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Business Broadband

Built for business



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The smarter business solution

Telstra Business Broadband is a business class solution with tailored plans and packages designed to provide customers with a connection that's right for their business.

Telstra has the largest Internet network in Australia, making Telstra Business Broadband the smarter choice for your business.

Exclusively for ABN holders.

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Why Telstra Business Broadband?

Telstra Business Broadband provides a high performance and easily accessible Internet service in Australia.

- Business class broadband service
- Fast Internet service on the largest network in Australia
- Business Grade Technical Support from dedicated business specialists:
 - 24 hours, 7 days a week, 365 days a year
 - No more waiting in long queues for support
- 99.85% network availability
- Advanced security features to keep your valuable files and emails safe
- A range of Broadband Extras to further help improve productivity, reduce operational costs and increase efficiency.

Help me choose



Telstra recognises that every business is different. That's why we have designed a range of business broadband solutions.

This table shows the benefits of each solution to help you compare and select the one that is right for your business.

Features	Business Broadband Access	Business Broadband Starter	Business Broadband Advantage	Business Broadband Advantage BDSL
	ADSL			BDSL
Speed ¹	512/512Kbps or high speed	512/512Kbps or high speed	512/512Kbps or high speed	From 1Mbps to 4Mbps each direction
Usage allowance ²	From 1GB to Unlimited*	From 1GB to Unlimited*	From 5GB to Unlimited*	From 20GB to Unlimited*
Upload allowance	Unlimited	Unlimited	Unlimited	Unlimited
24/7 Business Grade Technical Support	✓	✓	✓	✓
Term of plans	12 or 24 months	12, 24 or 36 months	12, 24 or 36 months	24 or 36 months
Installation	Connection of service only	Self Installation Kit provided	Onsite standard installation of service and router	Onsite standard installation of service and router
A Static IP Address	✓	✓	✓	✓
Router	Not included	4 Port wireless modem/router	Cisco 857 router	Cisco 1812 router
Network hosted email and Internet security scanning incl. set-up	✗	✓ Email only	✓ Email and Web for up to 5 users	✓ Email and Web for up to 5 users
Remote data back-up (PC and/or Server)	✗	✗	✓ (1PC/2GB)	✓ (1PC/2GB)
Business Mail	✗	✓ Standard (1 Domain name registration & hosting, 2 x mailboxes each with 100MB storage)	✗	✗
Online usage reporting tool 'Custdata'	✓	✓	✓	✓
Flexibility to upgrade/downgrade plan	✓ Additional costs apply	✓ [#]	✓ [#]	✓ [#]

* If your total uploads exceed your total downloads by a ratio of 4:1 in any given month, we may charge you a back channel charge of 4c for each additional megabyte of data you upload in that month in excess of the 4:1 ratio.

You may upgrade or downgrade your plan within the same package type at no additional charge. Early termination charges may apply if you change your package type during the term of your contract.

Business Broadband Access

Designed for businesses that have a broadband modem/router and only require Internet access

Account set-up fee: \$200 on a 12-month term or \$0 on a 24-month term contract.

Monthly Download Allowance ^{2*}	Speed ¹ & Access fee per month (12 or 24 month term) ³
	512/512Kbps
1GB	\$60.00
5GB	\$70.00
10GB	\$80.00
40GB	\$120.00
Unlimited	\$300.00
	High Speed¹
1GB	\$70.00
5GB	\$80.00
10GB	\$90.00
40GB	\$130.00
Unlimited	\$310.00

* If your total uploads exceed your total downloads by a ratio of 4:1 in any given month, we may charge you a back channel charge of 4c for each additional megabyte of data you upload in that month in excess of the 4:1 ratio.

Business Broadband Starter

Designed for businesses that are growing and can take advantage of remote working

Enhance your professional image with a personalised domain name and email address. Improve your productivity further by being able to remotely access your files and emails wherever there is an Internet connection.

A Self Installation Kit is provided or you have the option of a standard onsite installation for \$200.

Account set-up fee: \$200 on a 12-month term or \$0 on a 24 or 36-month term contract.

