

Part C – Old Home Broadband Bundles Not Available for New Sales

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Part C – Old Home Broadband Bundles Not Available for New Sales

1 About this Part

- 1.1 This is part of the Home Broadband Plans section of Our Customer Terms.
- 1.2 Provisions in other parts of the Home Broadband Plans section apply.

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2 Special Offers no longer available

Limited Time Foxtel from Telstra on the Telstra Home Internet Large Bundle – not available after 24 October 2016

2.1 From 23 August 2016 until 24 October 2016, customers can order the Telstra Home Internet Large Bundle with the Foxtel from Telstra packages described below on a 24 month contract for all services.

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Telstra Home Internet Bundle Collection										
Large + Foxtel from Telstra Entertainment Package	\$120 (\$140 after 24 months)	24 months	\$3,144	\$937	1000GB	Included	40c per call	Included	55 c call connection fee + International Saver calling rates to select countries and standard rates apply to all other	
Large + Foxtel from Telstra Entertainment + Sport HD Package	\$145 (\$175 after 24 months)		\$3,744	\$937						



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BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Large + Foxtel from Telstra Platinum HD Package	\$210 (\$240 after 24 months)		\$5,304	\$937					countries.	

2.2 Only customers who have not had a Foxtel service in the last three months are eligible for the above Home Bundles.

All other standard terms and conditions and fees and charges set out in Part B – Current Bundles of the Home Bundles Section of Our Customer Terms apply.

Hottest Entertainment Bundle – not available after 28 March 2017

2.3 From 25 October 2016 until 28 March 2017 new or recontracting home broadband customers can order the Hottest Entertainment Bundle with the Foxtel from Telstra packages described below on a 24 month contract for all services. This bundle may not be taken up on a casual month-to-month basis.

BUNDLE OVERVIEW						
Monthly charge	Minimum	Minimum cost (incl.	Maximum	Foxtel from	Monthly data	Calls

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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(excl. usage)	term	set up fees)	ETC	Telstra	allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls
Hottest Entertainment Bundle									
\$109	24 months	\$2,805	\$828	Foxtel from Telstra Entertainment Package	1000GB	50¢ per call	40¢ per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)	55¢ per call connection fee + national calls to fixed line numbers – 50¢ per minute calls to standard Australian mobiles – 50¢ per minute	International Saver rates apply, see Part B - Telstra Home Phone Plan and Telstra Voice Plan Section of Our Customer Terms.



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Pricing and inclusions

2.4 Your Hottest Entertainment Bundle includes the following:

Inclusion	Description and terms
Available to all Hottest Entertainment Bundle customers taking up a 24 month plan as indicated:	
Home broadband service	<ul style="list-style-type: none"> • Provided over the nbn network, Cable ADSL or Velocity technology, depending on what is available to you. • Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
Telstra Air Membership	<ul style="list-style-type: none"> • See Telstra Air for full terms and conditions for Telstra Air. • Telstra Air membership is available to Home Bundle customers with an ADSL, Cable or NBN broadband service in their Bundle. Velocity services are excluded. • You will also need a compatible gateway. New home broadband customers will receive a Telstra Air compatible gateway as part of their Hottest Entertainment Bundle. If you are not a new home broadband customer you may need to buy one. For a list of compatible gateways visit telstra.com/air.
Foxtel from Telstra packages	<ul style="list-style-type: none"> • Your Hottest Entertainment Bundle includes Foxtel from Telstra Entertainment Package for the term of your service, as well as a choice between a bonus 3 months free Sports + HD Package or bonus 3 months free Movies + Drama Package. • If you choose to redeem the 3 months' free Sports HD or Movies and Drama offers, standard charges of \$39/mth or \$40/mth respectively will apply after 3 months unless you remove the additional packages earlier. • We will send you our Foxtel Service Agreement which sets out the terms of your Foxtel from Telstra service, except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions. <ul style="list-style-type: none"> • See https://www.telstra.com.au/entertainment/foxtel-from-telstra for full Foxtel from Telstra terms and conditions.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> • If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to the Hottest Entertainment Bundle. If your Hottest Entertainment Bundle is cancelled you

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	<p>will no longer be entitled to the discount.</p> <ul style="list-style-type: none"> Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Available to new home broadband customers taking up a 24 month Hottest Entertainment Bundle:	
Gateway	<ul style="list-style-type: none"> A Telstra Wi-Fi Modem with a self-installation kit is included in your bundle.
Available to new Foxtel and Foxtel from Telstra customers taking up a 24 month Hottest Entertainment Bundle	
iQ2	New Foxtel customers get an iQ2 or Myster2 included for \$0 (normally \$75).

Home Bundle Add-ons

- 2.5 The add-ons set out in section 2.12 of [Part B – Current Bundles of the Home Bundles Section of Our Customer Terms](#) are also available to Telstra Hottest Entertainment Bundle customers:

Standard set up charges

- 2.6 The standard setup charges set out in section 2.2 of [Part B – Current Bundles of the Home Bundles Section of Our Customer Terms](#) apply. The following standard set up charges also apply:

Charge	Payable by	Amount
Foxtel from Telstra standard installation and Equipment Fee (non-standard installation is extra)	Customers with Home Bundles which include Foxtel from Telstra for 24 months	\$100 for standard installation \$0 (iQ2/Myster2) for new Foxtel customers (normally \$75) or optional \$200 (iQ3) Equipment Fee

- 2.7 Additional charges may apply as set out in Part A – General section of the Home Bundles section of Our Customer Terms.

Changing/cancelling your Bundle

- 2.8 If you decide to move to another Home Bundle range before the end of the Hottest Entertainment Bundle 24 month term, you will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable). You may however to move to a 2016 Telstra Home Internet Bundle range plan without recontracting or incurring the \$50 Early Recontracting Fee.
- 2.9 If you move from the Hottest Entertainment Bundle to another plan and you retain your Foxtel service, you will be charged standard Foxtel from Telstra pricing. If you do not retain your Foxtel from Telstra service, you will be charged early termination charges of up to \$300.

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- 2.10 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 2.11 If your Hottest Entertainment Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$828, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices under section 2.12);
 - (b) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it; and
 - (c) your other bundle benefits will be removed.

Bundles with included hardware

- 2.12 If your Hottest Entertainment Bundle includes a Telstra Wi-Fi Modem, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra Wi-Fi Modem (as applicable) over the minimum term of your Hottest Entertainment Bundle contract provided you do not cancel your Hottest Entertainment Bundle early. If you cancel your Hottest Entertainment Bundle early:
- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
 - (b) the early termination charges for your Hottest Entertainment Bundle will be increased to include the remaining hardware payments.

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3 Pricing

Telstra Bundle Collection and Telstra Premier Collection Plans

3.1 The following bundles are not available for new sales on and from 23 August 2016:

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Telstra Bundle Collection										
Medium	\$89	Casual	\$412	Not applicable	1000GB	Included	40c per call	52c call connection fee plus 30c per 60 second block, capped at \$2 per call.	52c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries	
		24 months	\$2,195	\$504						
Large	\$119	Casual	\$442	Not applicable	2000GB			Included	52c call connection fee	



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BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
		24 months	\$2,915	\$613					+ International Saver calling rates to select countries and standard rates apply to all other countries	
X-Large Eligible for Telstra Platinum Service Subscription Pro Discount	\$149	Casual	\$472	Not applicable	3000GB			Included	52c call connection fee + International Ultimate calling rates to select countries and standard rates apply to all other countries	
		24 months	\$3,635	\$613						
Telstra Premier Bundle Collection										



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BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Medium + Foxtel from Telstra Entertainment Package	\$109	24 months	\$2,875	\$876	200GB	Included	40c per call	52c call connection fee plus 30c per 60 second block, capped at \$2 per call.	52c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries.	
Medium + Foxtel from Telstra Sport Package	\$139		\$3,595	\$876						
Medium + Foxtel from Telstra Drama Package	\$129		\$3,355	\$876						
Medium + Foxtel from Telstra Platinum Package	\$199		\$5,035	\$876						



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BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Large + Foxtel from Telstra Entertainment Package	\$139	24 months	\$3,595	\$985	500GB	Included	40c per call	Included	52 c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries.	
Large + Foxtel from Telstra Drama Package	\$159		\$4,075	\$985						
Large + Foxtel from Telstra Sport Package	\$164		\$4,195	\$985						
Large + Foxtel from Telstra Platinum	\$229		\$5,755	\$985						
BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				



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Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls
X-Large + Foxtel from Telstra Entertainment Package Eligible for Telstra Platinum Service Subscription Pro Discount	\$169	24 months	\$4,315	\$985	1000GB	Included	40c per call	Included	52c call connection fee + International Ultimate calling rates to select countries and standard rates apply to all other countries.
X-Large+ Foxtel from Telstra Platinum Package Eligible for Telstra Platinum Service Subscription Pro Discount	\$259		\$6,475	\$985					



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Telstra Bundle Collection, Telstra Premier Collection, Telstra Home Bundle – Global Plans (Invite only)

3.2 The following invite only bundles are not available for new sales on and from 23 August 2016:

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum Term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Telstra Bundle Collection										
Small	\$69	Casual	\$392	Not applicable	200GB	Included	40c per call	52c call connection fee plus 30c per 60 second block, capped at \$2 per call.	52c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries.	
		24 months	\$1,715	\$504						
Telstra Premier Bundle Collection										
Small + Foxtel from Telstra Entertainment	\$99	24 months	\$2,635	\$876	50GB	Included	40c per call	52c call connection fee plus 30c per 60	52c call connection fee + International	

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum Term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Package								second block, capped at \$2 per call.	Saver calling rates to select countries and standard rates apply to all other countries.	
Telstra Home Bundle - Global										
Telstra Home Bundle - Global	\$100	24 months	\$2,459	\$504	2000GB	50c per call	40c per call	50¢ per minute plus 55¢ call connection fee	55c call connection fee +International Ultimate calling rates to select countries and standard rates apply to all other countries	



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Telstra Home Bundle Range Plans

3.3 The following bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Home Bundle S	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance	\$80.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$1,979.00	Not available for new sales on and from 30 June 2015
Telstra Home Bundle M	- home phone service;; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance	\$100.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$2,459.00	Not available for new sales on and from 30 June 2015
Telstra Home Bundle L	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 2000GB monthly usage allowance	\$130.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$3,179.00	Not available for new sales on and from 30 June 2015
Telstra Home Bundle XL	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity)	\$150.00 per month plus usage charges Plus	\$3,659.00	Not available for new sales on and from 30 June 2015

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	service with a 3000GB monthly usage allowance	\$59 activation fee for new Telstra home broadband customers		
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Telstra XS & S+ Invite Only Bundle Plans

3.4 The following home phone and broadband bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Home Bundle XS	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 60GB monthly usage allowance	\$60.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$1,499.00	Not available for new sales on and from 30 June 2015
Telstra Home Bundle S+	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance	\$80.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$1,979.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Starter Bundle S+	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; - T-Box if you're a new Entertainer Bundle	\$100.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband	\$2,459.00	Not available for new sales on and from 30 June 2015

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	customer; and - \$24.00 BigPond Movies credit per month	customers		
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Telstra Entertainer Starter Bundle Range Plans

3.5 The following bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Entertainer Starter Bundle M	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; - T-Box if you're a new Entertainer Bundle customer; and - \$24.00 BigPond Movies credit per month	\$120.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$2,939.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Starter Bundle L	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance; - T-Box if you're a new Entertainer Bundle customer; and - \$24.00 BigPond Movies credit per month; and	\$150.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers	\$3,659.00	Not available for new sales on and from 30 June 2015

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Telstra Entertainer Starter Bundle XL	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance ; - T-Box if you're a new Entertainer Bundle customer; and - \$24.00 BigPond Movies credit per month and 	<p>\$170.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p>	\$4,139.00	Not available for new sales on and from 30 June 2015

Telstra Entertainer Supreme Bundle Range Plans

3.6 The following bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Not available for new sales on and from 30 June 2015
Telstra Entertainer Supreme Bundle S	<ul style="list-style-type: none"> - home phone service ; - Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance and -Foxtel from Telstra Entertainment package 	<p>\$109.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$300 standard installation fee for Foxtel from Telstra and iQHD set top box fee</p>	\$2,975.00	Not available for new sales on and from 30 June 2015

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Telstra Entertainer Supreme Bundle M	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; and - Foxtel from Telstra Entertainment package 	<p>\$120.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$75 standard installation fee for Foxtel from Telstra; and</p> <p>\$75 iQHD set top box fee</p>	<p>\$3,089.00</p>	<p>Not available for new sales on and from 30 June 2015</p>
Telstra Entertainer Supreme Bundle M	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; and - Foxtel from Telstra Entertainment plus sport package 	<p>\$145.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$75 standard installation fee for Foxtel from Telstra; and</p> <p>\$75 iQHD set top box fee</p>	<p>\$3,689.00</p>	<p>Not available for new sales on and from 30 June 2015</p>
Telstra Entertainer Supreme Bundle M	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; and - Foxtel from Telstra 	<p>\$210.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband</p>	<p>\$5,249.00</p>	<p>Not available for new sales on and from 30 June 2015</p>



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	Platinum package	customers; \$75 standard installation fee for Foxtel from Telstra; and \$75 iQHD set top box fee		
Telstra Entertainer Supreme Bundle L	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance ; and - Foxtel from Telstra Entertainment package	\$150.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers; \$75 standard installation fee for Foxtel from Telstra ; and \$75 iQHD set top box fee	\$3,809.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Supreme Bundle L	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance; and - Foxtel from Telstra Entertainment package plus sport package	\$175.00 per month plus usage charges Plus \$59 activation fee for new Telstra home broadband customers; \$75 standard installation fee for Foxtel from Telstra ; and \$75 iQHD set top box fee	\$4,409.00	Not available for new sales on and from 30 June 2015

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Telstra Entertainer Supreme Bundle L	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance ; and - Foxtel from Telstra Platinum package 	<p>\$240.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$75 standard installation fee for Foxtel from Telstra ; and</p> <p>\$75 iQHD set top box fee</p>	<p>\$5,969.00</p>	<p>Not available for new sales on and from 30 June 2015</p>
Telstra Entertainer Supreme Bundle XL	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance; and - Foxtel from Telstra Entertainment package; 	<p>\$170.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p> <p>\$75 standard installation fee for Foxtel from Telstra ; and</p> <p>\$75 iQHD set top box fee</p>	<p>\$4,289.00</p>	<p>Not available for new sales on and from 30 June 2015</p>
Telstra Entertainer Supreme Bundle XL	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance; and - Foxtel from Telstra 	<p>\$260.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband</p>	<p>\$6,449.00</p>	<p>Not available for new sales on and from 30 June 2015</p>



Part C – Old Bundles Not Available for New Sales

	Platinum package	customers \$75 standard installation fee for Foxtel from Telstra ; and \$75 iQHD set top box fee		
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Telstra Broadband Bundle Range Plans

3.7 The following 24 month term bundles are no longer available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Broadband 1000GB	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 100GB monthly usage allowance	\$73.00 per month, plus usage charges Plus \$59 activation fee for new Telstra home broadband customers \$144 Telstra Wi-Fi Modem fee	\$1,955.00	Not available for new sales on and from 30 June 2015
Telstra Broadband 2000GB	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 100GB monthly usage allowance	\$93.00 per month, plus usage charges Plus \$59 activation fee for new Telstra home broadband customers \$144 Telstra Wi-Fi Modem fee	\$2,435.00	Not available for new sales on and from 30 June 2015
Telstra Broadband 2000GB	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a	\$113.00 per month, plus usage charges	\$2,915.00	Not available for new sales on and from 30 June 2015

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	1000GB monthly usage allowance	Plus \$59 activation fee for new Telstra home broadband customers \$144 Telstra Wi-Fi Modem fee		
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3.8 The following bundles are no longer available for new sales:

Bundle name	What you get	Charges (GST incl.)	Minimum cost on a Casual Plan for one month and a self-install Telstra Wi-Fi Modem modem (including \$59 activation fee for new Telstra home broadband customers and \$120 Casual Plan fee) plus delivery fee	Bundle Availability
Telstra Broadband 1000GB	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance	\$73.00 per month, plus usage charges Plus \$59 activation fee for new Telstra home broadband customers \$120 Casual Plan Fee \$144 Telstra Wi-Fi Modem fee	\$396.00	Not available for new sales on and from 30 June 2015
Telstra Broadband	- home phone service; and - Telstra home broadband	\$93.00 per month, plus usage charges	\$416.00	Not available for new sales on and from 30

Part C – Old Bundles Not Available for New Sales

20000GB	(ADSL, Cable or Velocity) service with a 100GB monthly usage allowance	<p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p> <p>\$120 Casual Plan Fee</p> <p>\$144 Telstra Wi-Fi Modem fee</p>		June 2015
Telstra Broadband 1000GB	- home phone service; and - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance	<p>\$113.00 per month, plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p> <p>\$120 Casual Plan Fee</p> <p>\$144 Telstra Wi-Fi Modem fee</p>	\$436.00	Not available for new sales on and from 30 June 2015

Modems

Telstra Home Bundle Range, Telstra XS & S+ Invite Only Bundles, Telstra Entertainer Starter Invite Only Bundle Range and Telstra Entertainer Supreme Bundle range :

3.9 Your Bundle includes:

- (a) a T-Gateway, if you are taking up a new ADSL broadband service;
- (b) a self-install Cable Telstra Wi-Fi Modem, if you are taking up a new Cable broadband service; or
- (c) a self-install T-Gateway if you are taking up a new Velocity broadband service.

Telstra Broadband Bundle Range customers:

3.10 To connect to your ADSL, Velocity or Cable service you need a modem. You can choose to purchase a modem or if eligible, bring your own (BYO).

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Part C – Old Bundles Not Available for New Sales

Home Phone and Broadband Bundles

3.11 The following home phone and broadband bundles are not available for new sales:

Bundle name	What you get	Monthly charge (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Essentials Bundle	- home phone plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 50GB plan	\$80.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$1,979.00	Not available for new sales on and from 30 June 2015
Telstra Everyday Bundle	- home phone plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 1000GB plan	\$105.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$2,579.00	Not available for new sales on and from 30 June 2015
Telstra Max Bundle	- home phone plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 2000GB plan; and - Telstra Mobile Broadband 500MB Starter plan	\$135.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$3,299.00	Not available for new sales on and from 30 June 2015

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Telstra Pinnacle Bundle	<ul style="list-style-type: none"> - home phone plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity1000GB plan, with Speed Boost (previously BigPond® Ultimate) for Cable or Velocity where available; and - Telstra Mobile 500MB Starter plan 	\$145.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$3,539.00	Not available for new sales on and from 30 June 2015
Telstra Bundle Connector Basic	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 50GB plan 	\$55.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$1,379.00	Not available for new sales on and from 30 June 2015
Telstra Bundle Connector Scout	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 200GB plan 	\$80.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$1,979.00	Not available for new sales on and from 30 June 2015
Telstra Explorer Bundle	<ul style="list-style-type: none"> - home phone plan; and - BigPond® Fast (previously Elite) ADSL, Cable or 	\$90.00 per month plus usage charges	\$2,219.00	Not available for new sales on and from 15 October 2013



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	Velocity 1000GB plan	Plus \$59 activation fee for new BigPond broadband customers		
T-Bundle Connector Starter®	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 50GB plan	\$80.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$1,979.00	Not available for new sales on and from 23 April 2013
T-Bundle Connector Freestyler®	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 500GB plan	\$90.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$2,219.00	Not available for new sales on and from 23 April 2013
T-Bundle Connector Everyday®	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), Velocity with Speed Boost (previously	\$100.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$2,459.00	Not available for new sales on and from 23 April 2013

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	Ultimate Velocity) 500GB plan			
T-Bundle Connector Edge®	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), Velocity with Speed Boost (previously Ultimate Velocity) 1000GB plan	\$130.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$3,179.00	Not available for new sales on and from 23 April 2013
T-Bundle Connector Pinnacle®	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), Velocity with Speed Boost (previously Ultimate Velocity), 1000GB plan	\$150.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$3,659.00	Not available for new sales on and from 23 April 2013
Telstra Complete Home 50GB Bundle	- Telstra Voice (previously HomeLine) Reach plan; and - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (Previously Ultimate Cable) or Velocity with Speed Boost (Previously	\$78.00 plus usage charges	\$1,896.00	Not available for new sales on and from 28 February 2012

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	Ultimate Velocity) 50GB plan			
Telstra Complete Home Saver 500GB Bundle	- Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (Previously Ultimate Velocity) 500GB plan	\$88.00 plus usage charges	\$2,136.00	Not available for new sales on and from 28 February 2012
Telstra Complete Home 200GB Bundle	- Telstra Voice (previously HomeLine) Reach plan; and - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 200GB plan	\$98.00 plus usage charges	\$2,376.00	Not available for new sales on and from 28 February 2012
Telstra Complete Home 500GB Bundle	- Telstra Voice (previously HomeLine) Ultimate plan; and - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or	\$128.00 plus usage charges	\$3,096.00	Not available for new sales on and from 28 February 2012

