For example, with a static IP address your staff will be able to access your servers over the internet from outside the office.

Usage

Your internet usage is the total amount of data that you download and upload.

Monitoring Telstra Business Broadband usage

You can use our 'CustData' management portal to track your approximate data usage online, and you can set-up weekly email updates on your usage for eligible plans. CustData can also deliver automated usage alerts by email to your nominated account contact address as your usage passes an estimated 50%, 75%, 100%, 125%, 175% and 250% of your monthly usage allowance.

Usage alerts and monitoring your usage are essential for detecting unexpectedly high usage early and taking appropriate action (changing plans, scanning for viruses, etc).

Monitoring Telstra Mobile Broadband usage

Feature not applicable to unlimited plans. SMS notifications are typically current as at six 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. Please check your bill for actual charges.

Virtual private network (VPN)

A VPN is a network that uses the internet (or any public telecommunication infrastructure) to provide remote offices or individual users with secure access to their organisation's internal network resources.

Wi-Fi

Is short for wireless fidelity. It is a technology that lets your computer communicate with the router via radio instead of wires.



WE'RE MAKING CHANGES TO HELP SERVE YOU BETTER

Now 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, adding 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 concerns or difficulties, give us the opportunity to put it right. Call 13 2000 and say "complaint". Our trained staff will investigate and ensure your concern is resolved.

THINGS YOU NEED TO KNOW

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 1024kB but actual charge is per 1kB block or part.
3. ADSL and ADSL2+ not available in all areas. 'High speed' services provide access speeds of up to a maximum of 20Mbps to eligible customers in selected areas and up to 8Mbps in many other areas. Maximum download speeds are based on Telstra tests. Average speeds will be lower and actual speeds vary due to a number of factors including network configuration, line quality and length, your exchange, your location, internet traffic, your equipment and software. About 70% of customers on the 8Mbps plan can access speeds around 6Mbps or more. About 50% of customers on the 20Mbps plan can access speeds around 10Mbps or more. Some existing customers may need to purchase a new modem to achieve speeds in excess of 8Mbps. Telstra Business Broadband Ethernet is not available in all areas.
4. Excess data usage charges are 1c per MB on Telstra Business Broadband ADSL Bundle plans and 2c per MB on Telstra Business Broadband ADSL Standalone plans. New ADSL plans are capped at \$300 per service in a single billing. Excess data charges on Telstra Business Broadband Ethernet plans are 8c per MB and capped at the applicable excess usage cap amount set out in Our Customer Terms per Telstra Business Broadband Ethernet service in a single billing period. Excess data usage charges are not applicable on unlimited plans. Unused data allowance expires each month.
5. 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.
6. Excess email storage charged at 5.5c per MB. Unused data allowance expires monthly.
7. SMTP facility included with Business Mail 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.
8. The trial period is available for an initial order for each service only except 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.

VISIT A TELSTRA STORE OR PARTNER
CLICK TELSTRA.COM/BUSINESS
CALL 13 2000

Exclusive business offers, ABN required.

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