

Home Broadband Plans



Critical Information Summary

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

Plan	Essential	Unlimited	Unlimited + Streaming	
Monthly Charge 24 month term or casual month to month	\$69/mth	\$89/mth	\$99/mth (available on a 24 month term only)	
Monthly Data Allowance	100GB	Unlimited	Unlimited	
Speed Included on nbn technology types only	Standard Evening Speed	Standard Plus Evening Speed	Standard Plus Evening Speed	
Calls To standard Australian numbers	Local calls - Included			
	National calls – Included (excludes certain premium numbers including 19xx numbers, 1223, 1234 and 12456)			
	Mobile calls – Included (excludes satellite numbers, these call charges can be found at telstra.com/customer-terms)			
Calls To international numbers	International Saver Rates - For details, visit telstra.com/international-rates			
Entertainment	X	X	Telstra TV®	
Telstra Wi-Fi Modem	Included for new Telstra Home Broadband customers			
What's Included	<ul style="list-style-type: none"> • Family Calls Benefit • MessageBank® • Calling Number Display • Telstra Air® - Included for customers with an eligible service type and Telstra Wi-Fi Modem. For details, visit telstra.com/air • Telstra Broadband Protect – Included at no charge while you remain on an eligible plan. For details, visit telstra.com/broadbandprotect 			
What's Not Included	<ul style="list-style-type: none"> • Calls to 13 numbers - 40¢ per call (excludes 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 which are free) • Calls to international numbers – Standard connection and call rates apply. For details, visit telstra.com/international-rates 			
Minimum Cost includes set up costs	24 month term	\$1,755	\$2,235	\$2,475
	Casual month to month	\$309	\$329	X
Maximum Early Termination Charges (ETC)	\$576	\$576	\$768	\$768
Maximum Early Termination Charge (ETC) - If you cancel one or both of your Home Phone and Home Broadband services				

Information about the service

Your plan includes:

- A home phone service
- A home broadband service

Services offered on the nbn™ network, ADSL, Cable or Velocity.

Service availability

Service not available to all areas, homes or customers. The type of service offered may need further qualification checks to determine what's available at your location.

We'll try to contact you if all of your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

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 (such as location of your modem and how the internet is used in your home)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- If you have a Telstra Air member visiting your homespot while you are using your broadband service.

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.

Family Calls Benefit

Voice calls in Australia between eligible Telstra mobile services, plus your home phone, on your Single Bill. Our Responsible Use Policy applies. For details, visit [telstra.com/customer-terms](https://www.telstra.com/customer-terms).

Information about pricing

Refer to the Plan Cost table.

Other charges

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

Home Phone and Home Broadband connection charge	For new Telstra Home Phone or Home Broadband customers: \$99 on a 24 month contract or \$240 on a casual plan (includes a Telstra Wi-Fi Modem). Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises.
Standard Professional Installation	\$240 if you request a technician at your premises.
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.
Telstra Wi-Fi Modem	\$216 if required.
Temporary connection	\$100 if your voice service is connected for three months or less.
Non-standard installations	Separate charges apply for non-standard installations such as complex or remote area 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 Telstra Wi-Fi Modem or Telstra TV@.

Speed Boost charges

Speed Boosts are not compatible with some plans.

Premium Evening Speed (nbn)	\$30/mth for customers on the nbn (excluding nbn Fixed Wireless).
Premium Speed (Cable)	\$20/mth for Cable customers.
Already have a Speed Boost?	You will continue to receive your Speed Boost and be charged for it each month unless you cancel it.

Changing or cancelling your plan

You can change to another plan within your plan range once a month during your minimum term without recontracting or paying Early Termination Charges (ETCs), except where adding or removing Foxtel from Telstra.

The ETC decreases each month you stay on your plan and includes additional bundled hardware ETCs. If you cancel your plan early, any Hardware Repayment Option repayment will be payable in full.

Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](https://www.telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://www.telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://www.telstra.com/billpay).

Pensioner discount

If you have an eligible Pensioner Concession card, you can apply to receive a \$15 Monthly Call Allowance which can be used for 019, 13 number and international calls.

Other Information

Moving to the nbn network

Your 24 month contract could overlap with the rollout of 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 Early Termination Charge (ETC) will be charged in these circumstances.

nbn satisfaction guarantee

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

How can I check and manage my usage?

Register and login to My Account at [telstra.com/myaccount](https://www.telstra.com/myaccount) or get the Telstra 24x7@ App on iPhone and Android.

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.

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](https://www.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](https://www.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](https://www.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](https://www.telstra.com/customer-terms)