

Critical Information Summary

Business Telstra Wholesale Fibre Services

December 2024

Service Description

Telstra Business Wholesale Fibre Services is a high-speed, reliable fibre-optic connectivity solution offered by Telstra for wholesale customers. It is designed for Internet Service Providers (ISPs), Managed Service Providers (MSPs), and enterprise-level businesses requiring scalable, high-performance network solutions.

Plan Inclusions & Key Features

- **Dedicated Fibre Connection:** Delivers a robust, reliable, and consistent fibre network.
- **Speed Options:** Multiple speed tiers, including 100 Mbps, 200 Mbps, 500 Mbps, and 1000 Mbps.
- **Symmetrical Speeds:** Equal upload and download speeds for data-intensive operations.
- **Static IP Options:** Facilitates server hosting and secure remote access.
- **Service Level Agreements (SLAs):** Guarantees uptime, reliability, and performance.
- **Custom Solutions:** Tailored offerings to meet specific client or business requirements.

Limitations & Exclusions

- **Availability:** Restricted to areas covered by Telstra's fibre network.
- **Installation:** Requires site feasibility assessments, which may affect timelines.
- **Coverage:** Limited to areas with Telstra fibre network infrastructure.
- **Speed Performance:** Actual speeds depend on factors such as network congestion and end-user hardware.
- **Feasibility:** Installation depends on site access and building infrastructure.

Accessibility & Installation

- **Feasibility Assessment:** Site eligibility check before confirming service.
- **Installation Timeline:** Typically, 4–8 weeks, depending on infrastructure readiness.
- **Professional Setup:** Installation managed by Telstra Wholesale technicians

Minimum and Technical Requirements

- **Fibre Availability:** Service is dependent on Telstra's fibre infrastructure in the desired location.
- **Customer Premises Equipment (CPE):** Compatible hardware provided or approved by Telstra Wholesale.
- **Installation:** May include fibre installation, configuration, and network integration.

Plan and Pricing Information

- **Speed Tiers:** 100 Mbps, 200 Mbps, 500 Mbps, 1000 Mbps.



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- Pricing: Custom pricing based on volume, location, and contract length.
- Add-ons: Static IP allocations, network redundancy solutions, or managed services.

Plan name	Monthly cost	Min cost over month terms		
		12	24	36
Telstra Wholesale Fibre L3-100	\$384.00	\$4,608.00	\$9,216.00	\$13,824.00
Telstra Wholesale Fibre L3-200	\$427.00	\$5,124.00	\$10,248.00	\$15,372.00
Telstra Wholesale Fibre L3-500	\$514.00	\$6,168.00	\$12,336.00	\$18,504.00
Telstra Wholesale Fibre L3-1000	\$792.00	\$9,504.00	\$19,008.00	\$28,512.00

Prices exclude GST.

Contract Terms

- Contracts terms available for services range from 12 to 36 months.
- Monthly service charges may vary depending on your terms chosen.
- Early termination fees apply for terminating the contract before its expiry.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.
- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.
- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Accessibility & Installation

- Installation fees depend on location, internal and external infrastructure and customisation requirements. Installation fees will be provided before contract period begins.
- Custom installations might involve significant lead times and physical modifications to the premises.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.



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Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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