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	Velocity with Speed Boost (previously Ultimate Velocity) 500GB plan			
Telstra Complete Home 1000GB Bundle	- Telstra Voice (previously HomeLine) Ultimate plan; and - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 1000GB plan	\$148.00 plus usage charges	\$3,576.00	Not available for new sales on and from 28 February 2012
Home Value Bundle – 50GB	- Telstra Voice (previously HomeLine) Reach plan; and - BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 50GB plan	\$78.00 plus usage charges	\$1,896.00	Not available for new sales to customers with a 10-digit account number on and from 28 February 2012 Not available for new sales to customers with a 13-digit account number on and from 7 June 2011
Home Saver Bundle - 200GB	- Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and - BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable)	\$88.00 plus usage charges	\$2,136.00	Not available for new sales to customers with a 10-digit account number on and from 28 February 2012 Not available for new sales to customers with a 13-digit account number on and from 7 June 2011

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	200GB plan			
Home Value Bundle - 50GB	<p>- Telstra Voice (previously HomeLine) Reach plan; and</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 50GB plan</p>	\$98.00 plus usage charges	\$2,376.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
Home Ultimate Bundle - 200GB	<p>- Telstra Voice (previously HomeLine) Ultimate plan; and</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 200GB plan</p>	\$128.00 plus usage charges	\$3,096.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
Home Ultimate Bundle - 500GB	<p>- Telstra Voice (previously HomeLine) Ultimate plan; and</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 500GB plan</p>	\$148.00 plus usage charges	\$3,576.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
Home 50GB Bundle	<p>- Telstra Voice (previously HomeLine) Reach plan; and</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable 50GB plan</p>	\$78.00 plus usage charges	\$1,872.00	Not available for new sales on and from 3 August 2010
Home 50GB	- Telstra Home Phone Basic	\$88.00 plus usage	\$2,112.00	Not available for new sales on and

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Saver Bundle	(previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan	charges		from 3 August 2010
Home Premium 50GB Bundle	-Telstra Voice (previously HomeLine) Reach plan; and - BigPond Cable with Speed Boost (previously Ultimate Cable) with 50GB usage allowance	\$108.00 plus usage charges	\$2,592.00	Not available for new sales on and from 3 August 2010
Home Premium 50GB Bundle	-Telstra Voice (previously HomeLine) ® Reach plan; and - BigPond Cable with Speed Boost (previously Ultimate Cable)with 50GB usage allowance	\$128.00 plus usage charges	\$3,072.00	Not available for new sales on and from 3 August 2010
Home Premium 100GB Ultimate Bundle	-Telstra Voice (previously HomeLine) Ultimate plan; and -BigPond Cable with Speed Boost (previously Ultimate Cable) with 100GB usage allowance	\$168.00 plus usage charges	\$4,032.00	Not available for new sales on and from 3 August 2010
Home 200GB Bundle	- Telstra Voice (previously HomeLine) Reach plan; and - BigPond® Fast (previously Elite)	\$98.00 plus usage charges	\$2,352.00	Not available for new sales on and from 17 June 2010

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	ADSL or Cable 50GB plan			
Home 200GB Bundle	- Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan	\$88.00 plus usage charges	\$2,112.00	Not available for new sales on and from 17 June 2010
Home 200GB Ultimate Bundle	- Telstra Voice (previously HomeLine) Ultimate plan; and - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan	\$108.00 plus usage charges	\$2,592.00	Not available for new sales on and from 17 June 2010
Home 200GB Ultimate Bundle	- Telstra Voice (previously HomeLine) Ultimate plan; and - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan	\$118.00 plus usage charges	\$2,832.00	Not available for new sales on and from 17 June 2010

Home Phone, broadband and Foxtel on T-Box bundles

3.12 The following home phone, broadband and Foxtel on T-Box bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Entertainer Super Bundle S+	- home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 100GB	\$100.00 per month plus usage charges Plus	\$2,459.00	No longer available for new sales on and from 3 November 2014

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	<p>monthly usage allowance;</p> <ul style="list-style-type: none"> - T-Box if you're a new Entertainer Bundle customer; and - Foxtel on T-Box entry level package 	<p>\$59 activation fee for new BigPond broadband</p>		
Telstra Entertainer Super Bundle S	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance; and - T-Box if you're a new Entertainer Bundle customer 	<p>\$99.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p>	\$2,435.00	No longer available for new sales on and from 3 November 2014
Telstra Entertainer Super Bundle M	<ul style="list-style-type: none"> - home phone service; - Telstra Home Broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; - T-Box if you're a new Entertainer Bundle customer; and - Foxtel on T-Box entry level package 	<p>\$120.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p>	\$2,939.00	No longer available for new sales on and from 3 November 2014
Telstra Entertainer Super Bundle M Sport	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage 	<p>\$140.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new</p>	\$3,419.00	No longer available for new sales on and from 3 November 2014

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Part C – Old Bundles Not Available for New Sales

	<p>allowance</p> <ul style="list-style-type: none"> - T-Box if you're a new Entertainer Bundle customer; and - Foxtel on T-Box entry level package plus sport package 	Telstra home broadband customers		
Telstra Entertainer Super Bundle L	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance; - T-Box if you're a new Entertainer Bundle customer; and - Foxtel on T-Box entry level package; 	<p>\$150.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p>	\$3,659.00	No longer available for new sales on and from 3 November 2014
Telstra Entertainer Super Bundle XL	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance; - Foxtel on T-Box entry level package; 	<p>\$170.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers</p>	\$4,139.00	No longer available for new sales on and from 3 November 2014
Telstra Bundle Entertainer Scout	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or 	<p>\$100.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation</p>	\$2,459.00	Not available for new sales on and from 30 June 2015

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	<p>Velocity 200GB plan</p> <ul style="list-style-type: none"> - T-Box - Foxtel on T-Box entry level package 	<p>fee for new BigPond broadband</p>		
Telstra Entertainer Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 200GB plan; and - T-Box - Foxtel on T-Box entry level package 	<p>\$120.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new BigPond broadband customers</p>	\$2,939.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Max Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 500GB plan; and - T-Box - Foxtel on T-Box entry level package - Telstra Mobile Broadband 500MB Starter plan 	<p>\$150.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new BigPond broadband customers</p>	\$3,659.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Pinnacle Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 1000GB plan, with Speed Boost (previously BigPond®) 	<p>\$160.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new BigPond broadband</p>	\$3,899.00	Not available for new sales on and from 30 June 2015

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	Ultimate) on Cable or Velocity where available; and - T-Box - Foxtel on T-Box entry level package; and - Telstra Mobile Broadband 500MB Starter plan	customers		
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Home Phone, broadband with BigPond Movie credit bundles

3.13 The following home phone, broadband with BigPond Movie credit bundles are not available for new sales:

Bundle name	What you get	Charges (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Bundle Entertainer Scout with BigPond movies credit	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 100GB plan - T-Box - \$24.00 BigPond Movies credit per month	\$100.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband	\$2,459.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Bundle	- Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 200GB plan; and - T-Box	\$120.00 per month plus usage charges Plus \$59 activation fee for new BigPond broadband customers	\$2,939.00	Not available for new sales on and from 30 June 2015

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	- \$24.00 BigPond Movies credit per month			
Telstra Entertainer Max Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 500GB plan; and - T-Box - \$24.00 BigPond Movies credit per month; and - Telstra Mobile Broadband 500MB Starter plan 	<p>\$150.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new BigPond broadband customers</p>	\$3,659.00	Not available for new sales on and from 30 June 2015
Telstra Entertainer Pinnacle Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; and - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 1000GB plan, with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity where available; and - T-Box - \$24.00 BigPond Movies credit per month and - Telstra Mobile Broadband 500MB Starter plan 	<p>\$160.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new BigPond broadband customers</p>	\$3,899.00	Not available for new sales on and from 30 June 2015

Home phone, broadband and Foxtel from Telstra Bundles



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3.14 The following home phone, broadband and Foxtel from Telstra bundles are not available for new sales:

Bundle name	What you get	Monthly charge (GST incl.)	Min cost over 24 months (GST incl.)	Bundle availability
Telstra Entertainer Supreme Bundle S	<ul style="list-style-type: none"> - home phone service ; - Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance and -Foxtel from Telstra Essentials package 	<p>\$120.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$75 standard installation fee for Foxtel from Telstra; and</p> <p>\$75 iqHD set top box fee</p>	\$3,089.00	No longer available for new sales on and from 3 November 2014
Telstra Entertainer Supreme Bundle L Sport	<ul style="list-style-type: none"> - home phone service; - Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance; and - Foxtel from Telstra Essentials package plus sport package 	<p>\$195.00 per month plus usage charges</p> <p>Plus</p> <p>\$59 activation fee for new Telstra home broadband customers;</p> <p>\$75 standard installation fee for Foxtel from Telstra ; and</p> <p>\$75 iqHD set top box fee</p>	\$4,889.00	No longer available for new sales on and from 3 November 2014

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<p>T-Bundle Entertainer Starter®</p>	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 50GB plan; - Foxtel from Telstra Platinum iQ; and - Foxtel iQHD set top box 	<p>\$180.00 per month plus usage charges</p> <p>Plus</p> <p>\$48 activation fee for new BigPond broadband customers</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$4,518.00</p>	<p>Not available for new sales on and from 20 January 2013</p>
<p>T-Bundle Entertainer Freestyler®</p>	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; - BigPond® Fast (previously Elite) ADSL, Cable or Velocity 500GB plan; - Foxtel from Telstra Platinum iQ; and - Foxtel iQHD set top box 	<p>\$190.00 per month plus usage charges</p> <p>Plus</p> <p>\$48 activation fee for new BigPond broadband customers</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$4,758.00</p>	<p>Not available for new sales on and from 20 January 2013</p>
<p>T-Bundle Entertainer Everyday®</p>	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) plan; - BigPond® BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), 	<p>\$200.00 per month plus usage charges</p> <p>Plus</p> <p>\$48 activation fee for new</p>	<p>\$4,998.00</p>	<p>Not available for new sales on and from 20 January 2013</p>



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	<p>Velocity with Speed Boost (previously Ultimate Velocity), 500GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box</p>	<p>BigPond broadband customers</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>		
T-Bundle Entertainer Edge®	<p>- Telstra Voice (previously HomeLine) plan;</p> <p>- BigPond® BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), Velocity with Speed Boost (previously Ultimate Velocity), 1000GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box</p>	<p>\$230.00 per month plus usage charges</p> <p>Plus</p> <p>\$48 activation fee for new BigPond broadband customers</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	\$5,718.00	Not available for new sales on and from 20 January 2013
T-Bundle Entertainer Pinnacle®	<p>- Telstra Voice (previously HomeLine) plan;</p> <p>- BigPond® BigPond® Fast (previously Elite) ADSL, Cable with Speed Boost (previously Ultimate Cable), Velocity with Speed Boost (previously Ultimate Velocity), 1000GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top</p>	<p>\$250.00 per month plus usage charges</p> <p>Plus</p> <p>\$48 activation fee for new BigPond broadband customers</p> <p>Plus</p> <p>\$150 equipment fee for iQHD</p>	\$6,198.00	Not available for new sales on and from 20 January 2013

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	box	on your first bill		
Telstra Complete Home TV 50GB Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) Reach plan; - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 50GB plan; - Foxtel from Telstra Platinum iQ; and - Foxtel iQHD set top box 	<p>\$178.00 plus usage per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	\$4,446.00	Not available for new sales on and from 28 February 2012
Telstra Complete Home TV Saver 500GB Bundle	<ul style="list-style-type: none"> - Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; - BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 500GB plan; - Foxtel from Telstra Platinum iQ; and - Foxtel iQHD set top box 	<p>\$188.00 plus usage per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	\$4,686.00	Not available for new sales on and from 28 February 2012
Telstra Complete Home TV 200GB Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) Reach plan; - BigPond® Fast (previously Elite) ADSL 	<p>\$198.00 plus usage charges per month</p> <p>Plus</p>	\$4926.00	Not available for new sales on and from 28 February 2012



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	<p>or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 200GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box</p>	<p>\$150 equipment fee for iQHD on your first bill</p>		
<p>Telstra Complete Home TV 500GB Bundle</p>	<p>- Telstra Voice (previously HomeLine) Ultimate plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 500GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box</p>	<p>\$228.00 plus usage charges per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$5,646.00</p>	<p>Not available for new sales on and from 28 February 2012</p>
<p>Telstra Complete Home TV 1000GB Bundle</p>	<p>- Telstra Voice (previously HomeLine) Ultimate plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) 1000GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p>	<p>\$248.00 per month plus usage charges</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$6,126.00</p>	<p>Not available for new sales on and from 28 February 2012</p>

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Part C – Old Bundles Not Available for New Sales

	- Foxtel iQHD set top box			
Home TV Value Bundle - 50GB	<p>- Telstra Voice (previously HomeLine) Reach plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable), 50GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box (for bundles sold on or after 28 February 2011)</p>	<p>\$178.00 plus usage per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	\$4,446.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
Home TV Saver Bundle - 200GB	<p>- Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 200GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box (for bundles sold on or after 28 February 2011)</p>	<p>\$188.00 plus usage per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	\$4,686.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
Home TV Value Bundle – 50GB	<p>- Telstra Voice (previously HomeLine) Reach plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously</p>	<p>\$198.00 plus usage charges per month</p> <p>Plus</p> <p>\$150 equipment</p>	\$4926.00	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p>

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	<p>Ultimate Cable) 50GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box (for bundles sold on or after 28 February 2011)</p>	<p>fee for iQHD on your first bill</p>		<p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
<p>Home TV Ultimate Bundle - 200GB</p>	<p>- Telstra Voice (previously HomeLine) Ultimate plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 200GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box (for bundles sold on or after 28 February 2011)</p>	<p>\$228.00 plus usage charges per month</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$5,646.00</p>	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
<p>Home TV Ultimate Bundle - 500GB</p>	<p>- Telstra Voice (previously HomeLine) Ultimate plan;</p> <p>- BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) 500GB plan;</p> <p>- Foxtel from Telstra Platinum iQ; and</p> <p>- Foxtel iQHD set top box (for bundles sold on or after 28 February 2011)</p>	<p>\$248.00 per month plus usage charges</p> <p>Plus</p> <p>\$150 equipment fee for iQHD on your first bill</p>	<p>\$6,126.00</p>	<p>Not available for new sales to customers with a 10-digit account number on and from 28 February 2012</p> <p>Not available for new sales to customers with a 13-digit account number on and from 7 June 2011</p>
<p>Home TV 50GB Bundle</p>	<p>- Telstra Voice (previously HomeLine) Reach plan;</p>	<p>\$178.00 plus usage</p>	<p>\$4,272.00</p>	<p>Not available for new sales on and from 3 August</p>

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Part C – Old Bundles Not Available for New Sales

	<ul style="list-style-type: none"> - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan; and - Foxtel from Telstra Platinum iQ 			2010
Home TV 50GB Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) Reach plan; - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan; and - Foxtel from Telstra Platinum iQ 	\$198.00 plus usage charges	\$4752.00	Not available for new sales on and from 3 August 2010
Home TV 100GB Bundle	<ul style="list-style-type: none"> - Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; - BigPond® Fast (previously Elite) ADSL or Cable 100GB plan; and - Foxtel from Telstra Platinum iQ 	\$188.00 plus usage	\$4,512.00	Not available for new sales on and from 3 August 2010
Home Premium TV 100GB Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) Reach plan - BigPond Cable with Speed Boost (previously Ultimate Cable)with 200GB usage allowance; and - Foxtel from Telstra Platinum iQ 	\$228.00 plus usage charges	\$5,472.00	Not available for new sales on and from 3 August 2010
Home Premium TV 200GB Ultimate Bundle	<ul style="list-style-type: none"> - Telstra Voice (previously HomeLine) Ultimate plan - BigPond Cable with Speed Boost (previously Ultimate Cable)with 	\$268.00 plus usage charges	\$6,432.00	Not available for new sales on and from 3 August 2010

Part C – Old Bundles Not Available for New Sales

	200GB usage allowance; and - Foxtel from Telstra Platinum iQ			
Home TV 50GB Ultimate Bundle	- Telstra Voice (previously HomeLine) Ultimate plan; - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan; and - Foxtel from Telstra Platinum iQ	\$208.00 plus usage charges	\$4,992.00	Not available for new sales on and from 17 June 2010
Home TV 50GB Ultimate Bundle	- Telstra Voice (previously HomeLine) Ultimate plan - BigPond® Fast (previously Elite) ADSL or Cable 50GB plan; and - Foxtel from Telstra Platinum iQ	\$218.00 plus usage charges	\$5,232.00	Not available for new sales on and from 17 June 2010

4 Home Broadband Plans not for new sales on and from 24 August 2021

4.1 The following plan is not available for new sales on and from 24 August 2021. A New Home Broadband Plan was made available from 24 August 2021.

Unlimited Internet	
Availability, pricing and contract term	
Availability	From 26 February 2019 until further notice
Plan option	Casual (month to month) only
Monthly price	\$95

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Unlimited Internet	
Minimum cost (If you leave within 24 months pay out the modem pro rata (\$9/mth) or stay connected to have fee waived.)	<p>\$405</p> <p>(\$90/mth plan cost, \$99 connection fee and \$216 modem charge).</p>
Setup costs	<p>\$99 connection charge for new Telstra Home Phone or Home Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises</p> <p>\$240 Standard Professional Installation charge if you request a technician at your premises</p>
Home Broadband	
Home broadband data allowance	Unlimited
Telstra Wi-Fi Modem	<p>Included for new Telstra customers who stay connected for 24 months</p> <p>If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.</p>
Speeds	<p>This plan includes Standard Plus Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.</p> <p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds.</p> <p>Typical evening download speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Unlimited Internet	
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem
nbn satisfaction guarantee	Included
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	Pre May 4, 2021: Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663) From May 4, 2021: Unlimited
National calls to standard fixed lines	Unlimited (excludes certain premium numbers including 19xx numbers)
Calls to standard Australian mobiles	Unlimited
International calls	International Plus Rates – included
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 8.2 for add-on details)
Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	Included

Part C – Old Bundles Not Available for New Sales

	Unlimited Internet
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Pre May 4, 2021: Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50 From May 4, 2021: Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456).
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	\$0.00 call connection charge \$0.00 per minute block charge

5 Home Broadband Plans not for new sales on and from 4 May 2021

5.1 The following plan is not available for new sales on and from 4 May 2021. New Home Broadband Plans were made available from 4 May 2021.

	Core Internet
Availability, pricing and contract term	
Availability	From 14 December 2019 until further notice
Plan option	Casual (month to month) only
Monthly price	\$75
Minimum cost when you stay connected for 24 months and may change if month-to-month plan price changes	\$1,899 (\$75/mth x 24 months) + \$99 connection charge

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Part C – Old Bundles Not Available for New Sales

Core Internet	
Setup costs	<p>\$99 connection charge for new Telstra Home Phone or Home Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises</p> <p>\$240 Standard Professional Installation charge if you request a technician at your premises</p>
Home Broadband	
Home broadband data allowance	500GB
Telstra Wi-Fi Modem	<p>Included for new Telstra customers who stay connected for 24 months</p> <p>If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.</p>
Speeds	<p>This plan includes Standard Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.</p> <p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds.</p> <p>Typical evening download speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem
nbn satisfaction guarantee	Included

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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Core Internet
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
National calls to standard fixed lines	Unlimited (excludes certain premium numbers including 19xx numbers)
Calls to standard Australian mobiles	Unlimited
International calls	International Plus Rates – included
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 8.2 for add-on details)
Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	Included
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50

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	Core Internet
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	<p>\$0.00 call connection charge</p> <p>\$0.00 per minute block charge</p>

Invite Only Home Broadband Plan

5.2 The following plan is not available for new sales on and from 4 May 2021. New Home Broadband Plans were made available from 4 May 2021.

5.3 The Starter Internet Plan is available to eligible customers invited by us:

	Starter Internet
Availability, pricing and contract term	
Availability	From 26 February 2019 until further notice
Plan option	Casual (month to month) only
Monthly price	\$60
Minimum Cost when you stay connected for 24 months and may change if month-to-month plan price changes	<p>\$1,499</p> <p>(\$60/mth x 24 months) + \$59 connection charge</p>
Setup costs	<p>\$59 connection charge for new Telstra Home Phone or Home Broadband customers</p> <p>Standard Professional Installation is optional for eligible new Telstra Home Broadband customers</p>
Home Broadband	
Home Broadband data allowance	25GB

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Telstra Wi-Fi Modem	Included for new Telstra customers who stay connected for 24 months If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment
Speeds	This plan includes Basic Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers. An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds . Typical evening download speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem
nbn satisfaction guarantee	Included
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
National calls to standard fixed lines	Unlimited (excludes certain premium numbers including 19xx numbers)
Calls to standard Australian mobiles	Unlimited
International calls	International Plus Rates – included (call rates start at 1c per minute plus a 55c call connection fee)

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International Ultimate Calling Pack	Available to add on for \$15/mth (see section 8.2 for add-on details)
Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	Included
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	<p>\$0.00 call connection charge</p> <p>\$0.00 per minute block charge</p>

5.4 To be eligible for the Starter Internet Plan you must be a home customer who holds and maintains a valid eligible Pension Concession card and was issued for a full year. Eligible Pension Concession cards are:

A pensioner concession card issued by the Australian Department of Veterans Affairs.

