# Starter Internet Plan

**Critical Information Summary**

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

| Plan | | Starter |
|---|---|---|
| **Monthly Charge**<br>Casual month to month | | $65/mth |
| **Monthly Data Allowance** | | 50GB |
| **Speed**<br>Included on nbn technology types only | | Basic Evening Speed |
| **Minimum Term** | | 1 month |
| **Calls**<br>To standard Australian numbers | | Local calls – Unlimited |
| | | National calls – Unlimited (excludes certain premium numbers including 19xx numbers) |
| | | Mobile calls – Unlimited |
| | | 13 calls – Unlimited |
| **Calls**<br>To international numbers | | International Plus Rates – Included (call rates start at 1¢ per minute plus a 55¢ call connection fee. For details, visit **telstra.com/international-rates**) |
| **Telstra Wi-Fi Modem** | | Included for new Telstra customers who stay connected for 24 months |
| **What's Included** | | • **A Home Phone service**<br>• **A Home Broadband service**<br>• **Family Calls Benefit** - For details, visit **telstra.com/customer-terms**<br>• **MessageBank®**<br>• **Calling Number Display** |
| **Minimum Cost**<br>Includes set up costs | Casual month to month | $340 |

Plan price may change.
Total minimum cost is $340 (including $65/mth plan cost, $59 connection fee and $216 modem charge). If you leave within 24 months pay out the modem pro rata ($9/mth) or stay connected to have fee waived.
Directory listing: If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for an Unlisted number. There is no charge for an Unlisted number.

## Information about the service

### Service availability

The type of service offered may need further qualification checks to determine what's available at your location. It is not currently available on Fixed Wireless.

### Telstra Smart Modem

If you have a Telstra Smart Modem it has backup from our 4G mobile network. You can use the 4G backup service in two scenarios - to get online until your broadband service is connected and when there's a detected network upgrade or outage. Mobile backup is available to premises in 4G coverage areas. Check coverage at **telstra.com/coverage**. Your mobile backup connection is capped at 25Mbps for downloads and 5Mbps for uploads. Actual speeds may be less due to local conditions and content accessed. We do not support modems not supplied by Telstra. If you choose to use your own modem Telstra will not be able troubleshoot or conduct testing, if you have a connection issue, fault or speed issue you will be required to report these issues to Telstra. Telstra 4G Fixed Wireless operates solely on the 4G network, without any back up system.

### Telstra Internet Optimiser

Included as an optional feature at no charge while you remain on an eligible plan with a compatible modem. For details, visit **telstra.com.au/internet/internet-optimiser**

### Broadband speeds

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

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your home
- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

An nbn service can never go faster than the maximum line speed available at your premises, so for FTTN/B/C customers we will confirm your actual speeds after connection.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on nbn speeds, visit **telstra.com/nbn-speeds-explained**. If your plan doesn't include unlimited data and you exceed your monthly data allowance, your broadband speed will slow to 256Kbps until the next billing cycle.

### Fair Use Policy

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

### Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can

White Pages is a registered trade mark of Thryv Australia Pty Ltd. nbn™, nbn co and other nbn™ logos and brands are trade marks of nbn co limited and used under licence.



MOSC2275-19082025

change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:
(a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
(b) If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories or services in full.

## Other charges

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

| | |
|---|---|
| Connection charge | $59 for new Telstra Home Phone or Home Broadband customers. |
| Standard Professional Installation | Optional for eligible new Telstra Home Broadband customers. |
| Connecting to the nbn network | nbn co charges $300 for first-time connections in new developments and $297 for an additional connection requiring installation of additional nbn equipment. We'll let you know if either of these charges apply to you and include them on your bill. |
| Non-standard installations | Separate charges apply for non-standard installations such as complex or remote area Foxtel from Telstra installations and additional connection points. |
| Telstra Wi-Fi Modem | $288 if you wish to purchase a modem. |
| Delivery fee | A $9.95 delivery fee may apply for customers taking up additional hardware such as a Telstra Wi-Fi Modem. |

## Changing or cancelling your plan

You can change to another plan within your plan range once a month while the plan range remains available to new Telstra customers.
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.

## 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**

## Pensioner discount

If you have an eligible Pensioner Concession card, you can apply to receive:

- A $15/mth call allowance which can be used for international calls
- Discounted connection charge for eligible customers
- Waiving of Payment Processing and Late Payment fees

## 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.

## Moving to the nbn network

Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Telstra Wi-Fi Modem device payout fee will be charged in these circumstances. If you are moving your service(s) to Telstra then you should not request your service(s) to be disconnected from your current provider until your Telstra service is operational.

## How can I check and manage my usage?

Register and login at **telstra.com/myaccount** or get the My Telstra app.

## Priority Assistance

Available for diagnosed, life-threatening medical conditions where access to a Home Phone service is essential. Connection will occur within 24 hours for urban and rural areas, or 48 hours for remote areas.

## 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.

## 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**

White Pages is a registered trade mark of Thryv Australia Pty Ltd. nbn™, nbn co and other nbn™ logos and brands are trade marks of nbn co limited and used under licence.