Monthly Download Allowance ^{2*}	Speed ¹ & Access fee per month (12, 24 or 36 month term) ⁴
	512/512Kbps
1GB	\$65.00
5GB	\$75.00
10GB	\$85.00
20GB	\$100.00
Unlimited	\$305.00
	High Speed¹
1GB	\$75.00
5GB	\$85.00
10GB	\$95.00
20GB	\$110.00
Unlimited	\$315.00

* If your total uploads exceed your total downloads by a ratio of 4:1 in any given month, we may charge you a back channel charge of 4c for each additional megabyte of data you upload in that month in excess of the 4:1 ratio.

Business Broadband Advantage

Designed for businesses requiring a more sophisticated broadband solution

Ideal for businesses requiring high levels of Internet security features and more sophisticated equipment that usually only large corporations get access to. It is designed for businesses who use e-business (eg online ordering, payments and customer interaction) and other complex applications.

Account set-up fee: \$200 on a 12-month term or \$0 on a 24 or 36-month term contract.

Monthly Download Allowance ^{2*}	Speed ¹ & Access fee per month (12, 24 or 36 month term) ⁵
	512/512Kbps
5GB	\$90.00
10GB	\$100.00
20GB	\$115.00
60GB	\$160.00
Unlimited	\$320.00
	High Speed¹
5GB	\$100.00
10GB	\$110.00
20GB	\$125.00
60GB	\$170.00
Unlimited	\$330.00

* If your total uploads exceed your total downloads by a ratio of 4:1 in any given month, we may charge you a back channel charge of 4c for each additional megabyte of data you upload in that month in excess of the 4:1 ratio.



Business Broadband Advantage BDSL

Designed for businesses requiring the bandwidth to send and receive large amounts of data regularly

Provides your business with a complete solution on a separate, business grade broadband network. Ideal for businesses that need to send and receive large files and require guaranteed speed and throughput. Also includes advanced security features and equipment that usually only large corporations get access to.

Key features:

- Business grade broadband network
- 24/7 Business Grade Technical Support
- High speed, large file transfer capability
- Wireless capable Cisco router
- Hosted remote data back-up (1PC/2GB)
- Hosted Internet security scanning for 5 users
- Static IP address

Account set-up fee: \$1,100

Monthly Download Allowance ^{2*}	Access fee per month – Metro (24 or 36 month term) ⁶	Access fee per month – Regional (24 or 36 month term) ⁶
1Mbps		
20GB	\$786.50	\$880.00
40GB	\$841.50	\$935.00
60GB	\$874.50	\$968.00
Unlimited	\$1,391.50	\$1,490.50
2Mbps		
20GB	\$1,078.00	\$1,171.50
40GB	\$1,133.00	\$1,226.50
60GB	\$1,166.00	\$1,259.50
Unlimited	\$2,442.00	\$2,574.00
3Mbps		
20GB	\$1,342.00	\$1,435.50
40GB	\$1,397.00	\$1,490.50
60GB	\$1,430.00	\$1,523.50
Unlimited	\$3,476.00	\$3,641.00
4Mbps		
20GB	\$1,611.50	\$1,705.00
40GB	\$1,666.50	\$1,760.00
60GB	\$1,699.50	\$1,793.00
Unlimited	\$4,521.00	\$4,713.50

* If your total uploads exceed your total downloads by a ratio of 4:1 in any given month, we may charge you a back channel charge of 4c for each additional megabyte of data you upload in that month in excess of the 4:1 ratio.

Maximise your experience

With no contracts or minimum terms, these Broadband Extras* offer you the ultimate flexibility. Simply add Extras to your business broadband solution as you need them.

* Excludes Business Broadband Access customers.

Add on Business Security: Mail & Web Protection

Your PC and data are under constant threat from viruses, worms and hackers. Mail & Web Protection provides comprehensive protection against external attacks on your network and business applications. As it is a hosted solution, all updates are automatically applied.