A Centrelink pensioner concession card and being any one of the following payment types:

- Age Pension, card code AGE, AGE BLIND
- Carer Payment recipient, card code CAR
- Disability support pension, card code DSP, DSP BLIND
- Mature age allowance, card code MAA
- Mature age partner allowance, card code MPA
- Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
- Newstart mature age allowance, card code NMA
- Parenting Payment (Partnered), card code PPP
- Parenting Payment (Single), card code PPS (PCC version only, not HCC)Partner Allowance, card code PTA
- Sickness Allowance, card code SAL
- Special Benefit (over 60), card code SPL
- Widow Allowance, card code WDA
- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

5.5 You have to give us:

- (a) your name, date of birth and postcode; and

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- (b) your customer reference number for Centrelink or the Department of Veterans' Affairs.
- 5.6 By applying for this plan, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid Pension Concession card. If you revoke this consent, you are not eligible to receive this plan.
- 5.7 You must tell us if your circumstances change.
- 5.8 Alternatively, to be eligible for this plan you must have a Telstra home phone service (and no fixed/home broadband service) and take up a Telstra fixed/home broadband service for the first time or hold and maintain a valid Seniors Card obtained in your State or Territory.

Changing/cancelling your plan

- 5.9 You can change to another plan within your plan range once a month while the plan range remains available to new Telstra customers.
- 5.10 There are no Early Termination Charges if you cancel your plan. However, you will need to payout the remaining cost of your Telstra Wi-Fi Modem (if you received a modem included in your plan) if you cancel your plan within 24 months of connecting, and any outstanding Hardware Repayment Option repayments will be payable in full.
- 5.11 If you cancel your home phone, or home broadband, or transfer one (or more) of these services to another service provider, your plan will be cancelled.

Home Broadband Plan Add-on

- 5.12 The following add-on is available to all Current Home Broadband Plans:

International Ultimate Calling Pack	\$15/mth
You will receive unlimited calls to fixed lines in 35 destinations and to mobiles in 17 of these destinations. Destinations and rates are set out at telstra.com.au/international-rates	

6 Home Broadband Plans not for new sales on and from 25 June 2019

- 6.1 The following plans are not available for new sales on and from 25 June 2019. New Home Broadband Plans were made available from 18 February 2020.

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Essential Internet (no longer available for new sales from 25 June 2019)	
Availability, pricing and contract term	
Availability	From 26 February 2019 until 24 June 2019
Plan option	Casual (month to month) only
Monthly price	\$70
Minimum cost when you stay connected for 24 months and may change if month-to-month plan price changes	\$1,779 (\$70/mth x 24 months) + \$99 connection charge
Setup costs	\$99 connection charge for new Telstra Home Phone or Home Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises \$240 Standard Professional Installation charge if you request a technician at your premises
Home Broadband	
Home broadband data allowance	100GB
Telstra Wi-Fi Modem	Included for new Telstra customers who stay connected for 24 months If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.
Speeds	This plan includes Standard Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.

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	Essential Internet (no longer available for new sales from 25 June 2019)
	<p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds.</p> <p>Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem
nbn satisfaction guarantee	Included
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	<p>Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call</p> <p>(except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)</p>
National calls to standard fixed lines	<p>Unlimited</p> <p>(excludes certain premium numbers including 19xx numbers)</p>
Calls to standard Australian mobiles	Unlimited
International calls	International Plus Rates – included

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	Essential Internet (no longer available for new sales from 25 June 2019)
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 8.2 for add-on details)
Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	Included
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	\$0.00 call connection charge \$0.00 per minute block charge

7 Home Broadband Plans not for new sales on and from 14 December 2019

7.1 The following plans are not available for new sales on and from 14 December 2019. New Home Broadband Plans were made available from 14 December 2019.

	Core Internet (200GB)
Availability, pricing and contract term	
Availability	From 28 May 2019 until 14 December 2019
Plan option	Casual (month to month) only
Monthly price	\$75

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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Core Internet (200GB)	
Minimum cost when you stay connected for 24 months and may change if month-to-month plan price changes	<p>\$1,899</p> <p>(\$75/mth x 24 months) + \$99 connection charge</p>
Setup costs	<p>\$99 connection charge for new Telstra Home Phone or Home Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises</p> <p>\$240 Standard Professional Installation charge if you request a technician at your premises</p>
Home Broadband	
Home broadband data allowance	200GB
Telstra Wi-Fi Modem	<p>Included for new Telstra customers who stay connected for 24 months</p> <p>If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.</p>
Speeds	<p>This plan includes Standard Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.</p> <p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds.</p> <p>Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Core Internet (200GB)	
nbn satisfaction guarantee	Included
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
National calls to standard fixed lines	Unlimited (excludes certain premium numbers including 19xx numbers)
Calls to standard Australian mobiles	Unlimited
International calls	International Plus Rates – included
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 8.2 for add-on details)
Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	Included
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50

Part C – Old Bundles Not Available for New Sales

	Core Internet (200GB)
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	<p>\$0.00 call connection charge</p> <p>\$0.00 per minute block charge</p>

Changing/cancelling your plan

- 7.2 You can change to another plan within your plan range once a month while the plan range remains available to new Telstra customers. If you change within the plan range after 14 December 2019, you will not be able to change back to this plan.
- 7.3 There are no Early Termination Charges if you cancel your plan. However, you will need to payout the remaining cost of your Telstra Wi-Fi Modem (if you received a modem included in your plan) if you cancel your plan within 24 months of connecting, and any outstanding Hardware Repayment Option repayments will be payable in full.
- 7.4 If you cancel your home phone, or home broadband, or transfer one (or more) of these services to another service provider, your plan will be cancelled.

Home Broadband Plan Add-on

- 7.5 The following add-on is available for your Home Broadband Plan:

International Ultimate Calling Pack	\$15/mth
You will receive unlimited calls to fixed lines in 35 destinations and to mobiles in 17 of these destinations. Destinations and rates are set out at telstra.com.au/international-rates	

Home Broadband Plan inclusion details

- 7.6 Your Home Broadband Plan includes some or all of the following as indicated in the table above:

Inclusion	Description and terms
Home broadband service	<ul style="list-style-type: none"> If your plan doesn't include unlimited data and you exceed your monthly data allowance, the speed of your service will slow to 256Kbps until your next billing cycle starts.

Part C – Old Bundles Not Available for New Sales

Inclusion	Description and terms
Telstra Air Membership	<ul style="list-style-type: none"> See Telstra Air for full terms and conditions for Telstra Air. Telstra Air membership is available to Home Broadband Plan customers with a broadband service provided over ADSL, Cable or NBN. Velocity services are excluded. You will also need a compatible modem. Eligible customers will receive a Telstra Air compatible modem as part of their Home Broadband Plan. If you do not receive a modem with your Home Broadband Plan, you may need to buy one. For a list of compatible modems visit telstra.com/air.
International calls	<ul style="list-style-type: none"> All plans in the Internet Plans range include International Plus Rates. Destinations and rates included in the International Plus Rates are available at telstra.com/international-rates.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to your Home Broadband Plan. If your Home Broadband Plan is cancelled you will no longer be entitled to the discount. Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Pensioner Discount	<p>If you have an eligible Pensioner Concession card, you can apply to receive:</p> <ul style="list-style-type: none"> A \$15/mth call allowance which can be used for 019 number, 13 number and international calls Discounted connection charge for eligible customers Waiving of Payment Processing and Late Payment fees

Telstra Wi-Fi Modems

- 7.7 We will include a Telstra Wi-Fi Modem in our Internet Plans for new Telstra customers who stay connected to a Home Broadband Plan for 24 months.
- 7.8 If you receive a Telstra Wi-Fi Modem included in your plan:
- we will not charge you for the modem if you stay connected to a Home Broadband Plan for 24 months from connection;
 - if you cancel your Home Broadband Plan within 24 months of connection, we will charge you the remaining cost of your modem, calculated based on the modem cost of \$9 per month and the number of months remaining in the 24 month commitment.

Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

8 Home Broadband Plans not for new sales on and from 26 February 2019

8.1 The following plans are not available for new sales on and from 26 February 2019. New Home Broadband Plans were made available from 26 February 2019.

	Essential Home Broadband \$69	Unlimited Home Broadband \$89	Unlimited Home Broadband + Streaming \$99	Unlimited Home Broadband + Foxtel Sport \$139	Unlimited Home Broadband + Foxtel Platinum HD \$209
Availability pricing and contract term					
Availability	From 4 September 2018 until 25 February 2019				
24 month contract & casual plan option	24 month plan. Casual - Yes - \$240 casual connection charge applies.		24 month plan only.		
Monthly price	\$69	\$89	\$99	\$139	\$209
Minimum cost	24/mth plan: \$1,755 Casual: \$309	24/mth plan: \$2,235 Casual: \$329	24/mth plan: \$2,475	24/mth plan: \$3,435.06 <small>including 1c per channel per year fee for Chelsea TV, MUTV and LFCTV</small>	24/mth plan: \$5,115.06 <small>including 1c per channel per year fee for Chelsea TV, MUTV and LFCTV</small>
Setup costs	\$99 connection charge for new Telstra Home Phone or Home Broadband customers taking up a 24 month contract. \$240 casual connection charge includes a Telstra Wi-Fi Modem for customers taking up a casual plan.		\$99 connection charge for new Telstra Home Phone or Home Broadband customers.	\$99 connection charge for new Telstra new Home Phone or Home Broadband customers. You must pay either a Foxtel from Telstra \$25 Self-installation Kit fee (if you are eligible for self-installation) or a \$100 Standard Installation charge unless we agree with you to waive the applicable fee. \$0 iQ2 / iQ4 equipment fee for new Foxtel customers. \$75 iQ2 / \$125 iQ4 equipment fee for existing Foxtel customers.	



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Essential Home Broadband \$69	Unlimited Home Broadband \$89	Unlimited Home Broadband + Streaming \$99	Unlimited Home Broadband + Foxtel Sport \$139	Unlimited Home Broadband + Foxtel Platinum HD \$209
Home Broadband					
Home broadband data allowance	100GB	Unlimited	Unlimited	Unlimited	Unlimited
Telstra Air® membership	Included				
Telstra Wi-Fi Modem for new Telstra Home Broadband customers	24/mth or casual plan: Included		Included		
Speeds	This plan includes Standard Evening Speed for nbn™ network and Velocity customers.	This plan includes Standard Plus Evening Speed for nbn™ network customers, excluding Fixed Wireless. nbn Fixed Wireless and Velocity customers will receive Standard Evening Speed. Premium (Evening) Speed Boosts may be available (subject to availability at your premises). See Part A – Home Bundle General Terms .			

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Home Broadband Plans Section

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	Essential Home Broadband \$69	Unlimited Home Broadband \$89	Unlimited Home Broadband + Streaming \$99	Unlimited Home Broadband + Foxtel Sport \$139	Unlimited Home Broadband + Foxtel Platinum HD \$209
	<p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds.</p> <p>Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>				
Entertainment					
Foxtel from Telstra	-	-	-	Foxtel from Telstra Entertainment and Sport Packages	Foxtel from Telstra Platinum HD Package
Telstra TV® & Foxtel Now	Add Telstra TV for \$192		Telstra TV Included Foxtel Now 24 month Foxtel Now Starter Pack subscription included. Limit 1 offer for new Foxtel Now customers only.	Add Telstra TV for \$192	
Home Phone					
Standard local calls	Included				
Calls to 13 numbers	40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)				

Part C – Old Bundles Not Available for New Sales

	Essential Home Broadband \$69	Unlimited Home Broadband \$89	Unlimited Home Broadband + Streaming \$99	Unlimited Home Broadband + Foxtel Sport \$139	Unlimited Home Broadband + Foxtel Platinum HD \$209
National calls to standard fixed lines	Included (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)				
Calls to standard Australian mobiles	Included (Satellite numbers are not standard Australian mobile numbers)				
International calls	55c Call Connection Fee with standard rates + International Saver included. To see our call rates visit telstra.com.au/international-rates				

Home Broadband Plan Add-on

8.2 The following add-on is available to Home Broadband Plans:

International Ultimate Calling Pack	\$15/mth
You will receive unlimited calls to home phones in 35 countries and to mobiles in 17 of these countries plus discounted call rates to another 37 countries. Destinations and rates are set out in Part B – Home Line Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	

Changing/cancelling your plan

- 8.3 You can change to another plan within your plan range, once a billing cycle without recontracting or paying any early termination charges, except when adding or removing a Foxtel from Telstra service. If you move from your plan to another plan without Foxtel from Telstra and you choose retain your Foxtel from Telstra service, you will be charged standard Foxtel from Telstra pricing. If you do not retain your Foxtel from Telstra service, you will be charged early termination charges of up to \$300.
- 8.4 If you cancel your home phone, Foxtel from Telstra or home broadband, or transfer one (or more) of these services to another service provider, your plan will be cancelled.
- 8.5 If your plan is cancelled early (not due to our fault) and you do not agree with us otherwise:

Part C – Old Bundles Not Available for New Sales

- (a) we may charge you an early termination charge of no more than the amount specified below, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices under section 8.15 below);

Essential \$69 & Unlimited \$89	\$576
Unlimited + Streaming \$99	\$768
Unlimited + Foxtel Sport \$139 & Unlimited + Foxtel Platinum HD \$209	\$876

- (b) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it; and
- (c) your other plan benefits will be removed.

8.6 The Starter Home Broadband \$59 Plan is available to eligible customers invited by us:

Minimum Cost – over a 24 month contract*	\$1,475 (includes a \$59 connection charge for new Telstra Home Phone or Home Broadband customers)
Minimum Cost – Casual* (includes \$240 upfront casual connection charge)	\$299
Data	25GB
Speeds	Basic Evening Speed is included An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See telstra.com/nbn-speeds . Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.
Telstra Wi-Fi Modem	Included for new Telstra Home Broadband customers taking up a casual or 24 month contract.
Standard local calls	Included
Calls to 13 numbers	40c per call

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	(except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
National calls to standard fixed lines	Included (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)
Calls to standard Australian mobiles	Included (Satellite numbers are not standard Australian mobile numbers)
International calls	55c Call Connection Fee with standard rates + International Saver included. To see our call rates visit telstra.com.au/international-rates
International Ultimate	+\$15/mth (see section 8.2 for add-on details)
Telstra Broadband Protect	Included
Telstra Air (works with a compatible Telstra Wi-Fi Modem)	Included
Pensioner Discount	If you hold an eligible Pension Concession card, you can apply for the Telstra Home Phone Pensioner Discount. This provides you with a \$15 Monthly Call Allowance which can be used for calls to 019 numbers, calls to 13 numbers and international calls.

8.7 To be eligible for the Starter Home Broadband \$59 Plan you must be a home customer who holds and maintains a valid eligible Pension Concession card and was issued for a full year. Eligible Pension Concession cards are:

A pensioner concession card issued by the Australian Department of Veterans Affairs.

A Centrelink pensioner concession card and being any one of the following payment types:

- Age Pension, card code AGE, AGE BLIND
- Carer Payment recipient, card code CAR
- Disability support pension, card code DSP, DSP BLIND
- Mature age allowance, card code MAA
- Mature age partner allowance, card code MPA
- Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
- Newstart mature age allowance, card code NMA
- Parenting Payment (Partnered), card code PPP
- Parenting Payment (Single), card code PPS (PCC version only, not HCC)Partner Allowance, card code PTA
- Sickness Allowance, card code SAL
- Special Benefit (over 60), card code SPL
- Widow Allowance, card code WDA
- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

8.8 You have to give us:

Part C – Old Bundles Not Available for New Sales

- (a) your name, date of birth and postcode; and
 - (b) your customer reference number for Centrelink or the Department of Veterans' Affairs.
- 8.9 By applying for this plan, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid Pension Concession card. If you revoke this consent, you are not eligible to receive this plan.
- 8.10 You must tell us if your circumstances change.
- 8.11 Alternatively, to be eligible for this plan you must have a Telstra Home Phone service (no fixed broadband service) and take up a Telstra fixed broadband service for the first time or hold and maintain a valid Seniors Card obtained in your State or Territory.

Changing/cancelling your plan

- 8.12 If you cancel your home phone, or home broadband, or transfer one (or more) of these services to another service provider, your plan will be cancelled.
- 8.13 If your plan is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$576, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices under section 8.15); and
 - (b) your other plan benefits will be removed.

Inclusion details

- 8.14 Your Home Broadband Plan includes some or all of the following as indicated in the tables above:

Inclusion	Description and terms
Home broadband service	<ul style="list-style-type: none">• Provided over the nbn network, Cable, ADSL or Velocity technology, depending on what is available to you.• If your plan doesn't include unlimited data and you exceed your monthly data allowance, the speed of your service will slow to 256Kbps until your next billing cycle starts.

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Inclusion	Description and terms
Telstra Air Membership	<ul style="list-style-type: none"> See Telstra Air for full terms and conditions for Telstra Air. Telstra Air membership is available to Home Broadband Plan customers with an ADSL, Cable or nbn broadband service in their plan. Velocity services are excluded. You will also need a compatible modem. New Telstra Home Broadband customers will receive a Telstra Air compatible modem as part of their Home Broadband Plan. If you are not a new Telstra Home Broadband customer you may need to buy one. For a list of compatible modems visit telstra.com/air.
Foxtel from Telstra	<p>If your Home Broadband Plan includes Foxtel from Telstra:</p> <ul style="list-style-type: none"> We will send you our Foxtel Service Agreement which sets out the terms of your Foxtel from Telstra service, except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Broadband Plans section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions. See https://www.telstra.com.au/entertainment/foxtel-from-telstra for full Foxtel from Telstra terms and conditions.
International calls	<ul style="list-style-type: none"> Standard international calling rates and call connection charges will apply and are set out in Part B – Home Line Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms. If your Home Broadband Plan includes International Saver, you will receive discounted call rates to over 70 countries charged per minute block plus a call connection fee. International Saver destinations and rates are set out in Part B – Home Line Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to your Home Broadband Plan. If your Home Broadband Plan is cancelled you will no longer be entitled to the discount. Full terms and conditions for Telstra Broadband Protect are set out in Part F – BigPond additional services.

Included hardware

- 8.15 If your Home Broadband Plan includes a Telstra Wi-Fi Modem or Telstra TV, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra Wi-Fi Modem and Telstra TV (as applicable) over the minimum term of your Home Broadband Plan contract provided you do not cancel your Home Broadband Plan early. If you cancel your Home Broadband Plan early:

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- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
- (b) the early termination charges for your Home Broadband Plan will be increased to include the remaining hardware payments.

9 Home Bundles not for new sales on and from 27 February 2018

9.1 The following are not available for new sales from 27 February 2018. Note similar home bundles to the below with updated pricing and inclusions were made available from 27 February 2018.

	Connect	Connect Plus	Entertainment	Entertainment Plus		
				Telstra TV	Foxtel Entertainment	Foxtel Platinum
Availability pricing and contract term						
Availability	From 31 October 2017 until further notice					
24 month contract & Casual plan option	24 month plan. Casual - Yes - \$120 fee applies			24 month plan only.		
Monthly price	\$70	See section 7 of Part D of the Home Broadband Plans Section of Our Customer Terms	\$99	\$130	\$130	\$220
Minimum cost	24 mth plan: \$1,779 Casual: \$457	24 mths plan: \$2,019 Casual: \$467	24/mth plan: \$2475 Casual plan: \$486	24/mth plan: \$3219	24/mth plan: \$3244	24/mth plan: \$5404

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	Connect	Connect Plus	Entertainment	Entertainment Plus		
				Telstra TV	Foxtel Entertainment	Foxtel Platinum
Setup costs	\$99 connection charge for new Home Phone or Home Broadband customers			\$99 connection charge for new Home Phone or Home Broadband customers \$25 Foxtel from Telstra Self-Installation Kit \$0 iQ2 / iQ3 equipment fee for new Foxtel customers. \$75 iQ2 / \$125 iQ3 equipment fee for existing Foxtel customers		
Home Broadband						
Home broadband data	100GB	500GB	1000GB	2000GB		
Telstra Air® membership	Included					
Gateway for new home broadband customers	24/mth plan: Included (entry-level modem) Casual: \$168			Included (Telstra Gateway Frontier™ modem)		
Speeds	<p>This plan includes Standard Evening Speed for nbn™ network and Velocity customers. This provides typical minimum speeds between 7pm-11pm of at least 15Mbps. Standard Plus and Premium Speed Boosts are available (subject to availability at your premises). See Part A – Home Bundle General Terms.</p> <p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider’s network capacity. See telstra.com/nbn-speeds. Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>					



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Home Broadband Plans Section

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	Connect	Connect Plus	Entertainment	Entertainment Plus		
				Telstra TV	Foxtel Entertainment	Foxtel Platinum
Entertainment						
Foxtel from Telstra & Foxtel Now		-	-	Foxtel Now 24 month Foxtel Now Starter pack included.	Foxtel from Telstra Foxtel Entertainment Package	Foxtel from Telstra Foxtel Platinum HD Package
Telstra TV®	Add for \$192		24/mth plan: Included Casual: Add for \$192	Included		
Home Phone						
Local calls	22c per call					
13 number calls	40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)					
National calls to standard fixed lines	55c Call Connection Fee plus 30c per minute capped at \$2 per call (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)					
Calls to standard Australian mobiles	55c Call Connection Fee plus 30c per minute capped at \$2 per call (Satellite numbers are not standard Australian mobile numbers)					
International calls	55c Call Connection Fee with standard rates + International Saver included					

Changing/cancelling your Bundle

- 9.2 You can change to another Home Internet Bundle without recontracting or paying any early termination charges, except when adding or removing a Foxtel from Telstra service. If you

Part C – Old Bundles Not Available for New Sales

move from your plan to another plan without Foxtel from Telstra and you choose retain your Foxtel from Telstra service, you will be charged standard Foxtel from Telstra pricing. If you do not retain your Foxtel from Telstra service, you will be charged early termination charges of up to \$300.

