

5G Home Internet Plan



Critical Information Summary

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

Plan	Telstra 5G Home Internet Plan
Monthly Charge Casual month to month	\$85/mth
Monthly Data Allowance	1TB
Minimum Term	1 month
What's Included	• Home Internet service
What's Not Included	• Home phone line • Telstra Air and Telstra Broadband Protect are not included or compatible with this plan.
Telstra 5G Home Modem	Included for new customers who stay connected for 24 months. If you cancel before 24 months you must return the modem in good working order.
Plan price may change.	

Information about the service

Important information about this plan

Service not available to all areas, homes or customers. Your plan does not include a home phone line. You will not be able to make or receive calls, or support a lift or medical or security alarm which relies on a phone line to operate. If you require a home phone line please contact us to discuss if this plan is right for you.

Data Allowance

Once you exceed your included data allowance, your speed will be capped at 25Mbps download, and slowed further in busy periods. 25Mbps is suitable for small households with 1-3 people using multiple connected devices. It will allow simultaneous streaming of multiple standard Definition (480p) videos, emails, web browsing and social media. Or streaming of a single High Definition (1080p) video, if there are no other online activities. You will not have the option to purchase more data or top up with this plan.

5G Home Internet Network Access and Speeds

Average and typical speeds may be slower over WiFi connection and can be impacted by factors such as the distance from the serving 5G mobile tower, number of users online, where your modem is located and how far you are from it, and whether there are obstructions between your modem and the 5G mobile tower. Speeds may change over time but are anticipated to remain within the quoted speed range. If the modem cannot connect to the 5G network it will automatically utilise the 4G network if available.

Geolocking

The 5G Home Internet Plan includes a Telstra 5G Home Modem which is a fixed modem device. You may only use your modem at the home address you provided when you took up this plan. If you move your modem outside your home area your download speeds will be capped at a maximum of 1.5Mbps.

If you move home, you may no longer be eligible for the Telstra 5G Home Internet Plan. If you intend to move, please contact us to discuss whether your plan can be moved with you. If it can't be, it will be cancelled and you will need to return your modem.

Changing or cancelling your plan

There are no Early Termination Charges if you cancel your plan.

If you cancel your plan within 24 months of connecting you will need to return your 5G modem to us in good working order within 21 days. We will provide you with a prepaid

eParcel consignment ID to return the device. Good working order means returning the modem as new with only minor signs of wear and including all original equipment (e.g power cable). If you do not return your modem or it is not returned in good working order, we will charge you for the remaining cost of the modem, which is \$29 multiplied by months remaining in the first 24 months e.g. if you leave after 20 months you would pay \$29 x 4 (the number of remaining months), at total of \$136.

Changes to your plan

From time to time we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more). If we reasonably think that a change is likely to be detrimental to you, we'll tell you at least 30 days before making it. If you don't like the change you can cancel your plan and return your 5G modem.

Bill payment charges

Fees and charges may apply for bill delivery and payment of your invoice, depending on the method.

We do have fee free options available - more information is available at:

Personal: telstra.com/payment-fees

Business: telstra.com/fees-on-payment-methods

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges. If you receive an Order Estimate, your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

Access technology

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

How can I monitor and manage my usage?

You receive SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. To check your usage, use the My Telstra app on your

compatible smartphone or tablet.

Find out how to check your usage at telstra.com/myusage

FairPlay Policy

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

Need help? We're here for you.

Visit telstra.com/contactus for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/contact-us if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at telstra.com/customer-terms