

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Home Internet Bundles 2018

	Entertainment Plus				
	Connect \$69/mth	Connect Plus \$79/mth	Entertainment \$99/mth	with Foxtel Sport \$129/mth	with Foxtel Platinum \$209/mth
<b>Minimum cost</b> – (24 month term)	\$1,755	\$1,995	\$2,475	\$3,220.06	\$5,140.06
<b>Minimum cost</b> – (Casual)	\$504	\$514	\$534	×	×
<b>Monthly data allowance</b>	100GB	1000GB	Unlimited	Unlimited	Unlimited
<b>Speed</b> – Included on nbn™ technology types only)	Standard Evening Speed	Standard Plus Evening Speed*	Standard Plus Evening Speed*	Standard Plus Evening Speed*	Standard Plus Evening Speed*
<b>Entertainment</b> Included in a 24 month term only	×	×	Telstra TV®	Foxtel from Telstra Entertainment and Sport Packages	Foxtel from Telstra Platinum HD Package
<b>Standard local calls</b>	PAYG	PAYG	PAYG	PAYG	PAYG
<b>National calls to standard fixed lines</b>	PAYG	PAYG	PAYG	PAYG	PAYG
<b>Calls to standard Australian mobiles</b>	PAYG	PAYG	PAYG	PAYG	PAYG
<b>International calls</b>	Saver Rates	Saver Rates	Saver Rates	Saver Rates	Saver Rates

\* Customers on the nbn™ Fixed Wireless technology type will receive Standard Evening Speed.

## Information about the service

Your plan includes:

- a home phone service
- a home internet service.

### Minimum term

Month-by-month or 24 months

### Service availability

Service not available to all areas, homes or customers.

The type of service offered (the nbn™ network, ADSL, ADSL2+, Cable & Velocity) may be subject to further qualification checks to determine what's available at your location.

If we can't connect all your bundle services, we'll try to contact you to discuss further options. If we can't contact you, we'll put your connected services on the lowest-priced plan(s). We'll let you know if this happens and you may cancel your order free of charge.

### Broadband speeds

Broadband speeds vary due to quite a number of factors, including:

- type of technology available at your address
- any Speed Boost you may have purchased
- network capacity
- set up at your home (such as location of your modem and how the internet is used in your home)
- whether your device is connected by Wi-Fi rather than Ethernet cable
- if you're a Telstra Air member and using your broadband services at the same time.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on broadband types and the speeds available please visit [telstra.com/nbn-speeds](http://telstra.com/nbn-speeds)

Customers on the nbn network may take up a Premium Evening Speed Speed Boost for \$30/mth (excluding nbn Fixed Wireless). For FTTN/FTTB services, actual speeds and Speed Boost eligibility will be confirmed following activation.

For Cable and Velocity customers, a Premium Evening Speed Boost is available for \$20/mth.

Your bill will show an additional charge each month for your speed upgrade. If you already have a Speed Boost then you will continue to receive your Speed Boost and be charged for it each month unless you cancel it.

If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

### Telstra Air®

Telstra Air membership is included as part of your Bundle if you have an eligible service type and Telstra Wi-Fi Modem. It allows you to access free Wi-Fi at over 1 million hotspots in Australia and millions of Fon spots overseas. For details visit [telstra.com/air](http://telstra.com/air)

### Telstra Broadband Protect

Included at no charge in your Telstra Bundle while you remain on an eligible bundle.

## Information about pricing

### Minimum monthly charge and total minimum plan cost

Refer to the table above. Customers on a casual plan must pay a \$120 casual plan fee.

### Telstra Wi-Fi Modems

New Telstra home broadband customers receive a Telstra Wi-Fi Modem on a 24-month plan. Customers on a casual plan must pay \$216 for a Telstra Wi-Fi Modem.

## Installation and set up costs

In addition to the monthly charge, you may pay the following:

<b>Home Phone and Home Broadband connection charge</b>	\$99 if you're a new Telstra Home Phone or Home Broadband customer. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises.
<b>Standard Professional Installation</b>	\$240 if you request a technician at your premises.
<b>Foxtel from Telstra</b>	\$25 Self-installation Kit. If you are not eligible for self-installation Standard Installation is \$100. A 1¢ per channel per year charge also applies for Chelsea TV, MUTV and LFCTV.
<b>Temporary connection</b>	If your voice service is connected for three months or less, an additional \$100 charge will apply.
<b>Non-standard installations</b>	Separate charges apply for non-standard installations such as complex or remote area Foxtel from Telstra installations and additional connection points.
<b>Delivery Fee</b>	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a Telstra Wi-Fi Modem or Telstra TV.
<b>Connecting to the nbn network</b>	nbn co charges \$300 for first-time connections in new developments. If this additional nbn co charge applies, we'll let you know and include it on your bill.