9.3 If you cancel your home phone, Foxtel from Telstra or home broadband, or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

9.4 If your Home Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than the amount specified below, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices under section 10.7);

Connect and Connect Plus	Up to \$528 depending on the Telstra Wi-Fi Modem you receive.
Entertainment, Entertainment Plus with Telstra TV	Up to \$768 depending on the Telstra Wi-Fi Modem you receive.
Entertainment Plus with Foxtel Entertainment or Foxtel Platinum HD	Up to \$876 depending on the Telstra Wi-Fi Modem you receive.

- (b) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it; and

- (c) your other bundle benefits will be removed.

10 Special Offer Home Bundles not for new sales on and from 31 October 2017

10.1 Home Entertainment Bundles plans:

	Big Data Bundle	Our Best Bundle Ever	Telstra Home Internet Bundle + Foxtel Entertainment – 2017		
			Large	X-Large	Large Platinum HD
Availability pricing and contract term					

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	Big Data Bundle	Our Best Bundle Ever	Telstra Home Internet Bundle + Foxtel Entertainment – 2017		
			Large	X-Large	Large Platinum HD
Availability	From 14 February 2017 to 31 October 2017	From 28 March 2017 to 31 October 2017	From 28 March 2017 to 31 October 2017	From 28 March 2017 to 31 October 2017	From 9 May 2017 to 31 October 2017
Casual plan option	Yes - \$120 fee applies	Yes - \$120 fee applies	No	No	No
Monthly price	\$90	\$99	\$120	\$140	\$220
Minimum cost	24/mth plan: \$2249 Casual plan: \$467	24/mth plan: \$2465 Casual plan: \$476	\$3,069	\$3,549	\$5,469
Home Broadband					
Home broadband data	1000GB/mth	1000GB/mth	2000GB/mth	4000GB/mth	2000GB/mth
Telstra Air® membership	Included	Included	Included	Included	Included
Gateway for new home broadband customers	24/mth plan: Included Casual: \$168	24/mth plan: Included Casual: \$168	Included	Included	Included

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	Big Data Bundle	Our Best Bundle Ever	Telstra Home Internet Bundle + Foxtel Entertainment – 2017		
			Large	X-Large	Large Platinum HD
Entertainment					
Foxtel from Telstra	-	-	Foxtel Entertainment Package \$0 iQ2/iQ3 equipment fee for new Foxtel customers. \$75 iQ3 equipment fee for existing Foxtel customers	Foxtel Entertainment Package \$0 iQ2/iQ3 equipment fee for new Foxtel customers. \$75 iQ3 equipment fee for existing Foxtel customers	Foxtel Platinum HD Package \$0 iQ2/iQ3 equipment for new Foxtel customers. \$75 iQ3 equipment fee for existing Foxtel customers
Telstra TV®	Add for \$109	24/mth plan: Included Casual: Add for \$109	Included	Included	Included
Home Phone					
Local calls	50c per call	Included	Included	Included	Included
Calls to 13 Numbers	40c per call	40c per call	40c per call	40c per call	40c per call
National calls to standard fixed lines	55c Call Connection Fee plus 50c per minute	Included	Included	Included	Included
Calls to standard Australian mobiles	55c Call Connection Fee plus 50c per minute	Included	Included	Included	Included
International calls	Standard rates	Standard rates with International Saver included	Standard rates with International Saver included	Standard rates with International Ultimate included	Standard rates with International Saver included



Part C – Old Bundles Not Available for New Sales

Inclusion details

10.2 Your Home Bundle includes some or all of the following as indicated in the table above in section 10.1:

Inclusion	Description and terms
Home broadband service	<ul style="list-style-type: none"> • Provided over the nbn network, Cable ADSL or Velocity technology, depending on what is available to you. • Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
Telstra Air Membership	<ul style="list-style-type: none"> • See Telstra Air for full terms and conditions for Telstra Air. • Telstra Air membership is available to Home Bundle customers with an ADSL, Cable or NBN broadband service in their Bundle. Velocity services are excluded. • You will also need a compatible gateway. New home broadband customers will receive a Telstra Air compatible gateway as part of their Home Bundle. If you are not a new Telstra Home Broadband customer you may need to buy one. For a list of compatible gateways visit telstra.com/air.
Foxtel from Telstra	<ul style="list-style-type: none"> • If your Home Bundle includes the Foxtel Entertainment Package: <ul style="list-style-type: none"> • You can redeem your choice of a bonus 3 months free Sports + HD Package or bonus 3 months free Movies + Drama Package. Offer valid for 30 days from your installation date. • If you choose to redeem the 3 months' free Sports HD or Movies and Drama offers, standard charges of \$39/mth or \$40/mth respectively will apply after 3 months unless you remove the additional packages earlier. • If your Home Bundle includes the Platinum HD Package: <ul style="list-style-type: none"> • You will receive a \$40/mth pro-rated credit for the first three months of your Home Bundle contract. • We will send you our Foxtel Service Agreement which sets out the terms of your Foxtel from Telstra service, except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions. • See https://www.telstra.com.au/entertainment/foxtel-from-telstra for full Foxtel from Telstra terms and conditions.
Foxtel from Telstra equipment	<ul style="list-style-type: none"> • New Foxtel customers are eligible for a \$0 iQ2/iQ3 equipment fee. • Existing customers are eligible for a \$75 iQ3 equipment fee.

Part C – Old Bundles Not Available for New Sales

Inclusion	Description and terms
International calls	<ul style="list-style-type: none"> Standard international calling rates and call connection charges will apply and are set out in Part B – Home Line Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms. If your Home Bundle includes International Saver you will receive discounted call rates to over 70 countries charged per minute block plus a call connection fee. If your Home Bundle includes International Ultimate you will receive unlimited calls to home phones in 35 countries and to mobiles in 17 of these countries plus discounted call rates to another 37 countries. International Saver and International Ultimate destinations and rates are set out in Part B – Home Line Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to your Home Bundle. If your Home Bundle is cancelled you will no longer be entitled to the discount. Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Telstra Wi-Fi Modem	<ul style="list-style-type: none"> New Telstra Home Broadband customer taking up a 24 month plan will receive a Telstra Wi-Fi Modem with a self-installation kit. Casual plan customers and existing customer (wishing to purchase a new gateway) can purchase an entry-level gateway for \$168.

Changing/cancelling your Bundle

- 10.3 If you decide to move to another Home Bundle before the end of your 24 month term, you will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable).
- 10.4 If you cancel your home phone, Foxtel from Telstra or home broadband, or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 10.5 For Home Bundles which include Foxtel from Telstra, if you move from your Home Bundle to another plan and you retain your Foxtel service, you will be charged standard Foxtel from Telstra pricing. If you do not retain your Foxtel from Telstra service, you will be charged early termination charges of up to \$300.
- 10.6 If your Home Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than the amount specified below, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices under section 10.7);

Big Data Bundle	\$528
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Part C – Old Bundles Not Available for New Sales

Our Best Bundle Ever	\$637
Home Bundles with Foxtel from Telstra	\$937

- (b) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it; and
- (c) your other bundle benefits will be removed.

Bundles with included hardware

10.7 If your Home Bundle includes a Telstra Wi-Fi Modem or Telstra TV, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra Wi-Fi Modem and Telstra TV (as applicable) over the minimum term of your Home Bundle contract provided you do not cancel your Home Bundle early. If you cancel your Home Bundle early:

- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
- (b) the early termination charges for your Home Bundle will be increased to include the remaining hardware payments.

10.8

11 Standard Home Bundles not for new sales on and from 31 October 2017

Availability

11.1 Customers with a 13-digit account number can choose from the available Home Bundles set out in this section of Our Customer Terms (**Home Bundle**).

Standard Home Bundle inclusions

11.2 Depending on what Home Bundle you choose, your Home Bundle may include the following:

Inclusion	Description and terms
Available to all Home Bundle customers:	
Home phone service	<ul style="list-style-type: none"> • Calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 are free. • Calling Number Display and MessageBank on your home phone service is included at no additional cost (if your phone and the home phone services are compatible). This inclusion will be removed once your Home Bundle ends or is cancelled. • If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call

Part C – Old Bundles Not Available for New Sales

	may exceed 22 cents per call.
Home broadband service	<ul style="list-style-type: none"> • Provided over National Broadband Network (NBN), ADSL, Cable or Velocity technology, depending on what is available to you. • Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> • If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to an eligible Home Bundle. If your Home Bundle is cancelled you will no longer be entitled to the discount. • Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Go Mobile Broadband Plan- 1GB	<ul style="list-style-type: none"> • You may take up a Go Mobile Broadband 1GB Plan while you remain connected to a Home Bundle. • The terms and conditions that apply to your Go Mobile Broadband 1GB Plan are set out in Part B – Pricing Plans – Mobile data services of Our Customer Terms (Go Mobile OCT), except otherwise set out in this Home Bundles section of Our Customer Terms. • Go Mobile Data Bundle Plan 1GB features and inclusions: Monthly charge: \$15 Minimum term: 12 or 24 months Monthly Data allowance: 1GB (1c per MB) Extra Data, call and other charges: charges applicable to other Go Mobile Data Plans as set out in Go Mobile OCT. Maximum Early Termination Charge: \$180 (12 months) and \$360 (24 months). • If your Home Bundle is cancelled and your mobile broadband service remains connected, it will be placed on a month to month mobile broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled).
Available to new home broadband customers taking up a Medium, Large or Extra Large 24 month Telstra Home Internet Bundle:	
Gateway	<p>The Gateway is:</p> <ul style="list-style-type: none"> • a self install Telstra Wi-Fi Modem, if you are taking up a new ADSL, Velocity or NBN broadband service; or • a self-install Cable Telstra Wi-Fi Modem, if you are taking up a new Cable broadband service; <p>If you are a new home broadband customer and you take up a Telstra Home Internet Small Bundle and require a Telstra Wi-Fi Modem you must purchase one from us for \$120.</p>

Part C – Old Bundles Not Available for New Sales

	<p>If you are a new home broadband customer and you take up an invite-only Home Bundle (see section 11.12) you may be eligible for an included Telstra Wi-Fi Modem on select Home Bundles when taking up a NBN broadband service.</p>
<p>Available to eligible Home Bundle customers as indicated:</p>	
<p>Telstra Air Membership</p>	<ul style="list-style-type: none"> • See Telstra Air for full terms and conditions for Telstra Air. • Telstra Air membership is available to Home Bundle customers with an ADSL, Cable or NBN broadband service in their Bundle. Velocity services are excluded. • You will also need a compatible gateway. Some of our Bundles come with a gateway for eligible customers. If your Bundle does not come with a gateway you may need to buy one. For a list of compatible gateways visit telstra.com/air.
<p>Available to Eligible Home Bundle customers as indicated:</p>	
<p>International Saver and International Ultimate</p>	<ul style="list-style-type: none"> • International Saver and International Ultimate rates are set out in Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. • Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
<p>Foxtel from Telstra packages</p>	<ul style="list-style-type: none"> • If you have ordered a Home Bundle which includes a Foxtel from Telstra package for 24 months, we will send you our Foxtel Service Agreement which sets out the terms of your Foxtel from Telstra service, except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions. • See https://www.telstra.com.au/entertainment/foxtel-from-telstra for full Foxtel from Telstra terms and conditions.
<p>Available to eligible customers taking up a Telstra Home Internet Bundle (S, M, L and XL)</p>	
<p>Pensioner Discount</p>	<ul style="list-style-type: none"> • Eligible Home Bundle customer may now apply for the Pensioner Concession Discount to be added to their eligible Home Bundle. • The Pensioner Concession Discount provides the benefits set out in the Basic Telephone Services section of Our Customers Terms except that eligible customers will receive a \$30 discount on their home phone and home broadband activation fee but are not eligible for any other activation or installation fee discounts.

Part C – Old Bundles Not Available for New Sales

Home Bundle Add-ons

11.3 The following add-ons are also available to Telstra Home Internet Bundle Collection customers:

Data Packs	<table> <tr> <td>20GB</td> <td>\$5/mth</td> </tr> <tr> <td>50GB</td> <td>\$10/mth</td> </tr> <tr> <td>200GB</td> <td>\$25/mth</td> </tr> </table>	20GB	\$5/mth	50GB	\$10/mth	200GB	\$25/mth	<p>If you add a data pack to your bundle your data allowance will include an additional 20GB/50GB/200GB per month unless you cancel it, or move to an ineligible plan. If you choose to cancel your Data Pack it will be removed at the end of your current billing cycle.</p>
20GB	\$5/mth							
50GB	\$10/mth							
200GB	\$25/mth							
Calling Packs	<p>\$5/mth National Calling Pack Unlimited national calls to fixed lines</p> <p>\$15/mth Mobile Calling Pack Unlimited national calls to fixed lines plus calls to standard Australian mobiles</p> <p>\$15/mth International Ultimate Calling Pack Unlimited calls to home phones in 35 countries. Unlimited calls to mobiles in 17 of these countries.</p> <p>55c call connection fee + International Ultimate calling rates to select countries and standard rates apply to all other countries</p>	<p>All calling packs will remain unless you either, cancel the offer, cancel your home phone service or Telstra Bundle or change to an ineligible home phone plan or Telstra Bundle. You can only have one of the national or fixed to mobile calling pack active on your account at one time.</p>						
Telstra Wi-Fi Modem Upgrade	<p>\$96 to upgrade to our fastest Wi-Fi Telstra Wi-Fi Modem</p>	<p>For new home broadband customers taking up a Medium, Large or Extra Large Telstra Home Internet Bundle..</p> <p>Eligible broadband service required.</p>						

Standard set up charges

Part C – Old Bundles Not Available for New Sales

11.4 The following standard set up charges apply to Telstra Home Bundles:

Charge	Payable by	Amount
Activation Fee	New home phone and fixed home broadband customers	\$89 (\$59 for eligible pensioner concession card holders – refer to section Error! Reference source not found. for criteria)
Self- Install Telstra Wi-Fi Modem fee	Casual Plan customers and customers selecting certain bundles as indicated	\$168 for an entry-level Telstra Wi-Fi Modem (or \$120 for new home broadband customers taking up a Telstra Home Internet Small Bundle). Cable customers and some NBN customers may need to purchase a Telstra Gateway Max for \$216.
Casual Plan Fee	Casual Plan customers	\$120
Professional installation	Customers who choose professional installation	\$240
Foxtel from Telstra standard installation and Equipment Fee (non-standard installation is extra)	Customers with Home Bundles which include Foxtel from Telstra for 24 months	\$100 for standard installation \$75 (iQ2) or optional \$125 (iQ3) Equipment Fee

11.5 Additional charges may apply as set out in Part A – General section of the Home Bundles section of Our Customer Terms.

Changing/cancelling your Bundle

11.6 You can change to another Telstra Home Bundle within your Home Bundle Range once a month during your minimum term.

11.7 If you are on a Home Bundle with a 24 month term and you decide to move to another Home Bundle range before the end of the 24 month term, you will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable).

11.8 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

11.9 If your Home Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than the amounts set out in the tables below, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices applicable under section 11.9);

Part C – Old Bundles Not Available for New Sales

- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at [Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms](#).
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at [Part B – Cable](#), [Part C - ADSL](#) or [Part G - Velocity](#) of the BigPond Service Section of Our Customer Terms;
- (d) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it. The charges in this section also apply if your bundle is cancelled and you are on a Casual Plan; and
- (e) your other bundle benefits will be removed.

Home Bundles with included hardware

- 11.10 For Home Bundles ordered on or after 20 March 2016, if your Home Bundle includes a Telstra TV or Telstra Wi-Fi Modem, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra TV or Telstra Wi-Fi Modem (as applicable) over the minimum term of your Home Bundle contract provided you do not cancel your Home Bundle early. If you cancel your Home Bundle early:
- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
 - (b) the early termination charges for your Home Bundle will be increased to include the remaining hardware payments.

Our Customer Terms

Home Broadband Plans Section

Part C – Old Home Broadband Bundles Not Available for New Sales

Bundles

11.11 On the NBN, both professional installation and the SIK include a Telstra Wi-Fi Modem needed to support your home phone and broadband services.

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Telstra Home Internet Bundle Collection										
Small	\$70	Casual	\$447	Not applicable	50GB + bonus 50GB for 24 months	Included	40c per call	55c call connection fee plus 30c per 60 second block, capped at \$2 per call.	55c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries	
		24 months	\$1889	\$528						
Medium	\$90	Casual	\$467	Not applicable	500GB	Included	40c per call	National calls – Included Standard Australian	55c call connection fee + International Saver calling rates to select	
		24 months	\$2,249	\$528						

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
								Mobiles - 55c call connection fee plus 30c per 60 second block, capped at \$2 per call.	countries and standard rates apply to all other countries	
Large	\$120	Casual	\$497	Not applicable	1000GB			Included	55c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries	
		24 months	\$2969	\$637						
X-Large Eligible for Telstra Platinum Service Subscription Pro Discount	\$140	Casual	\$517	Not applicable	1500GB			Included	55c call connection fee + International Ultimate calling rates to select countries and	
		24 months	\$3,449	\$637						

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
									standard rates apply to all other countries	



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Telstra Invite Only Home Bundles

11.12 These Home Bundles are only available to customers invited by Telstra and are not generally available. If you are invited by Telstra and choose one of the following Home Bundles and then move to one of our generally available plans, you will not be able to move back.

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE								
Bundle	Monthly charge (excl. usage)	Minimum Term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls					
Telstra Bundle Collection														
X-Small (NBN only) Available to eligible pensioners and seniors cardholders only	\$49	Casual	\$228	Not applicable	5GB	Included	40c per call	52c call connection fee plus 30c per 60 second block, capped at \$2 per call.	52c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries.					
		24 months	\$1,235	\$360										
X-Small	\$59	Casual	\$406	Not applicable	25GB									
		24 months	\$1,475	\$528										
Telstra Broadband Collection														
X-Small Broadband	\$59	Casual	\$436	Not applicable	50GB	50c per call	40c per call	52c call connection fee	52c call connection fee					

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE				
Bundle	Monthly charge (excl. usage)	Minimum Term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls	
Bundle		24 months	\$1673	\$360				plus 50c per 60 second block	+ International Saver calling rates to select countries and standard rates to all other countries	



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

BUNDLE OVERVIEW					HOME BROADBAND	CALLS FROM YOUR HOME PHONE								
Bundle	Monthly charge (excl. usage)	Minimum term	Minimum cost (incl. set up fees)	Maximum ETC	Monthly data allowance	Local calls	13 numbers	National calls and calls to standard Australian mobiles	International calls					
Small Broadband Bundle	\$75	Casual	\$452	Not applicable	200GB	50c per call	40c per call	52c call connection fee plus 50c per 60 second block	52c call connection fee + International Saver calling rates to select countries and standard rates apply to all other countries.					
		24 months	\$2,057	\$360										
Medium Broadband Bundle	\$95	Casual	\$472	Not applicable	1000GB									
		24 months	\$2,537	\$360										
Large Broadband Bundle	\$115	Casual	\$492	Not applicable	2000GB									
		24 months	\$3,017	\$360										



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

12 Bundles not for new sales on and from 23 August 2016

12.1 This clause applies to the Telstra Bundle Collection, Telstra Premier Bundle Collection and Telstra Home Bundle – Global plans listed in clauses 3.1 and 3.2.

