

Telstra Home Phone Essential Plan



Critical Information Summary

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

Plan		Telstra Home Phone Essential
Monthly Charge Casual month to month		\$27/mth
Calls To standard Australian numbers		Local calls - Unlimited
		National calls - Unlimited
		Calls to Australian Mobiles - Unlimited
		13 calls - Allowance to make 500 calls per month included (calls made over this allowance will be charged at 40¢ per call, excluding 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 which are free)
Calls 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)
What's Included		<ul style="list-style-type: none">• Messagebank®• Calling Number Display
Minimum Cost Includes set up costs	Casual month to month	\$86
Plan price may change. 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

This is a Telstra Home Phone service plan, and on the **nbn™** network where available.

Telstra Home Phone Essential eligibility

You must be a holder of an eligible Health Care card issued by Department of Human Services (Centrelink) or an eligible Pension Concession card issued either by Department of Human Services (Centrelink) or the Department of Veterans Affairs.

We may need to move you to a home phone plan with the lowest monthly charge available if your circumstances change.

How do I install my service on the nbn?

Self-Installation Kits are available or a technician will connect your home if required at no extra cost. Once you take up a telephone service on the **nbn™** network, you can't move back to Telstra services on the existing copper network unless you're in an **nbn™** Fixed Wireless area.

Information about pricing

Refer to the Plan Cost table.

Other charges

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

Connection charge	\$59 for new connections. Standard Professional Installation is included at no extra cost if mandatory at your premises.
Standard Professional Installation	\$240 if you request a technician to visit your premises.
Non-standard installations	Separate charges apply for non-standard installations such as complex or remote areas, Foxtel from Telstra installations and additional connection points.

Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a modem.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.

How much does it cost to change my plan?

You can move to another Home Phone plan available to new Telstra customers free of charge. There's no early termination charge on this plan.

Pensioner discount

Is available to eligible Pension Concession and Health Care Card holders (eligible concession card required):

- Free access to Call Control upon request
- Free Telstra Directory Assistance 1223 calls from your home phone
- Waiving of Payment Processing and Late Payment fees

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

Other Information

nbn satisfaction guarantee

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

How can I check and manage my usage?

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

When will my service be ready?

We'll make our best attempts to connect your Home Phone service on your requested date.

This may occur within two working days if:

- There was a previous working Home Phone service to your property
- We can reconnect the service without visiting the property, local telephone exchange, or anywhere in between

Otherwise, it could take 5 to 15 days.

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

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period.

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.

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/about-us/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