## Moving to the nbn network

Your 24 month contract could overlap with the rollout of the nbn network. If you wish to transfer to Telstra on the nbn network, please contact us. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Early Termination Charge (ETC) will be charged in these circumstances.

## nbn satisfaction guarantee

If you are moving to the nbn network with Telstra for the first time and you're not happy with your nbn services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your nbn services without penalty. We'll even refund your monthly plan fee for that first month. Find out more at [telstra.com/nbn/guarantee](http://telstra.com/nbn/guarantee)

## Moving home connection

For charges applying to moving home visit [telstra.com/move](http://telstra.com/move)

## Home phone call rates and features

The following features are included at no additional charge:

- **Family Calls Benefit** – Voice calls in Australia between eligible Telstra mobile services, plus your home phone, on your Single Bill. Our Responsible Use Policy applies.
- **Calling Number Display and MessageBank®**
- **International Saver Rates** – Discounted call rates to over 70 countries charged per minute block plus a 55¢ call connection fee. For a full list of international call rates see [telstra.com.au/international-rates](http://telstra.com.au/international-rates)

For calling types not included in your plan the charges are:

- **call connection fee** – 55¢ per call (for national calls to fixed line numbers, calls to standard Australian mobiles and international numbers)
- **calls to 13 numbers** – 40¢ per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
- **standard local calls** – 22¢ per call
- **national calls to standard fixed lines** – 30¢ per minute plus 55¢ call connection fee. The most you'll pay for a call is \$2, anytime (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
- **calls to standard Australian mobiles** – 30¢ per minute plus 55¢ call connection fee. The most you'll pay for a call is \$2, anytime (excludes satellite numbers)

Satellite call charges can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

## Pensioner Discount

Eligible Pension Concession card holder can apply to receive a \$15 Monthly Call Allowance for use on 019, 13 number and international calls and calls to standard local, national and Australian mobile numbers.

## Billing and payment charges

This Bundle requires paperless billing and electronic payment. A \$2.20 charge will be applied a month in arrears if you receive a paper bill. A \$1.00 charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions apply.

To set up Email Bill visit [telstra.com/emailbill](http://telstra.com/emailbill). To set up Direct Debit or for information on other bill payment options visit [telstra.com/billpay](http://telstra.com/billpay)

## Bundled hardware

If your Bundle includes bundled hardware, like a Telstra TV or Telstra Wi-Fi Modem at no upfront cost, a monthly hardware repayment fee for each device is waived over 24 months.

## Changing or cancelling your Bundle

You can change to another Home Internet Bundle once a month during your minimum term without recontracting or paying Early Termination Charges (ETC) except where adding or removing Foxtel from Telstra. If you cancel one or both of your home phone and home broadband services:

- you'll be charged an ETC up to the maximum amount indicated below. The ETC decreases each month you stay on your plan
- your other bundle benefits will be removed.

## Early Termination Charges (ETC)

Plan	Maximum ETC (including additional bundled hardware ETCs)
Connect & Connect Plus	\$576
Entertainment	\$768
Entertainment Plus with Foxtel Sport or Foxtel Platinum	\$876

If you cancel your Bundle early, any Hardware Repayment Option repayment will be payable in full. If you move from a Home Internet Bundle with Foxtel from Telstra to one without, an ETC of up to \$300 applies.

## Other information

### Billing

Your bill is issued on the same date each month. Each bill includes usage charges, plus the Minimum Monthly Charge in advance. On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may also be charged for individual services until all those in your Bundle are connected, so your first few bills may be higher or lower than expected.

### Call and data usage information

To check your call and data usage, register and login to My Account at [telstra.com/myaccount](http://telstra.com/myaccount) or get the Telstra 24x7 app for your smartphone or tablet.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### We're here to help

Please visit [telstra.com/contactus](http://telstra.com/contactus) if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 133 677 (TTY).

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](http://telstra.com/complaints) where you'll find full contact details and information about how to resolve it.

### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)