Standard Home Bundle inclusions

12.2 Depending on what Home Bundle you choose, your Home Bundle may include the following:

Inclusion	Description and terms
Available to all Home Bundle customers:	
Home phone service	<ul style="list-style-type: none">• Calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 are free.• Calling Number Display and MessageBank on your home phone service is included at no additional cost (if your phone and the home phone services are compatible). This inclusion will be removed once your Home Bundle ends or is cancelled.• If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
Home broadband service	<ul style="list-style-type: none">• Provided over National Broadband Network (NBN), ADSL, Cable or Velocity technology, depending on what is available to you.• Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
Telstra Broadband Protect Discount	<ul style="list-style-type: none">• If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge

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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	<p>while you remain connected to an eligible Home Bundle. If your Home Bundle is cancelled you will no longer be entitled to the discount.</p> <ul style="list-style-type: none"> • Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Go Mobile Broadband Plan-500MB	<ul style="list-style-type: none"> • You may take up a Go Mobile Broadband 500MB Plan while you remain connected to a Home Bundle. • The terms and conditions that apply to your Go Mobile Broadband 500MB Plan are set out in Part B – Pricing Plans – Mobile data services of Our Customer Terms (Go Mobile OCT), except otherwise set out in this Home Bundles section of Our Customer Terms. • Go Mobile Broadband 500MB Plan features and inclusions: Monthly charge: \$10 Minimum term: 24 months Monthly Data allowance: 500MB (2c per MB) Extra Data, call and other charges: charges applicable to other Go Mobile Broadband Plans as set out in Go Mobile OCT. Maximum Early Termination Charge: \$120. • If your Home Bundle is cancelled and your mobile broadband service remains connected, it will be placed on a month to month mobile broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled).
Available to new home broadband customers taking up a 24 month Home Bundle:	
Gateway	<p>The Gateway is:</p> <ul style="list-style-type: none"> • a Telstra Wi-Fi Modem, if you are taking up a new ADSL broadband service;



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	<ul style="list-style-type: none"> • a self-install Cable Telstra Wi-Fi Modem, if you are taking up a new Cable broadband service; or • a self-install Telstra Wi-Fi Modem if you are taking up a new Velocity broadband service. This will not apply for ADSL and Cable customers who take up a Telstra Broadband Collection plan.
Available to eligible Home Bundle customers as indicated:	
Telstra Air Membership	<ul style="list-style-type: none"> • See Telstra Air for full terms and conditions for Telstra Air. • Telstra Air membership is available to Home Bundle customers with an ADSL, Cable or NBN broadband service in their Bundle. Velocity services are excluded. • You will also need a compatible gateway. Some of our Bundles come with a gateway for eligible customers. If your Bundle does not come with a gateway you may need buy one. For a list of compatible gateways visit telstra.com/air.
Available to Eligible Home Bundle customers as indicated:	
Telstra Platinum Service Subscription Pro Discount	<ul style="list-style-type: none"> • If you have or take up a 24-month Telstra Platinum Service Subscription Pro you will receive a full discount off the Telstra Platinum Service Subscription Pro standard monthly charge while you remain connected to an eligible Home Bundle. • If your eligible Home Bundle is cancelled or you move to a Home Bundle which is not eligible for the Telstra Platinum Service Subscription Pro Discount you will no longer be entitled to the discount. See section 2.8(e) for charges if you added Telstra Platinum Subscription Pro. • See Telstra Platinum for full Platinum Service Subscription Pro terms and conditions.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

International Saver and International Ultimate	<ul style="list-style-type: none"> International Saver and International Ultimate rates are set out in Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
Foxtel from Telstra packages	<ul style="list-style-type: none"> Packages include: Entertainment + Drama; Entertainment + Sport; Platinum; Entertainment. We will send you our Foxtel Service Agreement which sets out the terms of your Foxtel from Telstra service, except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions. See https://www.telstra.com.au/entertainment/foxtel-from-telstra for full Foxtel from Telstra terms and conditions.

Standard set up charges

12.3 The following standard set up charges apply to Telstra Home Bundles:

Charge	Payable by	Amount
Activation Fee	New fixed home broadband customers	\$59
Casual Plan Fee	Casual Plan customers	\$120

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Professional installation	Customers who choose a standard professional installation	\$240
Foxtel from Telstra standard installation and Equipment Fee (non-standard installation is extra)	Customers with Foxtel from Telstra Home Bundles	\$200

12.4 Additional charges may apply as set out in Part A – General section of the Home Bundles section of Our Customer Terms.

Changing/cancelling your Bundle

12.5 You can change to another Telstra Home Bundle within your Home Bundle Range once a month during your minimum term.

12.6 If you are on a Home Bundle with a 24 month term and you decide to move to another Home Bundle range before the end of the 24 month term, you will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable).

12.7 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

12.8 If your Home Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than the amounts set out in the tables above, pro-rated for the months remaining on your minimum term (which includes any additional early termination charges for bundled devices applicable);
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at [Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms](#).
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at [Part B – Cable](#), [Part C - ADSL](#) or [Part G - Velocity](#) of the BigPond Service Section of Our Customer Terms;



Part C – Old Bundles Not Available for New Sales

- (d) if you have or added Telstra Broadband Protect and keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it. The charges in this section also apply if your bundle is cancelled and you are on a Casual Plan;
- (e) if you have or added Telstra Platinum Service Subscription Pro, you will be charged \$20 per month until the end of your 24 month subscription, or if you cancel your Telstra Platinum Service Subscription Pro subscription, an ETC of up to \$480 applies. The ETC decreases by equal monthly instalments each month you stay on your subscription. The charges in this section also apply if your bundle or Telstra Platinum Service Subscription Pro subscription is cancelled and you are on a Casual Plan; and
- (f) your other bundle benefits will be removed.

Home Bundles with included Telstra TV

- 12.9 For Home Bundles ordered on or after 20 March 2016, if your Home Bundle includes a Telstra TV, we waive 24 monthly hardware payments equal to the regular retail price of a Telstra TV over the minimum term of your Home Bundle contract provided you do not cancel your Home Bundle early. If you cancel your Home Bundle early:
- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
 - (b) the early termination charges for your Home Bundle will be increased to include the remaining hardware payments.

13 Bundles not available for new sales on and from 30 June 2015

Telstra Home Bundle S

13.1 The Telstra Home Bundle S includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance.

13.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

13.3 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c, capped at \$2 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Section of Our Customer Terms.
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- 13.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 13.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.7 You can change to another Telstra Home Bundle – M, L, XL or Global plan once a month during your minimum term.
- 13.8 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 13.9 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 13.10 If your bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.



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Home Broadband Plans Section

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Telstra Home Bundle M

13.11 The Telstra Home Bundle M includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance.

13.12 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

13.13 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included

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Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 13.14 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.15 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 13.16 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.17 You can change to another Telstra Home Bundle – S, L, XL or Global plan once a month during your minimum term.
- 13.18 You will need to restart your 24 month and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term..
- 13.19 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 13.20 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;



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- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

Telstra Home Bundle L

13.21 The Telstra Home Bundle L includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 3000GB monthly usage allowance

13.22 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

13.23 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Home Broadband Plans Section

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Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

13.24 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

13.25 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

13.26 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

13.27 You can change to another Telstra Home Bundle – S, M, XL or Global plan once a month during your minimum term.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Part C – Old Bundles Not Available for New Sales

- 13.28 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 13.29 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 13.30 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) your other bundle benefits will be removed.

Telstra Home Bundle XL

- 13.31 The Telstra Home Bundle XL includes:
- (a) a home phone service;
 - (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 3000MB monthly usage allowance
- 13.32 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 13.33 The charges that apply to your home phone service are:

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	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Ultimate and International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer



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- 13.34 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.35 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 13.36 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.37 You can change to another Telstra Home Bundle – S, M, L or Global plan once a month during your minimum term.
- 13.38 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 13.39 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 13.40 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) your other bundle benefits will be removed.



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Telstra XS & S+ Invite Only Bundle Plans

Available to customers with a 13 digit account number who are invited by Telstra to take up these plans

Telstra Home Bundle XS

13.41 Telstra Home Bundle XS includes:

- (a) a home phone service; and
- (b) a Telstra Home Broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance.

13.42 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

13.43 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)



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Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c Capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c

- 13.44 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.45 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and Home phone service are compatible).
- 13.46 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.47 You may move to a Telstra Home Bundle – S, M, L, XL or Global plan during your minimum term.



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- 13.48 You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 13.49 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 13.50 To be eligible for this Bundle, you must be a home customer who holds and maintains a valid eligible pensioner concession card and was issued for a full year.

Here is a full list of eligible pensioner concession cards:

- A pensioner concession card issued by the Australian Department of Veterans Affairs.
- A Centrelink pensioner concession card and being any one of the following payment types:
- Age Pension, card code AGE, AGE BLIND
 - Carer Payment recipient, card code CAR
 - Disability support pension, card code DSP, DSP BLIND
 - Mature age allowance, card code MAA
 - Mature age partner allowance, card code MPA
 - Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
 - Newstart mature age allowance, card code NMA
 - Parenting Payment (Partnered), card code PPP
 - Parenting Payment (Single), card code PPS (PCC version only, not HCC)
 - Partner Allowance, card code PTA
 - Sickness Allowance, card code SAL
 - Special Benefit (over 60), card code SPL
 - Widow Allowance, card code WDA

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- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

13.51 To apply for this Bundle, you have to give us:

- (a) your name, date of birth and postcode; and
- (b) your customer reference number for Centrelink or the Department of Veterans' Affairs.

13.52 By applying, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid pensioner concession card. If you revoke this consent, you are not eligible to receive this Bundle.

13.53 You must tell us if your circumstances change. You may no longer be eligible for this Bundle.

13.54 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, or you stop being eligible for this bundle, your Bundle will be cancelled.

13.55 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service(s) to you, otherwise the service(s) will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long



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as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and

- (d) your other bundle benefits will be removed.

Telstra Home Bundle S+

13.56 Telstra Home Bundle S+ includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance.

13.57 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

13.58 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)



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Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c Capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c

- 13.59 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.60 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and home phone service are compatible).
- 13.61 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.62 You may move to Telstra Home Bundle – S, M, L, XL or Global plan during your minimum term.



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Home Broadband Plans Section

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- 13.63 You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 13.64 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 13.65 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 13.66 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$504, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service(s) to you, otherwise the service(s) will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.

Telstra Entertainer Starter Bundle S+

- 13.67 Telstra Entertainer Starter Bundle S+ includes:
- (a) a home phone service; and
 - (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance.
 - (c) a T-Box if you're a new Entertainer Bundle customer; and



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(d) \$24.00 BigPond Movies credit per month.

13.68 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

13.69 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c Capped at \$3 per call
International calls to fixed line	Standard per minute

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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and mobile numbers (per 60 second block)	international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c

- 13.70 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 13.71 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your home phone service are compatible).
- 13.72 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 13.73 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 13.74 Any unused BigPond Movies credit expires at the end of each month
- 13.75 You may move to a Telstra Entertainer Starter Bundle – M, L or XL plan with BigPond movies credit once a month during your minimum term.
- 13.76 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 13.77 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 13.78 If you cancel your home phone, home broadband or T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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13.79 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

14 Telstra Entertainer Starter Bundle Range

Available to customers with a 13 digit account number who pass our eligibility check and are invited by Telstra to take up these plans.

Telstra Entertainer Starter Bundle M

14.1 The Telstra Entertainer Starter Bundle M includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance;
- (c) a T-Box if you're a new Entertainer Bundle customer; and
- (d) \$24.00 BigPond Movies credit per month.



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14.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

14.3 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B .

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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- 14.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 14.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 14.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 14.7 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 14.8 Any unused BigPond Movies credit expires at the end of each month
- 14.9 You can change to another Telstra Entertainer Starter Bundle - L or XL plan once a month during your minimum term.
- 14.10 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 14.11 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 14.12 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 14.13 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;



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- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

Telstra Entertainer Starter Bundle L

14.14 The Telstra Entertainer Starter Bundle L includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance;
- (c) a T-Box if you're a new Entertainer Bundle customer; and
- (d) \$24.00 BigPond Movies credit per month.

14.15 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

14.16 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included

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Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

14.17 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

14.18 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.



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- 14.19 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 14.20 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 14.21 Any unused BigPond Movies credit expires at the end of each month
- 14.22 You can change to another Telstra Entertainer Starter Bundle – M or XL plan once a month during your minimum term.
- 14.23 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 14.24 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 14.25 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 14.26 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) your other bundle benefits will be removed.



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Telstra Entertainer Starter Bundle XL

14.27 The Telstra Entertainer Starter Bundle XL includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL Cable or Velocity) service with a 1000GB monthly usage allowance;
- (c) a T-Box if you're a new Entertainer Bundle customer; and
- (d) \$24.00 BigPond Movies credit per month.

14.28 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

14.29 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c



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STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Ultimate and International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 14.30 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 14.31 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 14.32 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 14.33 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 14.34 Any unused BigPond Movies credit expires at the end of each month
- 14.35 You can change to another Telstra Entertainer Starter Bundle – M or L plan once a month during your minimum term.



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- 14.36 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 14.37 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 14.38 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 14.39 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled).The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) your other bundle benefits will be removed.

15 Telstra Entertainer Supreme Bundle Range Plans

Available to customers with a 13 digit account number

Telstra Entertainer Supreme Bundle S

15.1 The Telstra Entertainer Supreme Bundle S includes:

- (a) a home phone service;

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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(b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance; and

(c) a Foxtel from Telstra Entertainment package.

15.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

15.3 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c, capped at \$2 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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second block)	Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
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- 15.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 15.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 15.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 15.7 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service or subscribe to additional packages as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 15.8 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 15.9 You can change to another Telstra Entertainer Supreme plan once a month during your minimum term.
- 15.10 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 15.11 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 15.12 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:



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- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and
- (e) your other bundle benefits will be removed.

Telstra Entertainer Supreme Bundle M

15.13 The Telstra Entertainer Supreme Bundle M includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance; and
- (c) a Foxtel from Telstra Entertainment package.

15.14 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

15.15 The charges that apply to your home phone service are:



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	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

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- 15.16 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 15.17 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 15.18 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 15.19 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 15.20 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 15.21 You can change to another Telstra Entertainer Supreme Bundle plan once a month during your minimum term.
- 15.22 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 15.23 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 15.24 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long

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as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;

- (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and
- (e) your other bundle benefits will be removed.

Telstra Entertainer Supreme Bundle L

15.25 The Telstra Entertainer Supreme Bundle L includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance;
- (c) a Foxtel from Telstra Entertainment package.

15.26 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

15.27 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c



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(per call)	
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

15.28 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

15.29 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

15.30 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.



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- 15.31 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 15.32 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 15.33 You can change to another Telstra Entertainer Supreme Bundle plan once a month during your minimum term.
- 15.34 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 15.35 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 15.36 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and



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- (e) your other bundle benefits will be removed.

Telstra Entertainer Supreme Bundle XL

15.37 The Telstra Entertainer Supreme Bundle XL includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance;
- (c) a Foxtel from Telstra Entertainment package.

15.38 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

15.39 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c



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STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Calling Pack and International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 15.40 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 15.41 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 15.42 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 15.43 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 15.44 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.



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- 15.45 You can change to another Telstra Entertainer Supreme Bundle plan once a month during your minimum term.
- 15.46 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 15.47 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 15.48 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled).The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and
 - (e) your other bundle benefits will be removed.

16 Telstra Broadband Bundle Range Plans

Available to customers with a 13 digit account number who pass our eligibility check

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Telstra Broadband 200GB Bundle

16.1 The Telstra Broadband 200GB Bundle includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance.

16.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

16.3 Customers can choose between a Casual Plan which has no minimum term or a plan with a 24 month minimum term. A \$120 Casual Plan fee applies to customers signing up or moving to a Casual Plan.

16.4 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second	50c

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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block)	
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone (formerly HomeLine) service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 16.5 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 16.6 Your Bundle monthly charge includes \$19.95 line rental for your home phone service.
- 16.7 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 16.8 If you have taken this Bundle up on a 24 month term, you can change to another Telstra Broadband Range plan with a 24 month term once a month during your minimum term.
- 16.9 You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 16.10 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 16.11 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- (a) we may charge you an early termination charge of no more than \$360, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service(s) to you, otherwise the service(s) will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

Telstra Broadband 1000GB Bundle

16.12 The Telstra Broadband 1000GB Bundle includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance.

16.13 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

16.14 Customers can choose between a Casual Plan which has no minimum term or a plan with a 24 month minimum term. A \$120 Casual Plan fee applies to customers signing up or moving to a Casual Plan.

16.15 The charges that apply to your home phone services are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge

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Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	50c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice (formerly HomeLine) service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

16.16 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

16.17 Your Bundle monthly charge includes \$19.95 line rental for your home phone service.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- 16.18 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 16.19 If you have taken this Bundle up on a 24 month term, you can change to another Telstra Broadband Range plan with a 24 month term once a month during your minimum term.
- 16.20 You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 16.21 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 16.22 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$360, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service(s) to you, otherwise the service(s) will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.

Telstra Broadband 2000GB Bundle

- 16.23 The Telstra Broadband 2000GB Bundle includes:
- (a) a home phone service; and



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(b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 1000GB monthly usage allowance.

16.24 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

16.25 Customers can choose between a Casual Plan which has no minimum term or a plan with a 24 month minimum term. A \$120 Casual Plan fee applies to customers signing up or moving to a Casual Plan.

16.26 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	50c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line	International Saver rates set out in clause 3 of Part B – Telstra Voice

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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and mobile numbers (per 60 second block)	(formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone (formerly HomeLine) service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
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- 16.27 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- Your Bundle monthly charge includes \$19.95 line rental for your home phone service.
- 16.28 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 16.29 If you have taken this Bundle up on a 24 month term, you can change to another Telstra Broadband Range plan with a 24 month term once a month during your minimum term.
- 16.30 You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 16.31 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 16.32 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$360, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service(s) to you, otherwise the service(s) will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice (formerly HomeLine) Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

17 Bundles not available for new sales on and from 3 November 2014

Telstra Entertainer Super Bundle S+

17.1 Telstra Entertainer Bundle S+ includes:

- (a) a home phone service; and
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 100GB monthly usage allowance.
- (c) a T-Box if you're a new Telstra Entertainer Bundle customer; and
- (d) a Foxtel on T-Box entry level package.

17.2 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.3 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included

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Calls to 019 numbers (dial-up Internet services and Austpac)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c Capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c

17.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).



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- 17.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and home phone service are compatible).
- 17.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.7 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and the Foxtel on T-Box package included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 17.8 You may move to a Telstra Entertainer Super Bundle – S, M, M Sport, L or XL plan once a month during your minimum term.
- 17.9 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 17.10 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 17.11 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.12 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and

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- (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (e) your other bundle benefits will be removed.

Telstra Entertainer Super Bundle S

17.13 The Telstra Entertainer Super Bundle S includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance; and
- (c) a T-Box if you're a new Entertainer Bundle customer.

17.14 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.15 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)



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Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c, capped at \$2 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 17.16 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.17 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.18 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.19 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 17.20 You can change to another Telstra Entertainer Super Bundle – M, M Sport, L or XL plan once a month during your minimum term.



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- 17.21 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 17.22 If you cancel your home phone, home broadband, or T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.23 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.

Telstra Entertainer Super Bundle M

- 17.24 The Telstra Entertainer Super Bundle M includes:
- (a) a home phone service;
 - (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance;
 - (c) a T-Box if you're a new Entertainer Bundle customer; and
 - (d) a Foxtel on T-Box entry level package.



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17.25 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.26 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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	clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
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- 17.27 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.28 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.29 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.30 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and Foxtel on T-Box package. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 17.31 You can change to another Telstra Entertainer Super Bundle – S, M Sport, L or XL plan once a month during your minimum term.
- 17.32 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 17.33 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.34 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (e) your other bundle benefits will be removed.

Telstra Entertainer Super Bundle M Sport

17.35 The Telstra Entertainer Super Bundle M Sport includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 200GB monthly usage allowance;
- (c) a T-Box if you're a new Entertainer Bundle customer; and
- (d) a Foxtel on T-Box entry level package plus sport package.

17.36 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.37 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included



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Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

17.38 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

17.39 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.



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- 17.40 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.41 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and Foxtel on T-Box package. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 17.42 You can change to another Telstra Entertainer Super Bundle – S, M, L or XL plan once a month during your minimum term.
- 17.43 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 17.44 If you cancel your home phone, home broadband, or T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.45 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
 - (e) your other bundle benefits will be removed.



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Telstra Entertainer Super Bundle L

17.46 The Telstra Entertainer Super Bundle L includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance;
- (c) a T-Box if you're a new Entertainer Bundle customer; and
- (d) a Foxtel on T-Box entry level package.

17.47 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.48 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c



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STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 17.49 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.50 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.51 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.52 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and Foxtel on T-Box package. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 17.53 You can change to another Telstra Entertainer Super Bundle – S, M, M Sport or XL plan once a month during your minimum term.
- 17.54 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 17.55 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.56 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
 - (e) your other bundle benefits will be removed.