Price per month:	\$25 for up to 5 users	\$45 for up to 10 users	\$80 for up to 20 users	\$175 for up to 50 users	\$3 per user for 50+ users
Mail & Web Protection set-up fee: \$25.00					

Add on Business Security: Mail & Web Control

Mail & Web Control is an effective way for your business to monitor and enforce acceptable usage policies, helping to protect employees and your brand against increasing litigation risks. You can configure this service to your needs, manage the size of inbound emails, monitor usage of key words and inappropriate images and limit website access.

Price per month:	\$30 for up to 5 users	\$55 for up to 10 users	\$100 for up to 20 users	\$225 for up to 50 users	\$4 per user for 50+ users
Mail & Web Protection set-up fee: \$25.00					



Add on Business Security: Remote data back-up

One of the most critical elements of your business is your data. The last thing you want to happen is to lose important information when something unexpected occurs. For that reason, it is vital that you keep secure, up-to-date back-ups so that if the unexpected occurs, you're prepared.

Telstra's PC and Server back-up securely backs up your data offsite at our Data Centres. Key features include automated and manual back-up with a restore option anytime and 24/7 support resulting in minimal loss of data and therefore minimal downtime.

We have a range of plans available to meet your data storage needs, so call us on **1800 655 744** for a quote.

Add on Business Mail

Create a professional image for your business with an advanced email solution offering a personalised email address (name@yourbusinessname.com.au)* and easy access to your email, calendar and contacts. Other Business Mail features include regular back-ups, anti-virus and anti-spam.

Included:

- Domain name registration
- Domain name hosting
- 100MB storage per mailbox⁷

Package	Price per mailbox per month
Business Mail Standard	\$9.95
Business Mail Advanced	\$14.95
Set-up fee: \$25.00 (for Business Broadband Advantage and Advantage BDSL customers)	

* Subject to domain name availability.

Add on Business Support

Let us help you. We have expert staff who can help you set up your Business Broadband service. We can also provide ongoing technical support to remove the hassle of you having to hire specialist IT staff.

New Telstra Business Broadband connections

- 1. Custom Networking** creates a customised Business Broadband router configuration and set-up of computer configurations for Internet mail and browsing.
- 2. Advanced Networking** extends the custom networking set-up service to include more complex LAN environments for customers who have Servers and other LAN connected systems (LAN printers, firewalls, web servers, etc).
- 3. Remote Assistance** offers a quick and economical service by telephone and Internet for network systems assistance and remote configuration changes (such as gateway router set-up for DHOP, Wi-Fi, VPN and firewall), saving time and cost of an onsite technician callout.

Existing Telstra Business Broadband connections

- 1. Cisco Extended Warranty Support** offers a hardware and software warranty and break-fix service for the Cisco broadband router. Available on selected Business Broadband plans, this extends the basic manufacturer's warranty period beyond 90 days.
 - 2. IT Services on Demand** offers personalised IT services for installation and configuration of business ICT applications. This includes specialised onsite or remote technical support for Business Broadband Extras such as Business Online, Business Mail and Business Conference.
- Call us on **1800 655 744** for more information.

Add on Business Online

Business Online is a fully featured web hosting solution that includes simple web building tools and eCommerce applications, such as eShop. The website is hosted by Telstra so you don't need to worry about supporting your own web server and security infrastructure. You can also change the website anytime.

Plans:	200MB	500MB	800MB	3000MB
Option set-up fee:	\$64.00	\$97.00	\$105.00	\$105.00
Standard Option Monthly fee per pack:	\$39.95	\$65.95	\$89.95	\$329.95
eCommerce Option Monthly fee per pack:	N/A	\$70.95	\$94.95	\$334.95
Domain name registration and hosting: \$25.00 per annum				

Excess web storage: 40c per MB. Excess data downloaded: 8c per MB.

Add on Business Conference

A suite of conferencing services, including Phone, WebConference and Video Collaboration, makes 'virtual meetings' easy and productive, saving valuable time and money on business travel.

Key features of Web Conferencing, powered by Microsoft Office Live Meeting, include the ability to make presentations to multiple locations, sharing, annotation and whiteboard features to exchange data and collaborate on documents online, receive instant feedback with Q&A and polling features and access attendee and meeting information.

