## Home Broadband Plans

### Critical Information Summary

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

<table>
<thead>
<tr>
<th>Plan</th>
<th>Essential</th>
<th>Unlimited</th>
<th>Unlimited + Streaming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Charge 24 month term or casual month to month</td>
<td>$69/mth</td>
<td>$89/mth</td>
<td>$99/mth (available on a 24 month term only)</td>
</tr>
<tr>
<td>Monthly Data Allowance</td>
<td>100GB</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Speed Included on nbn technology types only</td>
<td>Standard Evening Speed</td>
<td>Standard Plus Evening Speed</td>
<td>Standard Plus Evening Speed</td>
</tr>
</tbody>
</table>

### 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)

- **To international numbers**
  - International Saver Rates - [For details, visit telstra.com/international-rates](telstra.com/international-rates)

### Entertainment

- X
- X
- Telstra TV®

### Telstra Wi-Fi Modem

- Included for new Telstra Home Broadband customers

### What's Included

- Family Calls Benefit
- MessageBank®
- Calling Number Display
- Telstra Air® - [For details, visit telstra.com/air](telstra.com/air)
- Telstra Broadband Protect - [For details, visit telstra.com/broadbandprotect](telstra.com/broadbandprotect)

### What's Not Included

- 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](telstra.com/international-rates)

### Minimum Cost

<table>
<thead>
<tr>
<th>24 month term</th>
<th>Casual month to month</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,755</td>
<td>$309</td>
</tr>
</tbody>
</table>

### Maximum Early Termination Charges (ETC)

<table>
<thead>
<tr>
<th></th>
<th>24 month term</th>
<th>Casual month to month</th>
</tr>
</thead>
<tbody>
<tr>
<td>$576</td>
<td>$576</td>
<td>X</td>
</tr>
</tbody>
</table>

### 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](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.

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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.

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

Some exemptions may apply. For details, visit telstra.com/billpay.

To set up Direct Debit or for details on other bill payment options, visit 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
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