Telstra Entertainer Super Bundle XL

- 17.57 The Telstra Entertainer Super Bundle XL includes:
- (a) a home phone service;
 - (b) a Telstra home broadband (ADSL Cable or Velocity) service with a 1000GB monthly usage allowance;
 - (c) a T-Box if you're a new Entertainer Bundle customer; and
 - (d) a Foxtel on T-Box entry level package.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

17.58 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.59 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Calling Pack and International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

Our Customer Terms

Home Broadband Plans Section

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	direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
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- 17.60 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.61 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.62 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.63 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and Foxtel on T-Box package. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 17.64 You can change to another Telstra Entertainer Super Bundle – S, M, M Sport or L plan once a month during your minimum term.
- 17.65 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 17.66 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.67 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$864, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (e) your other bundle benefits will be removed.

Telstra Entertainer Supreme Bundle S

17.68 The Telstra Entertainer Supreme Bundle S includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 50GB monthly usage allowance; and
- (c) a Foxtel from Telstra Essentials package.

17.69 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.70 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

(per call)	
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c, capped at \$2 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$2 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 17.71 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.72 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.73 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 17.74 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service or subscribe to additional packages as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 17.75 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 17.76 You can change to another Telstra Entertainer Supreme Bundle – M, L, L Sport, or XL plan once a month during your minimum term..
- 17.77 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 17.78 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.79 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and
 - (e) your other bundle benefits will be removed.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Telstra Entertainer Supreme Bundle L Sport

17.80 The Telstra Entertainer Supreme Bundle L Sport includes:

- (a) a home phone service;
- (b) a Telstra home broadband (ADSL, Cable or Velocity) service with a 500GB monthly usage allowance;
- (c) a Foxtel from Telstra Essentials package plus Sport package.

17.81 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

17.82 The charges that apply to your home phone service are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c



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STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Value Pack rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your home phone service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 17.83 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 17.84 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 17.85 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 17.86 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service or subscribe to additional packages as set out in those terms or subscribe to additional packages. The terms set out how we may change the terms and charges for your Foxtel from Telstra service. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the Foxtel terms and conditions.
- 17.87 You will have to pay a one off \$75 equipment fee for the iQHD set top box and a \$75 standard installation fee for your Foxtel from Telstra service. These fees will appear on your first bill. If your installation is non-standard, additional fees may apply.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 17.88 You can change to another Telstra Entertainer Supreme Bundle – S, M, L, or XL plan once a month during your minimum term.
- 17.89 You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. Standard charges will apply to any remaining Foxtel from Telstra Service.
- 17.90 If you cancel your home phone, home broadband, Foxtel from Telstra or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 17.91 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$804, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Home phone s and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
 - (d) you will be charged the standard price for your Foxtel from Telstra service (so as long as we are still able to provide the service to you otherwise your Foxtel from Telstra service will be cancelled); and
 - (e) your other bundle benefits will be removed.

18 Bundles not available for new sales on and from 13 May 2014 unless invited by Telstra to take up these plans

Telstra Essentials Bundle

- 18.1 The Telstra Essentials Bundle includes:



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- (a) a home phone plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance.

18.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.3 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c, capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$3 per call
International calls to fixed line and mobile numbers (per 60	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Home Broadband Plans Section

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second block)	Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
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- 18.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 18.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.7 You can change to another Telstra Bundle Range plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 18.8 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.9 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.10 If your bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$408, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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Part C – Old Bundles Not Available for New Sales

- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

Telstra Everyday Bundle

The Telstra Home Bundle

- Global

18.11 includes:

- (a) a home phone plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 1000GB monthly usage allowance.

18.12 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.13 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999,

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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	13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 18.14 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.15 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 18.16 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.17 You can change to another Telstra Bundle Range plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. You will need to restart your 24 month and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Our Customer Terms

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Part C – Old Bundles Not Available for New Sales

- 18.18 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.19 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.20 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$408, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.

Telstra Max Bundle

- 18.21 The Telstra Max Bundle includes:
- (a) a home phone plan;
 - (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 2000GB monthly usage allowance; and
 - (c) a Telstra Mobile Broadband 500MB Starter plan.
- 18.22 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 18.23 The charges that apply to your home phone plan are:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

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- 18.24 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.25 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 18.26 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.27 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.
- 18.28 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.
- 18.29 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile	\$0.99

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Our Customer Terms

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numbers – per 60 second block or part thereof	
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- 18.30 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.
- 18.31 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.
- 18.32 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 18.33 When calculating data volumes on your Telstra Mobile Broadband Starter plan:
- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
 - (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)
- 18.34 You can change to another Telstra Bundle Range plan once a month during your minimum term. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 18.35 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.36 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.37 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$618, pro-rated for the months remaining on your minimum term;



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Part C – Old Bundles Not Available for New Sales

- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and
- (e) your other bundle benefits will be removed.

Telstra Pinnacle Bundle

18.38 The Telstra Pinnacle Bundle includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL Cable or Velocity plan with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 3000GB monthly usage allowance; and
- (c) a Telstra Mobile Broadband 500MB Starter plan.

18.39 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.40 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge



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Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.41 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.42 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 18.43 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.44 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.
- 18.45 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.
- 18.46 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile numbers – per 60 second block or part thereof	\$0.99

- 18.47 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 18.48 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.
- 18.49 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 18.50 When calculating data volumes on your Telstra Mobile Broadband Starter plan:
- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
 - (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)
- 18.51 You can change to another Telstra Bundle Range plan once a month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.
- 18.52 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.53 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.54 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$618, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged the standard price per month for your Speed Boost, unless you cancel it;
- (e) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and
- (f) your other bundle benefits will be removed.

Telstra Bundle Connector Basic

18.55 Telstra Bundle Connector Basic includes:

- (a) a Telstra Voice (previously HomeLine)® plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance.

18.56 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.57 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 14 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plan and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

18.58 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.59 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).

18.60 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- 18.61 You may move to a Telstra Bundle Range plan or T-Bundle Connector plan during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term.
- 18.62 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.63 To be eligible for this Bundle, you must be a home customer who holds an eligible pensioner concession card that is valid and was issued for a full year.

Here is a full list of eligible pensioner concession cards:

- A pensioner concession card issued by the Australian Department of Veterans Affairs.
- A Centrelink pensioner concession card and being any one of the following payment types:
- Age Pension, card code AGE, AGE BLIND
 - Carer Payment recipient, card code CAR
 - Disability support pension, card code DSP, DSP BLIND
 - Mature age allowance, card code MAA
 - Mature age partner allowance, card code MPA
 - Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
 - Newstart mature age allowance, card code NMA
 - Parenting Payment (Partnered), card code PPP
 - Parenting Payment (Single), card code PPS (PCC version only, not HCC)
 - Partner Allowance, card code PTA
 - Sickness Allowance, card code SAL
 - Special Benefit (over 60), card code SPL

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- Widow Allowance, card code WDA
- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

18.64 To apply for this Bundle, you have to give us:

- (c) your name, date of birth and postcode; and
- (d) your customer reference number for Centrelink or the Department of Veterans' Affairs.

18.65 By applying, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid pensioner concession card. If you revoke this consent, you are not eligible to receive this Bundle.

18.66 You must tell us if your circumstances change. You may no longer be eligible for this Bundle.

18.67 If you stop being eligible for this bundle, we may charge you the standard charges for your Telstra Voice plan and BigPond broadband service for the remainder of your 24 month term.

18.68 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.

18.69 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

Telstra Bundle Connector Scout

18.70 Telstra Bundle Connector Scout includes:

- (a) a Telstra Voice (previously HomeLine)® plan; and



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(b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance.

18.71 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.72 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60	Standard per minute international direct dial rates set	Standard per minute international direct dial rates set

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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second block)	out in clause 14 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.	out in clause 10 of Part B – HomeLine Plan and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
Fixed SMS (per message, per recipient)	1c	1c

- 18.73 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.74 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 18.75 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.76 You may move to Telstra Bundle Range plan or T-Bundle Connector Plan during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 early recontracting fee if you move to another Bundle range before the end of your minimum term. This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.77 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.
- 18.78** If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

Telstra Bundle Entertainer Scout

- 18.79 Telstra Bundle Entertainer Scout includes:
- (a) a Telstra Voice (previously HomeLine)® plan; and

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance.
- (c) a T-Box; and
- (d) a Foxtel on T-Box entry level package.

18.80 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.81 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call

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Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c

- 18.82 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.83 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 18.84 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.85 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and the Foxtel on T-Box package included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 18.86 You may move to a Telstra Entertainer Bundle Range plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle. If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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18.87 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise

- (a) we may charge you an early termination charge of no more than \$768, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (e) your other bundle benefits will be removed.

Telstra Bundle Entertainer Scout with BigPond movies credit

18.88 Telstra Bundle Entertainer Scout with BigPond movies credit includes:

- (a) a Telstra Voice (previously HomeLine)® plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 100GB monthly usage allowance.
- (c) a T-Box; and
- (d) \$24.00 BigPond Movies credit per month.

18.89 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.90 The charges that apply to your home phone plan are:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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Fixed SMS (per message, per recipient)	1c
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- 18.91 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.92 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 18.93 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.94 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 18.95 Any unused BigPond Movies credit expires at the end of each month
- 18.96 You may move to a Telstra Entertainer Bundle Range plan with BigPond movies credit once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle. If you cancel your home phone, home broadband or T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.97 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$768, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
- (d) your other bundle benefits will be removed.

Telstra Entertainer Bundle

18.98 The Telstra Entertainer Bundle includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance;
- (c) a T-Box; and
- (d) a Foxtel on T-Box entry level package.

18.99 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.100 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	30c

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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(per call)	
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.101 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.102 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

18.103 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.



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- 18.104 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and the Foxtel on T-Box package included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 18.105 You can change to another Telstra Entertainer Bundle Range plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term. If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.106 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.107 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$768, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
 - (e) your other bundle benefits will be removed.

Telstra Entertainer Max Bundle



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18.108 The Telstra Entertainer Max Bundle includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 500GB monthly usage allowance;
- (c) a Telstra Mobile Broadband 500MB Starter plan;
- (d) a T-Box; and
- (e) a Foxtel on T-Box entry level package.

18.109 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.110 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c



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STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

- 18.111 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 18.112 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 18.113 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.114 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and the Foxtel on T-Box package included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.
- 18.115 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.



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18.116 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.

18.117 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile numbers – per 60 second block or part thereof	\$0.99

18.118 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.

18.119 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.

18.120 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

18.121 When calculating data volumes on your Telstra Mobile Broadband Starter plan:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
- (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)

18.122 You can change to another Telstra Entertainer Bundle Range plan once a month during your minimum term. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle range before the end of your minimum term.

18.123 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.

18.124 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.

18.125 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than \$978, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (e) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and

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- (f) your other bundle benefits will be removed.

Telstra Entertainer Pinnacle Bundle

18.126 The Telstra Entertainer Pinnacle Bundle includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL Cable or Velocity plan with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance;
- (c) a Telstra Mobile Broadband 500MB Starter plan;
- (d) a T-Box; and
- (e) a Foxtel on T-Box entry level package.

18.127 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.128 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999,

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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	13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.129 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.130 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

18.131 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

18.132 The T-Box terms and conditions and Foxtel on T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box and the Foxtel on T-Box package included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box and Foxtel on T-Box terms and conditions.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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18.133 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.

18.134 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.

18.135 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile numbers – per 60 second block or part thereof	\$0.99

18.136 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.

18.137 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.



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- 18.138 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 18.139 When calculating data volumes on your Telstra Mobile Broadband Starter plan:
- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
 - (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)
- 18.140 You can change to another Telstra Entertainer Bundle Range plan once a month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 18.141 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.142 If you cancel your home phone, home broadband, T-Box or Foxtel on T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.143 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$978, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long



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as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;

- (d) you will be charged the standard price per month for your Speed Boost, unless you cancel it;
- (e) you will be charged the standard price for Foxtel on T-Box (so long as we are still able to provide the service to you, otherwise your Foxtel on T-Box service will be cancelled), unless you cancel it;
- (f) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and
- (g) your other bundle benefits will be removed.

Telstra Entertainer Bundle with BigPond movies credit

18.144 The Telstra Entertainer Bundle with BigPond movies credit includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 200GB monthly usage allowance;
- (c) a T-Box; and
- (d) \$24.00 BigPond Movies credit per month.

18.145 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.146 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge



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Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c, capped at \$3 per call
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.147 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.148 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- 18.149 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.150 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 18.151 Any unused BigPond Movies credit expires at the end of each month
- 18.152 You can change to another Telstra Entertainer Bundle Range with BigPond movies credit plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. If you cancel your Telstra Mobile Broadband service early, an early termination charge of up to \$210 will apply. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 18.153 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.154 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.155 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$768, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long



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as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and

- (d) your other bundle benefits will be removed.

Telstra Entertainer Max Bundle with BigPond movies credit

18.156 The Telstra Entertainer Max Bundle with BigPond movies credit includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 500GB monthly usage allowance;
- (c) a Telstra Mobile Broadband 500MB Starter plan;
- (d) a T-Box; and
- (e) \$24.00 BigPond Movies credit per month.

18.157 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.158 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.159 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.160 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

18.161 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

18.162 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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18.163 Any unused BigPond Movies credit expires at the end of each month

18.164 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.

18.165 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.

18.166 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile numbers – per 60 second block or part thereof	\$0.99

18.167 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.



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- 18.168 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.
- 18.169 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 18.170 When calculating data volumes on your Telstra Mobile Broadband Starter plan:
- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
 - (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)
- 18.171 You can change to another Telstra Entertainer Bundle Range with BigPond movies credit plan once a month during your minimum term. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 18.172 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.173 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 18.174 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$978, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.



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- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and
- (e) your other bundle benefits will be removed.

Telstra Entertainer Pinnacle Bundle with BigPond movies credit

18.175 The Telstra Entertainer Pinnacle Bundle with BigPond movies credit includes:

- (a) a home phone plan;
- (b) a BigPond® Fast (previously Elite) ADSL Cable or Velocity plan with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance;
- (c) a Telstra Mobile Broadband 500MB Starter plan;
- (d) a T-Box; and
- (e) \$24.00 BigPond Movies credit per month.

18.176 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

18.177 The charges that apply to your home phone plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge



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Local calls (per call)	Included
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	Included
Calls to Telstra and non-Telstra mobiles (per 60 second block)	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

18.178 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

18.179 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- 18.180 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 18.181 The T-Box terms and conditions (available at <http://www.telstra.com.au/tv/tbox/terms-conditions/>) apply to your T-Box included in your Bundle. The Home Bundles section of Our Customer Terms apply to the extent of any inconsistency with the T-Box terms and conditions.
- 18.182 Any unused BigPond Movies credit expires at the end of each month
- 18.183 Your Telstra Mobile Broadband Starter plan includes a SIM and 500MB per month data allowance for use in Australia (“**Included Data Allowance**”), but does not include a mobile broadband device. To access mobile broadband, you will need a Telstra Mobile Network compatible mobile broadband device.
- 18.184 You will not pay for data use that is included in your Included Data Allowance. Your Included Data Allowance excludes content charges (including 3rd party charges) and use while overseas. You must pay for any data use excluded from, or above, your Included Data Allowance. Any unused usage allowance expires at the end of each month. Excess data usage charges are \$0.10 per MB, charged per KB.
- 18.185 To access call and SMS capability, your SIM card must be placed in a call/SMS capable device. Not all tablet devices have this functionality. The following charges will apply for any calls that are made in Australia using your Telstra Mobile Broadband SIM:

	Charge
	GST incl
Call Connection Fee for voice and video calls to most Australian fixed or mobile numbers	\$0.40
Call charges for standard voice and video calls to most Australian fixed or mobile	\$0.99



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numbers – per 60 second block or part thereof	
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- 18.186 Standard charges apply for text messages (SMS) sent using your Telstra Mobile Broadband SIM. The terms and conditions for SMS are set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.
- 18.187 Our FairPlay Policy, set out in Part A – General of the Telstra Mobile Section of Our Customer Terms, applies to your Telstra Mobile Broadband Starter Plan.
- 18.188 The terms and conditions for use of your Telstra Mobile Broadband SIM while overseas are set out in Part I – Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.
- 18.189 When calculating data volumes on your Telstra Mobile Broadband Starter plan:
- (a) where the volume of data transferred is not a whole number of kilobytes, it is rounded up to the next kilobyte at the earlier of the end of each session or 24 hours;
 - (b) 1024 bytes = 1 kilobyte (KB) and 1024 kilobytes = 1 megabyte (MB)
- 18.190 You can change to another Telstra Entertainer Bundle Range with BigPond movies credit plan once a month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. If your new plan does not include the Telstra Mobile Broadband 500MB Starter Plan, you will be charged \$15 per month for it (if you cancel it instead, an early termination charge of up to \$210 applies). You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable) if you move to another Bundle Range before the end of your minimum term.
- 18.191 This Bundle is only available to customers invited by Telstra and is not generally available. If you move to one of our generally available plans, you will not be able to move back to this Bundle.
- 18.192 If you cancel your home phone, home broadband, T-Box or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.



Part C – Old Bundles Not Available for New Sales

18.193 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- (a) we may charge you an early termination charge of no more than \$978, pro-rated for the months remaining on your minimum term;
- (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
- (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms;
- (d) you will be charged the standard price per month for your Speed Boost, unless you cancel it;
- (e) you will be charged \$15 per month for your Telstra Mobile Broadband Starter Plan, unless you cancel it; and
- (f) your other bundle benefits will be removed.

19 Bundles not available for new sales on and from 15 October 2013

Telstra Explorer Bundle

19.1 The Telstra Explorer Bundle includes:

- (a) a home phone plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 1000GB monthly usage allowance.

19.2 Once you reach your home broadband usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

19.3 The charges that apply to your home phone plan are:

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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	50c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .

Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- 19.4 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 19.5 Your Bundle monthly charge includes \$19.95 line rental for your Telstra Voice service.
- 19.6 As part of this Bundle you will also receive MessageBank and Calling Number Display on your home phone service at no additional cost (if your phone and the home phone service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 19.7 You can change to another Telstra Bundle Range plan once a month during your minimum term. If your new plan includes a Telstra Mobile Broadband 500MB Starter Plan, you will have to start a 24 month term for that plan. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle range before the end of your minimum term.
- 19.8 If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 19.9 If your Bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$408, pro-rated for the months remaining on your minimum term;
 - (b) any remaining home phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our home phone plans are available at Part B – Telstra Voice Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month 5GB plan or if that plan is no longer available to new customers, a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at Part B – Cable, Part C - ADSL or Part G - Velocity of the BigPond Service Section of Our Customer Terms; and
 - (d) your other bundle benefits will be removed.

20 Bundles not available for new sales on and from 23 April 2013

20.1 The Bundles below are only available to customers with a 13 digit account number.

T-Bundle Connector Starter®

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

20.2 T-Bundle Connector Starter® includes:

- (a) a Telstra Voice (previously HomeLine) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 50GB monthly usage allowance.

20.3 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

20.4 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 14 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plan and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

- 20.5 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 20.6 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 20.7 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 20.8 You may move to another T-Bundle Connector plan once per month during your minimum term. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle range before the end of your minimum term.
- 20.9 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.
- 20.10 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

T-Bundle Connector Freestyler®

- 20.11 T-Bundle Connector Freestyler® includes:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- (a) a Telstra Voice (previously HomeLine) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 500GB monthly usage allowance.

20.12 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

20.13 The charges that apply to your Telstra Voice plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	50c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line and mobile numbers (per 60	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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Home Broadband Plans Section

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second block)	Telephone Service Section of Our Customer Terms.
Fixed SMS (per message, per recipient)	1c

- 20.14 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 20.15 Your Bundle monthly charge includes \$14.95 line rental for your Telstra Voice service.
- 20.16 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 20.17 You may move to another T-Bundle Connector plan once per month during your minimum term. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle Range before the end of your minimum term.
- 20.18 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and your Telstra Voice service will be moved to Telstra Home Phone Basic. The charges that will apply are set out in [Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.](#)
- 20.19 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

T-Bundle Connector Everyday®

- 20.20 T-Bundle Connector Everyday® includes:
- (a) a Telstra Voice (previously HomeLine) plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 500GB monthly usage allowance.
- 20.21 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

20.22 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c
Calls to Telstra mobiles (per 60 second block)	Included	30c
Calls to non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60	International Saver rates set out in clause 3 of Part B –	Standard per minute international direct dial rates set

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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second block)	HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 14 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	out in clause 10 Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

- 20.23 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 20.24 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 20.25 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 20.26 If you have T-Bundle Connector Everyday and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.