Service type	Price per Conference connection/per minute*
Domestic	\$0.605
Web Meeting	\$0.44

Business Conference charges must be billed to one nominated Australian fixed telephone number. Pricing for Web conferencing is a usage based charge.

For registration and further pricing information on Phone and Web conferencing go to www.conferencing.telstra.com/solutions/lm_signup.htm Video Collaboration is charged on a contracted subscription basis. Call us on **1800 655 744** for more information.

* Charges only apply to usage. You may choose to use your phone and web services simultaneously or individually to suit your needs.



Broadband Jargon Buster



ADSL – stands for Asymmetric Digital Subscriber Line – a broadband service (digital) that’s carried on normal copper phone wires. It uses a higher frequency spectrum than voice traffic, which is why it doesn’t interfere with your phone calls, even though they share the same line. It’s called ‘asymmetric’ because it’s configured so that downloads will go faster than uploads.

Now you must be wondering how it is possible for Telstra to offer a 512/512Kbps plan. We have taken a high speed connection, which we slowed down to 512Kbps on the way down and ramped up the upload speed to 512Kbps. The connection is still an asymmetric connection.

BDSL – stands for Business Digital Subscriber Line. From a technology viewpoint, it is actually known as SHDSL. The main difference between BDSL and ADSL is that this service sits on a separate business grade network providing guaranteed speed and throughput. It also provides the same speeds both upstream and downstream across all speed options.

Domain name – or sometimes referred to as a website, is a unique name that identifies a website. Similar to a street address – it allows others to identify and locate you easily on the Internet, eg www.yourbusinessname.com is a domain name.

Download/Upload – downloading is anything that you bring onto your computer from the Internet. Uploading is the opposite process where you are uploading any piece of data that goes from your computer to the Internet.

Examples include an email attachment, the actual email, every click on a web link, keystrokes when you complete a form online, file transfer and so on.

You can track your usage online via ‘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 as your needs evolve.

Speed – most Internet providers, including Telstra, rate broadband plan speeds in kilobits per second (eg 256/512Kbps) 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.

Things you need to know



1. '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.
2. Excess data usage charged at 12c per MB (not applicable to Unlimited plans). Unused data allowance expires each month.
3. Minimum cost for Business Broadband Access over 12 months for (a) 512/512Kbps: from \$920 for 1GB plan to \$3,800 for Unlimited plan; (b) High speed: from \$1,040 for 1GB plan to \$3,920 for Unlimited plan.
4. Minimum cost for Business Broadband Starter over 12 months for (a) 512/512Kbps: from \$980 for 1GB plan to \$3,860 for Unlimited plan; (b) High speed: from \$1,100 for 1GB plan to \$3,980 for Unlimited plan.
5. Minimum cost for Business Broadband Advantage over 12 months for (a) 512/512Kbps: from \$1,280 for 5GB plan to \$4,040 for Unlimited plan; (b) High speed: from \$1,400 for 5GB plan to \$4,160 for Unlimited plan.
6. Minimum cost for Business Broadband Advantage BDSL (Metro) over 24 months for (a) 1Mbps: from \$19,976 for 20GB plan to \$34,496 for Unlimited plan; (b) 2Mbps: from \$26,972 for 20GB plan to \$58,708 for Unlimited plan; (c) 3Mbps: from \$33,308 for 20GB plan to \$84,524 for Unlimited plan; (d) 4Mbps: from \$39,776 for 20GB plan to \$109,604 for Unlimited plan.
Minimum cost for Business Broadband Advantage BDSL (Regional) over 24 months for (a) 1Mbps: from \$22,220 for 20GB plan to \$36,872 for Unlimited plan; (b) 2Mbps: from \$29,216 for 20GB plan to \$62,876 for Unlimited plan; (c) 3Mbps: from \$35,552 for 20GB plan to \$88,484 for Unlimited plan; (d) 4Mbps: from \$42,020 for 20GB plan to \$114,224 for Unlimited plan.
7. Excess email storage charged at 5.5c per MB. Unused data allowance expires monthly.