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Part C – Old Bundles Not Available for New Sales

- 20.27 You may move to another T-Bundle Connector plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle range before the end of your minimum term.
- 20.28 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.
- 20.29 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. . You will also be charged the standard price per month for Speed Boost unless you cancel it

T-Bundle Connector Edge®

- 20.30 T-Bundle Connector Edge® includes:
- (a) a Telstra Voice (previously HomeLine) plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance.
- 20.31 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 20.32 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$69.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included

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Part C – Old Bundles Not Available for New Sales

Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers)	Included	Included
Calls to Telstra mobiles	Included	Included
Calls to non-Telstra mobiles (per 60 second block)	10c. Your Bundle includes \$5 monthly credit for calls to non-Telstra mobiles (unused credit expires each month)	10c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call

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	Rates of the Basic Telephone Service Section of Our Customer Terms.	Rates of the Basic Telephone Service Section of Our Customer Terms
Fixed SMS (per message, per recipient)	1c	1c

- 20.33 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 20.34 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 20.35 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 20.36 If you have T-Bundle Connector Edge and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.
- 20.37 You may move to another T-Bundle Connector Plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle Range before the end of your minimum term.
- 20.38 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.
- 20.39 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. You will also be charged the standard price per month for Speed Boost unless you cancel it.

T-Bundle Connector Pinnacle®

- 20.40 T-Bundle Connector Pinnacle® includes:



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- (a) a Telstra Voice (previously HomeLine) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity, with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 500GB monthly usage allowance.

20.41 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

20.42 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$89.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers)	Included	Included
Calls to Telstra mobiles	Included	Included



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Calls to non-Telstra mobiles (per 60 second block)	Included	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

- 20.43 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 20.44 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 20.45 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.



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20.46 If you have T-Bundle Connector Pinnacle™ and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.

20.47 As part of this Bundle, you can:

- (a) take up one Helpdesk (over the phone) Telstra Plus Premium Support service up to the value of \$99 for no additional charge; or
- (b) take up one In-home (on-site) Telstra Plus Premium Support service up to the value of \$179 for \$89.50

within 30 days of taking up this Bundle. The Telstra Plus Premium Support Section of Our Customer Terms applies to this service. Limit of one benefit per account applies. Any additional services or products will be charged at standard rates.

20.48 You may move to another T-Bundle Connector plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle range before the end of your minimum term

20.49 If you cancel the BigPond broadband service in your Bundle we may charge you an early termination charge of no more than \$360 pro-rated for the months remaining on your minimum term and standard charges will apply to your Telstra Voice service.

20.50 If you cancel your Telstra Voice plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. You will also be charged the standard price per month for Speed Boost unless you cancel it.

21 Bundles not available for new sales on and from 20 January 2013

21.1 The Bundles below are only available to customers with a 13 digit account number.

21.2 On and from 21 January 2013, if you change to a plan that is not a Telstra T-Bundle Entertainer plan, you cannot change back to the Bundles below. On and from 21 January 2013, if you change your existing bundle you cannot move to the Bundles below, unless you are a Telstra T-Bundle Entertainer plan customer changing to another Telstra T-Bundle Entertainer plan within your 24 month minimum term.

T-Bundle Entertainer Starter®

21.3 T-Bundle Entertainer Starter® includes:



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- (a) a Telstra Voice (previously HomeLine) plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 50GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

21.4 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

21.5 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c



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Calls to Telstra and non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60 second block)	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms
Fixed SMS (per message, per recipient)	1c	1c

- 21.6 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 21.7 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 21.8 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 21.9 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 21.10 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.11 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.



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Part C – Old Bundles Not Available for New Sales

- 21.12 You may move to another T-Bundle Entertainer plan once per month during your minimum term. You will need to restart your 24 month term, pay a \$50 Early Recontracting Fee and an early termination charge of up to \$290 may apply if you move to another Bundle Range before the end of your minimum
- 21.13 If you otherwise change or cancel:
- (a) the BigPond broadband service, an early termination charge of up to \$360 pro-rated for the months remaining on your minimum term may apply;
 - (b) the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term may apply; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$650 pro-rated for the months remaining on your minimum term may apply.
- 21.14 If you cancel your Telstra Voice plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term.
- 21.15 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan.
- 21.16 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan.
- 21.17 If you cancel your BigPond broadband service and Telstra Voice plan during your 24 month term and you have no remaining Telstra Voice plan, post-paid mobile service or post-paid BigPond Service with us, your Foxtel from Telstra service will also be cancelled and you will be charged an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term in addition to any other early termination charges you have to pay.

T-Bundle Entertainer Freestyler®

- 21.18 T-Bundle Entertainer Freestyler® includes:
- (a) a Telstra Voice (previously HomeLine) plan;



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- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity plan with a 1000GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

21.19 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

21.20 The charges that apply to your Telstra Voice plan are:

	Bundle Charges
Monthly charge	Included in Bundle monthly charge
Local calls (per call)	50c
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	50c
Calls to Telstra and non-Telstra mobiles (per 60 second block)	50c
International calls to fixed line and mobile numbers (per 60	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

second block)	Telephone Service Section of Our Customer Terms.
Fixed SMS (per message, per recipient)	1c

- 21.21 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 21.22 Your Bundle monthly charge includes \$14.95 line rental for your Telstra Voice service.
- 21.23 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 21.24 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 21.25 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.26 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.27 You may move to another T-Bundle Entertainer plan once per month during your minimum term. You will need to restart your 24 month term, pay a \$50 Early Recontracting Fee and an early termination charge of up to \$290 may apply if you move to another Bundle range before the end of your minimum.
- 21.28 If you otherwise change or cancel:
- (a) the BigPond broadband service, an early termination charge of up to \$360 pro-rated for the months remaining on your minimum term may apply;
 - (b) the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term may apply; or



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$650 pro-rated for the months remaining on your minimum term may apply.
- 21.29 If you cancel your Telstra Voice plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term.
- 21.30 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and your Telstra Voice service will be moved to Telstra Home Phone Basic. The charges that apply to Telstra Home Phone Basic are set out in [Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms](#).
- 21.31 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and your Telstra Voice service will be moved to Telstra Home Phone Basic. The charges that apply to Telstra Home Phone Basic are set out in [Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms](#).
- 21.32 If you cancel your BigPond broadband service and Telstra Voice plan during your 24 month term and you have no remaining Telstra Voice plan, post-paid mobile service or post-paid BigPond Service with us, your Foxtel from Telstra service will also be cancelled and you will be charged an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term in addition to any other early termination charges you have to pay.

T-Bundle Entertainer Everyday®

- 21.33 T-Bundle Entertainer Everyday® includes:
- (a) a Telstra Voice (previously HomeLine) plan;
 - (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance; and
 - (c) a FoxtelFoxtel from Telstra Platinum iQ service.
- 21.34 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 21.35 The charges that apply to your Telstra Voice plan are:



Our Customer Terms

Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$49.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers) (per 60 second block)	30c Capped at \$3 per call	30c
Calls to Telstra mobiles (per 60 second block)	Included	30c
Calls to non-Telstra mobiles (per 60 second block)	30c	30c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service	Standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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	Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

- 21.36 We charge you the call connection fee plus the timed rate for timed calls (including international calls).
- 21.37 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 21.38 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 21.39 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 21.40 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.



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Part C – Old Bundles Not Available for New Sales

- 21.41 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.42 You may move to another T-Bundle Entertainer plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will have to restart your 24 month term and pay a \$50 Early Recontracting Fee and an early termination charge of up to \$290 may apply if you move to another Bundle range before the end of your minimum term
- 21.43 If you otherwise change or cancel:
- (a) the BigPond broadband service, an early termination charge of up to \$360 pro-rated for the months remaining on your minimum term may apply;
 - (b) the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term may apply; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$650 pro-rated for the months remaining on your minimum term may apply.
- 21.44 If you cancel your Telstra Voice plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. You will also be charged the standard price per month for Speed Boost unless you cancel it.
- 21.45 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan.
- 21.46 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan. You will also be charged the standard price per month for Speed Boost unless you cancel it.
- 21.47 If you cancel your BigPond broadband service and Telstra Voice plan during your 24 month term and you have no remaining Telstra Voice plan, post-paid mobile service or post-paid BigPond Service with us, your Foxtel from Telstra service will also be cancelled and you will be charged an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term in addition to any other early termination charges you have to pay



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Home Broadband Plans Section

Part C – Old Bundles Not Available for New Sales

T-Bundle Entertainer Edge®

21.48 T-Bundle Entertainer Edge® includes:

- (a) a Telstra Voice (previously HomeLine) plan;
- (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

21.49 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

21.50 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$69.90
Local calls	Included	Included
Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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STD calls (national calls to fixed line numbers)	Included	Included
Calls to Telstra mobiles	Included	Included
Calls to non-Telstra mobiles (per 60 second block)	10c. Your Bundle includes \$5 monthly credit for calls to non-Telstra mobiles (unused credit expires each month)	10c
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms .
Fixed SMS (per message, per recipient)	1c	1c

21.51 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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Part C – Old Bundles Not Available for New Sales

- 21.52 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 21.53 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 21.54 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 21.55 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.56 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.57 You may move to another T-Bundle Entertainer plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will need to restart your 24 month term, pay a \$50 Early Recontracting Fee and an early termination charge of up to \$290 may apply if you move to another Bundle range before the end of your minimum term.
- 21.58 If you otherwise change or cancel:
- (a) the BigPond broadband service, an early termination charge of up to \$360 pro-rated for the months remaining on your minimum term may apply;
 - (b) the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term may apply; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$650 pro-rated for the months remaining on your minimum term may apply.
- 21.59 If you cancel your Telstra Voice plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. You will also be charged the standard price per month for Speed Boost unless you cancel it.



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Part C – Old Bundles Not Available for New Sales

- 21.60 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan.
- 21.61 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan. If you have Speed Boost standard charges will apply unless you cancel it.
- 21.62 If you cancel your BigPond broadband service and Telstra Voice plan during your 24 month term and you have no remaining Telstra Voice plan, post-paid mobile service or post-paid BigPond Service with us, your Foxtel from Telstra service will also be cancelled and you will be charged an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term in addition to any other early termination charges you have to pay.

T-Bundle Entertainer Pinnacle®

- 21.63 T-Bundle Entertainer Pinnacle® includes:
- (a) a Telstra Voice (previously HomeLine) plan;
 - (b) a BigPond® Fast (previously Elite) ADSL, Cable or Velocity with Speed Boost (previously BigPond® Ultimate) on Cable or Velocity (where available) with a 1000GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 21.64 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 21.65 The charges that apply to your Telstra Voice plan are:

	Bundle Charges	Standard Charges
Monthly charge	Included in Bundle monthly charge	\$89.90
Local calls	Included	Included

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Calls to 019 numbers (dial-up Internet services and Austpac)	Included	Included
Calls to 13 numbers	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)	40c per call (except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free)
Call connection fee for timed calls (per call)	55c	55c
STD calls (national calls to fixed line numbers)	Included	Included
Calls to Telstra mobiles	Included	Included
Calls to non-Telstra mobiles (per 60 second block)	Included	Included
International calls to fixed line and mobile numbers (per 60 second block)	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part	International Saver rates set out in clause 3 of Part B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms for international calls from your Telstra Voice service to fixed line and mobile numbers in selected countries. Calls to all other international destinations are charged at the standard per minute international direct dial rates set out in clause 10 of Part



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	B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.	B – HomeLine Plans and Call Rates of the Basic Telephone Service Section of Our Customer Terms.
Fixed SMS (per message, per recipient)	1c	1c

- 21.66 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 21.67 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice service at no additional cost (if your phone and Telstra Voice service are compatible).
- 21.68 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.
- 21.69 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 21.70 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.71 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 21.72 As part of this Bundle, you can:
- (a) take up one Helpdesk (over the phone) Telstra Plus Premium Support service up to the value of \$99 for no additional charge; or
 - (b) take up one In-home (on-site) Telstra Plus Premium Support service up to the value of \$179 for \$89.50



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within 30 days of taking up this Bundle. The Telstra Plus Premium Support Section of Our Customer Terms applies to this service. Limit of one benefit per account applies.

- 21.73 You may move to another T-Bundle Entertainer plan once per month during your minimum term. If your new plan does not include Speed Boost, you will be charged the standard price per month, unless you cancel it. You will need to restart your 24 month term, pay a \$50 Early Recontracting Fee and an early termination charge of up to \$290 may apply if you move to another Bundle range before the end of your minimum term
- 21.74 If you otherwise change or cancel:
- (a) the BigPond broadband service, an early termination charge of up to \$360 pro-rated for the months remaining on your minimum term may apply;
 - (b) the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term may apply; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, an early termination charge of up to \$650 pro-rated for the months remaining on your minimum term may apply.
- 21.75 If you cancel your Telstra Voice plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. You will also be charged the standard price per month for Speed Boost unless you cancel it.
- 21.76 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan.
- 21.77 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice plan. If you have Speed Boost standard charges will apply unless you cancel it.
- 21.78 If you cancel your BigPond broadband service and Telstra Voice plan during your 24 month term and you have no remaining Telstra Voice plan, post-paid mobile service or post-paid BigPond Service with us, your Foxtel from Telstra service will also be cancelled and you will be charged an early termination charge of up to \$290 pro-rated for the months remaining on your minimum term in addition to any other early termination charges you have to pay.



Part C – Old Bundles Not Available for New Sales

22 Bundles not available for new sales on and from 28 February 2012

22.1 The Bundles below are only available to customers with a 13 digit account number.

22.2 If you change Bundles on and from 28 February 2012, you cannot change back to the Bundles below. On and from 28 February 2012, if you change your existing bundle you cannot move to the Bundles below.

Telstra Complete Home 200GB Bundle

22.3 Telstra Complete Home 200GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 200GB monthly usage allowance.

22.4 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.5 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.6 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and you move to a plan that does not, standard charges will apply unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

22.7 If you otherwise change or cancel the BigPond broadband service in your Telstra Complete Home 5GB Bundle we may charge you an early termination charge of no more than \$360.

22.8 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply unless you cancel it.

If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.



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Telstra Complete Home Saver 500GB Bundle

22.9 Telstra Complete Home Saver 500GB Bundle includes:

- (a) a Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 500GB monthly usage allowance.

22.10 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.11 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.12 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

22.13 If you otherwise change or cancel the BigPond broadband service in your Telstra Complete Home Saver 500GB Bundle we may charge you an early termination charge of no more than \$360.

22.14 If you cancel your Telstra Home Phone Basic plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If your bundle includes Speed Boost standard charges will apply unless you cancel it.

22.15 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Home Phone Basic plan.

Telstra Complete Home 200GB Bundle

22.16 Telstra Complete Home 200GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and



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- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 200GB monthly usage allowance.

- 22.17 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.18 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 22.19 You will also receive the benefit of the \$5 Telstra International Saver. Telstra International Saver allows you to make international calls from your Telstra Voice Reach service to fixed line and mobile numbers in selected countries at the rates set out in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. This benefit will be removed once your Bundle ends or is cancelled
- 22.20 If you have a Telstra Complete Home 200GB Bundle and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.
- 22.21 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 22.22 If you otherwise change or cancel the BigPond broadband service in your Telstra Complete Home 200GB Bundle we may charge you an early termination charge of no more than \$360.
- 22.23 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it
- 22.24 If you cancel your BigPond broadband service, standard charges will apply to your Telstra Voice Reach plan

Telstra Complete Home 500GB Bundle

- 22.25 Telstra Complete Home 500GB Bundle includes:
 - (a) a Telstra Voice (previously HomeLine) Ultimate plan; and



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- (b) a BigPond® Fast (previously Elite) ADSL, Fast Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 500GB monthly usage allowance.

22.26 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.27 The charges for the calls you make from your Telstra Voice Ultimate service to Telstra mobiles in Australia are included in the monthly charge for this Bundle.

22.28 If you have a Telstra Complete Home 500GB Bundle and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.

22.29 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

22.30 If you otherwise change or cancel the BigPond broadband service in your Telstra Complete Home 500GB Bundle we may charge you an early termination charge of no more than \$360.

22.31 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it

22.32 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.

Telstra Complete Home 1000GB Bundle

22.33 Telstra Complete Home 1000GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 1000GB monthly usage allowance.

22.34 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

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Part C – Old Bundles Not Available for New Sales

- 22.35 The charges for the calls you make from your Telstra Voice Ultimate service to mobiles on any Australian network are included in the monthly charge for this Bundle.
- 22.36 As part of this Bundle, you can:
- (a) take up one Helpdesk (over the phone) Telstra Plus Premium Support service up to the value of \$99 for no additional charge; or
 - (b) take up one In-home (on-site) Telstra Plus Premium Support service up to the value of \$179 for \$89.50
- within 30 days of taking up this Bundle. The Telstra Plus Premium Support Section of Our Customer Terms applies to this service. Limit of one benefit per account applies.
- 22.37 If you have a Telstra Complete Home 500GB Bundle and take up Foxtel on T-Box on a Single Bill, you will receive a \$10 monthly discount on the Foxtel on T-Box Get Started package. This benefit will be removed once your Bundle ends or is cancelled.
- 22.38 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 22.39 If you otherwise change or cancel the BigPond broadband service in your Telstra Complete Home 1000GB Bundle we may charge you an early termination charge of no more than \$360.
- 22.40 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. Standard charges for the BigPond Fast 1000GB plan are \$219.95 per month if you are not a Telstra full service fixed phone customer and standard charges for the BigPond Ultimate 500GB plan are \$229.95 per month if you are not a Telstra full service fixed phone customer. If you have Speed Boost, standard charges will apply, unless you cancel it
- 22.41 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.
- 22.42 As part of this Bundle you will also receive \$10 credit each month for international calls from your home phone to fixed line and mobile numbers in the selected countries set out in the charges table in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. Calls made to the selected countries in excess of the \$10 credit are charged at the rates set out in that table. Any unused credit each month expires. This benefit will be removed once your Bundle ends or is cancelled.



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Telstra Complete Home TV 50GB Bundle

22.43 Telstra Complete Home TV 50GB Bundle includes:

- (a) a **Telstra Voice (previously HomeLine)** Reach plan;
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 50GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

22.44 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.45 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.46 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

22.47 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.48 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.49 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

22.50 If you otherwise change or cancel:

- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;

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- (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.

- 22.51 If you cancel your Telstra Voice Reach plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. If you have a Speed Boost, standard charges will apply, unless you cancel it.
- 22.52 If you cancel your BigPond plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 22.53 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

Telstra Complete Home TV Saver 500GB Bundle

- 22.54 The Telstra Complete Home TV Saver 500GB Bundle includes:
- (a) a Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 500GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 22.55 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.56 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 22.57 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.



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- 22.58 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.59 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.60 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.61 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.62 If you cancel your Telstra Home Phone Basic plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.63 If you cancel your BigPond plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan.
- 22.64 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

Telstra Complete Home TV 200GB Bundle

- 22.65 The Telstra Complete Home TV 200GB Bundle includes:



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- (a) a Telstra Voice (previously HomeLine) Reach plan;
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 200GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

22.66 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.67 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.68 You will also receive the benefit of the \$5 Telstra International Saver. Telstra International Saver allows you to make international calls from your Telstra Voice (Reach service to fixed line and mobile numbers in selected countries at the rates set out in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. This benefit will be removed once your Bundle ends or is cancelled.

22.69 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

22.70 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.71 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.72 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

22.73 If you otherwise change or cancel:

- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;

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- (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.

- 22.74 If you cancel your Telstra Voice Reach plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.75 If you cancel your BigPond plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 22.76 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan. If you have Speed Boost, standard charges will apply, unless you cancel it

Telstra Complete Home TV 500GB Bundle

- 22.77 The Telstra Complete Home TV 500GB Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 500GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 22.78 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.79 The charges for the calls you make from your Telstra Voice Ultimate service to mobiles on any Australian network are included in the monthly charge for this Bundle.
- 22.80 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.



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- 22.81 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.82 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.83 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.84 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.85 If you cancel your Telstra Voice Ultimate plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.86 If you cancel your BigPond plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.
- 22.87 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan. If you have Speed Boost, standard charges apply, unless you cancel it

Telstra Complete Home TV 1000GB Bundle

- 22.88 The Telstra Complete Home TV 1000GB Bundle includes:



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- (a) a Telstra Voice (previously HomeLine) Ultimate plan;
- (b) a BigPond® Fast (previously Elite) ADSL or Cable, Cable with Speed Boost (previously Ultimate Cable) or Velocity with Speed Boost (previously Ultimate Velocity) plan with a 1000GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

22.89 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.90 The charges for the calls you make from your Telstra Voice Ultimate service to mobiles on any Australian network are included in the monthly charge for this Bundle.

22.91 As part of this Bundle you will also receive \$10 credit each month for international calls from your home phone to fixed line and mobile numbers in the selected countries set out in the charges table in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. Calls made to the selected countries in excess of the \$10 credit are charged at the rates set out in that table. Any unused credit each month expires. This benefit will be removed once your Bundle ends or is cancelled.

22.92 As part of this Bundle, you can:

- (a) take up one Helpdesk (over the phone) Telstra Plus Premium Support service up to the value of \$99 for no additional charge; or
- (b) take up one In-home (on-site) Telstra Plus Premium Support service up to the value of \$179 for \$89.50

within 30 days of taking up this Bundle. The Telstra Plus Premium Support Section of Our Customer Terms applies to this service. Limit of one benefit per account applies.

22.93 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

22.94 The Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.



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- 22.95 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.96 You may move to a Bundle that is available to new customers once per month. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.97 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.98 If you cancel your Telstra Voice Ultimate plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. Standard charges for the BigPond Fast 1000GB plan are \$219.95 per month if you are not a Telstra full service fixed phone customer and standard charges for the BigPond Ultimate 1000GB plan are \$229.95 per month if you are not a Telstra full service fixed phone customer. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.99 If you cancel your BigPond plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.
- 22.100 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan. Standard charges for the BigPond Fast 1000GB plan are \$219.95 per month if you are not a Telstra full service fixed phone customer and standard charges for the BigPond Ultimate 1000GB plan are \$229.95 per month if you are not a Telstra full service fixed phone customer. If you have Speed Boost, standard charges will apply, unless you cancel it
- 22.101 If you are a customer with a 10 digit account number and you change Bundles on and from 28 February 2012, you cannot change back to the Bundles below. On and from 28 February 2012, if you are a customer with a 10 digit account number and you change your existing bundle you cannot move to the Bundles below.



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22.102 If you are a customer with a 13 digit account number and you change Bundles on and from 7 June 2011, you cannot change back to the Bundles below. On and from 7 June 2011, if you are a customer with a 13 digit account number and you change your existing bundle you cannot move to the Bundles below.

Home Value Bundle - 50GB

22.103 The Home Value Bundle –50GB includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond® Fast ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 50GB monthly usage allowance.

22.104 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.105 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.106 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have a Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

22.107 If you otherwise change or cancel the BigPond broadband service in your Home Value Bundle - 2GB we may charge you an early termination charge of no more than \$360.

22.108 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.

22.109 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

Home Saver Bundle - 200GB

22.110 The Home Saver Bundle – 200GB includes:



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- (a) a Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 200GB monthly usage allowance.

22.111 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.112 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.113 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

22.114 If you otherwise change or cancel the BigPond broadband service in your Home Saver Bundle – 100GB, we may charge you an early termination charge of no more than \$360.

22.115 If you cancel your Telstra Home Phone Basic plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.

22.116 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Home Phone Basic plan.

Home Value Bundle - 50GB

22.117 The Home Value Bundle – 50GB includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 50GB monthly usage allowance..

22.118 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.



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- 22.119 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 22.120 Customers who take up this Bundle on and from 25 July 2010 will also receive the benefit of the \$5 Telstra International Saver. Telstra International Saver allows you to make international calls from your Telstra Voice Reach service to fixed line and mobile numbers in selected countries at the rates set out in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. This benefit will be removed once your Bundle ends or is cancelled
- 22.121 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 22.122 If you otherwise change or cancel the BigPond broadband service in your Home Value Bundle – 50GB, we may charge you an early termination charge of no more than \$360.
- 22.123 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.124 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

Home Ultimate Bundle – 200GB

- 22.125 The Home Ultimate Bundle - 200GB includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 200GB monthly usage allowance.
- 22.126 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.127 The charges for the calls you make from your Telstra Voice Ultimate service to Telstra mobiles in Australia are included in the monthly charge for this Bundle.



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- 22.128 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 22.129 If you otherwise change or cancel the BigPond broadband service in your Home Ultimate Bundle - 200GB, we may charge you an early termination charge of no more than \$360.
- 22.130 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.131 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.

Home Ultimate Bundle - 500GB

- 22.132 The Home Ultimate Bundle - 500GB includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 500GB monthly usage allowance.
- 22.133 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.134 The charges for the calls you make from your Telstra Voice Ultimate service to mobiles on any Australian network are included in the monthly charge for this Bundle.
- 22.135 As part of this Bundle you will also receive \$10 credit each month for international calls from your home phone to fixed line and mobile numbers in the selected countries set out in the charges table in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. Calls made to the selected countries in excess of the \$10 credit are charged at the rates set out in that table. Any unused credit each month expires. This benefit will be removed once your Bundle ends or is cancelled.



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- 22.136 You may move to a Bundle that is available to new customers once per month but you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 22.137 If you otherwise change or cancel the BigPond broadband service in your Home Ultimate Bundle - 500GB, we may charge you an early termination charge of no more than \$360.
- 22.138 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.139 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.

Home TV Value Bundle - 50GB

- 22.140 The Home TV Value Bundle - 50GB includes:
- (a) a Telstra Voice (previously HomeLine) Reach plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 50GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 22.141 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.142 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 22.143 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.



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- 22.144 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.145 If you subscribe to the Platinum iQ service before 28 February 2011, the Platinum iQ service includes the iQ. If you upgrade to the iQHD, you will have to pay a one off \$150 equipment fee. If your installation is non-standard, additional fees may apply.
- 22.146 If you subscribe to the Platinum iQ service on or after 28 February 2011, the Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.147 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.148 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.149 If you cancel your Telstra Voice Reach plan standard charges will apply to your Foxtel from Telstra Platinum iQ service and your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.150 If you cancel your BigPond broadband service, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 22.151 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

Home TV Saver Bundle - 200GB



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22.152 The Home TV Saver Bundle - 200GB includes:

- (a) Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan;
- (b) BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 200GB monthly usage allowance; and
- (c) Foxtel from Telstra Platinum iQ.

22.153 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.154 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

22.155 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

22.156 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.157 If you subscribe to the Platinum iQ service before 28 February 2011, the Platinum iQ service includes the iQ. If you upgrade to the iQHD, you will have to pay a one off \$150 equipment fee. If your installation is non-standard, additional fees may apply.

22.158 If you subscribe to the Platinum iQ service on or after 28 February 2011, the Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.159 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

22.160 If you otherwise change or cancel:



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- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
- (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.

22.161 If you cancel your Telstra Home Phone Basic plan standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.

22.162 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan.

22.163 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan. If you have Speed Boost, standard charges will apply, unless you cancel it

Home TV Value Bundle - 50GB

22.164 The Home TV Value Bundle - 50GB includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan;
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

22.165 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.166 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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- 22.167 Customers who take up this Bundle on and from 25 July 2010 will also receive the benefit of the \$5 Telstra International Saver. Telstra International Saver allows you to make international calls from your home phone service to fixed line and mobile numbers in selected countries at the rates set out in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. This benefit will be removed once your Bundle ends or is cancelled
- 22.168 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 22.169 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.170 If you subscribe to the Platinum iQ service before 28 February 2011, the Platinum iQ service includes the iQ. If you upgrade to the iQHD, you will have to pay a one off \$150 equipment fee. If your installation is non-standard, additional fees may apply.
- 22.171 If you subscribe to the Platinum iQ service on or after 28 February 2011, the Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.172 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, you standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.173 If you otherwise change or cancel:
- (a) the BigPond® broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.174 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it



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- 22.175 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 22.176 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

Home TV Ultimate Bundle - 200GB

- 22.177 The Home TV Ultimate Bundle - 200GB includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 200GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 22.178 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 22.179 The charges for the calls you make from your Telstra Voice Ultimate service to Telstra mobiles in Australia are included in the monthly charge for this Bundle.
- 22.180 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 22.181 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.182 If you subscribe to the Platinum iQ service before 28 February 2011, the Platinum iQ service includes the iQ. If you upgrade to the iQHD, you will have to pay a one off \$150 equipment fee. If your installation is non-standard, additional fees may apply.



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- 22.183 If you subscribe to the Platinum iQ service on or after 28 February 2011, the Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.
- 22.184 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 22.185 If you change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 22.186 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 22.187 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.
- 22.188 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan. If you have Speed Boost, standard charge will apply, unless you cancel it.

Home TV Ultimate Bundle - 500GB

- 22.189 The Home TV Ultimate Bundle - 500GB includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan;



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- (b) a BigPond® Fast (previously Elite) ADSL or Cable or Cable with Speed Boost (previously Ultimate Cable) plan with a 500GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

22.190 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

22.191 The charges for the calls you make from your Telstra Voice Ultimate service to mobiles on any Australian network are included in the monthly charge for this Bundle.

22.192 As part of this Bundle you will also receive \$10 credit each month for international calls from your home phone to fixed line and mobile numbers in the selected countries set out in the charges table in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. Calls made to the selected countries in excess of the \$10 credit are charged at the rates set out in that table. Any unused credit each month expires. This benefit will be removed once your Bundle ends or is cancelled.

22.193 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

22.194 If you have chosen to upgrade to the Platinum HD package, you will need to pay an additional \$10 a month for the service. The Platinum HD service includes the iQHD, so unless you already have an iQHD installed, you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee, where applicable, will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.195 If you subscribe to the Platinum iQ service before 28 February 2011, the Platinum iQ service includes the iQ. If you upgrade to the iQHD, you will have to pay a one off \$150 equipment fee. If your installation is non-standard, additional fees may apply.

22.196 If you subscribe to the Platinum iQ service on or after 28 February 2011, the Platinum iQ service includes the iQHD and you will have to pay a one off \$150 equipment fee for the iQHD. The \$150 equipment fee will appear on your first bill. If your installation is non-standard, additional fees may apply.

22.197 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

22.198 If you change or cancel:

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.



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- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
- (b) the Foxtel from Telstra Platinum iQ service we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.

22.199 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.

22.200 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.

22.201 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

23 Bundles not available for new sales on and from 3 August 2010

23.1 If you change Bundles on and from 3 August 2010, you cannot change back to the Bundles below. On and from 3 August 2010, if you change your existing bundle you cannot move to the Bundles below.

Home 200GB Bundle

23.2 The Home 200GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance.



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- 23.3 Once you reach your usage allowance, excess usage charges of \$0.15/MB will apply until your next billing cycle starts. From 29 November 2009, excess usage charges are capped at \$300 per billing cycle.
- 23.4 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.5 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 23.6 If you otherwise change or cancel the BigPond broadband service in your Home 2GB Bundle we may charge you an early termination charge of no more than \$360.
- 23.7 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.
- 23.8 If you cancel your BigPond Fast ADSL or Cable plan, standard charges will apply to your Telstra Voice Reach plan.

Home 50GB Saver Bundle

- 23.9 The Home 50GB Saver Bundle includes:
- (a) a Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance.
- 23.10 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.11 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.12 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.



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- 23.13 If you otherwise change or cancel the BigPond broadband service in your Home 25GB Saver Bundle, we may charge you an early termination charge of no more than \$360.
- 23.14 If you cancel your Telstra Home Phone Basic plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.
- 23.15 If you cancel your BigPond ADSL or Cable plan, standard charges will apply to your Telstra Home Phone Basic plan.

Home Premium 50GB Bundle

- 23.16 To be eligible to take up the Home Premium 12GB Bundle, your house must be in a part of Melbourne where BigPond Broadband Speed Boost on Cable (previously Ultimate Cable) is available.
- 23.17 The Home Premium 50GB Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Reach plan; and
 - (b) a BigPond Cable with Speed Boost (previously Ultimate Cable) plan with a 50GB monthly usage allowance.
- 23.18 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.19 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.20 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 23.21 If you otherwise change or cancel the BigPond broadband service in your Home Premium 50GB Bundle, we may charge you an early termination charge of no more than \$360.
- 23.22 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.



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23.23 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

Home Premium 50GB Bundle

23.24 To be eligible to take up the Home Premium 50GB Bundle, your house must be in a part of Melbourne where BigPond Broadband Speed Boost on Cable (previously Ultimate Cable) is available.

23.25 The Home Premium 50GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond Cable with Speed Boost (previously Ultimate Cable) plan with a 50GB monthly usage allowance.

23.26 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

23.27 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

23.28 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

23.29 If you otherwise change or cancel the BigPond broadband service in your Home Premium 50GB Bundle, we may charge you an early termination charge of no more than \$360.

23.30 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.

23.31 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

Home Premium 100GB Ultimate Bundle



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- 23.32 To be eligible to take up the Home Premium 100GB Ultimate Bundle, your house must be in a part of Melbourne where BigPond Broadband Speed Boost on Cable (previously Ultimate Cable) is available.
- 23.33 The Home Premium 100GB Ultimate Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
 - (b) a BigPond Cable with Speed Boost (previously Ultimate Cable) plan with 100GB usage allowance.
- 23.34 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.35 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 23.36 If you otherwise change or cancel the BigPond broadband service in your Home Premium 100GB Ultimate Bundle, we may charge you an early termination charge of no more than \$360.
- 23.37 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 23.38 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

Home TV 50GB Bundle

- 23.39 The Home TV 50GB Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Reach plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.



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- 23.40 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.41 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.42 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 23.43 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.44 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.45 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 23.46 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 23.47 If you cancel your Telstra Voice Reach plan:
- (a) standard charges will apply to your Foxtel from Telstra Platinum iQ service; and
 - (b) we will consider your broadband usage patterns and transfer you to a BigPond broadband plan that we think is suitable,



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for the remainder of your 24 month term.

- 23.48 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 23.49 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your Telstra Voice Reach plan. We will consider your broadband usage patterns and transfer you to a BigPond broadband plan that we think is suitable, for the remainder of your 24 month term.

Home TV 50GB Bundle

- 23.50 The Home TV 50GB Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Reach plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 23.51 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.52 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice) Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.53 Customers who take up this Bundle on and from 25 July 2010 will also receive the benefit of the \$5 Telstra International Saver. Telstra International Saver allows you to make international calls from your home phone service to fixed line and mobile numbers in selected countries at the rates set out in clause 3.6 of Part B - Telstra Voice Plans section of Our Customer Terms. This benefit will be removed once your Bundle ends or is cancelled.
- 23.54 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 23.55 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.



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- 23.56 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.57 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 23.58 If you otherwise change or cancel:
- (a) the BigPond® broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 23.59 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term.
- 23.60 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 23.61 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.

Home TV 100GB Bundle

- 23.62 The Home TV 100GB Bundle includes:
- (a) Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan;
 - (b) BigPond® Fast (previously Elite) ADSL or Cable plan with a 100GB monthly usage allowance; and
 - (c) Foxtel from Telstra Platinum iQ.



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- 23.63 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.64 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.
- 23.65 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 23.66 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.67 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.68 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 23.69 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 23.70 If you cancel your Telstra Home Phone Basic plan standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term.
- 23.71 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan.

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23.72 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Home Phone Basic plan.

Home Premium TV 100GB Bundle

23.73 To be eligible to take up the Home Premium TV 100GB Bundle, your house must be in a part of Melbourne where BigPond Broadband Cable with Speed Boost (previously Ultimate Cable) is available.

23.74 The Home Premium TV 100GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan;
- (b) a BigPond Cable with Speed Boost (previously Ultimate Cable) plan with a 100GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

23.75 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

23.76 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

23.77 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

23.78 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.

23.79 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.

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- 23.80 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 23.81 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 23.82 If you cancel your Telstra Voice Reach plan standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 23.83 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan.
- 23.84 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Reach plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

Home Premium TV 200GB Ultimate Bundle

- 23.85 To be eligible to take up the Home Premium TV 200GB Ultimate Bundle, your house must be in a part of Melbourne where BigPond Broadband Speed Boost (previously Ultimate Cable) is available.
- 23.86 The Home Premium TV 200GB Ultimate Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan
 - (b) a BigPond Cable with Speed Boost (previously Ultimate Cable) plan with a 200GB monthly usage allowance; and



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- (c) a Foxtel from Telstra Platinum iQ service.
- 23.87 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 23.88 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 23.89 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.90 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 23.91 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you have Speed Boost and your new plan does not include it, standard charges will apply, unless you cancel it. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.
- 23.92 If you otherwise change or cancel:
- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
 - (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
 - (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.
- 23.93 If you cancel your Telstra Voice Ultimate plan standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term. If you have Speed Boost, standard charges will apply, unless you cancel it.
- 23.94 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.



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23.95 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan. If you have Speed Boost, standard charges will apply, unless you cancel it.

24 Bundles not available for new sales on and from 17 June 2010

24.1 If you change Bundles on and from 17 June 2010, you cannot change back to the Bundles below. On and from 17 June 2010, if you change your existing bundle you cannot move to the Bundles below.

Home 200GB Bundle

24.2 The Home 200GB Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Reach plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 200GB monthly usage allowance.

24.3 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

24.4 As part of this Bundle you will also receive Calling Number Display on your Telstra Voice Reach service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

24.5 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

24.6 If you otherwise change or cancel the BigPond broadband service in your Home 12GB Bundle, we may charge you an early termination charge of no more than \$360.

24.7 If you cancel your Telstra Voice Reach plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

24.8 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Reach plan.

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200GB Bundle

24.9 The Home 200GB Bundle includes:

- (a) a Telstra Home Phone Basic (previously HomeLine, Telstra Voice or Telstra Home Phone Budget) plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 200GB monthly usage allowance.

24.10 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

24.11 As part of this Bundle you will also receive MessageBank and Calling Number Display on your Telstra Home Phone Basic service at no additional cost (if your phone and Telstra Voice service are compatible). This benefit will be removed once your Bundle ends or is cancelled.

24.12 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.

24.13 If you otherwise change or cancel the BigPond broadband service in your Home 25GB Bundle, we may charge you an early termination charge of no more than \$360.

24.14 If you cancel your Telstra Home Phone Basic plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.

24.15 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Home Phone Basic plan.

Home 50GB Ultimate Bundle

24.16 The Home 50GB Ultimate Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance.

24.17 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

Part C – Old Home Bundles Not Available for New Sales was last changed on 24 Aug 2021.

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- 24.18 If you may move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 24.19 If you otherwise change or cancel the BigPond broadband service in your Home 5GB Ultimate Bundle, we may charge you an early termination charge of no more than \$360.
- 24.20 If you cancel your Telstra Voice Ultimate plan, we will consider your broadband usage patterns and transfer you to a BigPond broadband plan that we think is suitable.
- 24.21 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.

Home 50GB Ultimate Bundle

- 24.22 The Home 50GB Ultimate Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan; and
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance.
- 24.23 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 24.24 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which includes a Foxtel from Telstra service you will need to restart your 24 month term.
- 24.25 If you otherwise change or cancel the BigPond broadband service in your Home 12GB Ultimate Bundle, we may charge you an early termination charge of no more than \$360.
- 24.26 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service for the remainder of your 24 month term.
- 24.27 If you cancel your BigPond broadband plan, standard charges will apply to your Telstra Voice Ultimate plan.

Home TV 50GB Ultimate Bundle



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24.28 The Home TV 50GB Ultimate Bundle includes:

- (a) a Telstra Voice (previously HomeLine) Ultimate plan;
- (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance; and
- (c) a Foxtel from Telstra Platinum iQ service.

24.29 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.

24.30 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.

24.31 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.

24.32 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.

24.33 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

24.34 If you otherwise change or cancel:

- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
- (b) the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.



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- 24.35 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term.
- 24.36 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.
- 24.37 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond ADSL or Cable plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.

Home TV 50GB Ultimate Bundle

- 24.38 The Home TV 50GB Ultimate Bundle includes:
- (a) a Telstra Voice (previously HomeLine) Ultimate plan;
 - (b) a BigPond® Fast (previously Elite) ADSL or Cable plan with a 50GB monthly usage allowance; and
 - (c) a Foxtel from Telstra Platinum iQ service.
- 24.39 Once you reach your usage allowance, the speed of your service will slow to 256kbps until your next billing cycle starts.
- 24.40 The terms of your Foxtel from Telstra service are set out in our Foxtel Service Agreement (which we will send to you), except that you cannot suspend your service as set out in those terms. The terms set out how we may change the terms and charges for your Foxtel from Telstra service.
- 24.41 If you have chosen to subscribe to the HD package and upgrade to iQHD, you will need to pay an additional \$10 a month for the service and (if applicable) pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 24.42 If you are upgrading to iQHD, you will have to pay \$100 for standard Foxtel iQHD installation. If your installation is non-standard, additional fees may apply of which the technician will advise during installation.
- 24.43 If you move to a Bundle that is available to new customers you will need to restart your 24 month term. If you move to a Bundle which does not include a Foxtel from Telstra service an early termination charge of up to \$290 may apply and you will have to restart your 24 month term.

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24.44 If you change or cancel:

- (a) the BigPond broadband service, we may charge you an early termination charge of no more than \$360;
- (b) the Foxtel from Telstra Platinum iQ service we may charge you an early termination charge of no more than \$290; or
- (c) both the BigPond broadband service and the Foxtel from Telstra Platinum iQ service, we may charge you an early termination charge of no more than \$650.

24.45 If you cancel your Telstra Voice Ultimate plan, standard charges will apply to your BigPond broadband service and Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term.

24.46 If you cancel your BigPond broadband plan, standard charges will apply to your Foxtel from Telstra Platinum iQ service for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.

24.47 If you cancel your Foxtel from Telstra Platinum iQ service, standard charges will apply to your BigPond Fast broadband plan for the remainder of your 24 month term and standard charges will apply to your Telstra Voice Ultimate plan.

