

### Part G – Telstra Smart Wi-Fi Booster with Wi-Fi Guarantee

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### Part G – Telstra Smart Wi-Fi Booster with Wi-Fi Guarantee

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#### 1 About this Part

- 1.1 This is part of the Home Broadband Plans section of Our Customer Terms.
- 1.2 Provisions in other parts of the Telstra Home Broadband Plans sections apply.

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#### 2 Eligibility

##### Who is eligible for the Wi-Fi Guarantee?

- 2.1 To be eligible for the Wi-Fi Guarantee:
  - (a) you must be a Telstra Home Internet customer;
  - (b) your Telstra Home Internet service must be supplied over the nbn™ network (excluding Fixed Wireless);
  - (c) your nbn™ home internet plan must include at least the Standard Evening Speed tier;
  - (d) you must have a Telstra Smart Modem, version 1.1(DJA0230), 2.0(DJA2031/LH100) or later; and
  - (e) you must purchase a Telstra Smart Wi-Fi Booster on or after 1 July 2020.
- 2.2 If you cease to meet either of the criteria above in paragraphs 2.12.1(a) or 2.1(b), the relevant part of clause 2.4 below will apply.
- 2.3 If you cease having a Telstra Smart Modem, your Telstra Smart Wi-Fi Booster(s) will not work and we will not be able to provide the Wi-Fi Guarantee to you unless you purchase a new Telstra Smart modem.

##### What happens if you cancel or become ineligible?

- 2.4 If you become ineligible for the Wi-Fi Guarantee:

##### Cancelling your Telstra Home Internet

- (a) Because you no longer meet paragraph 2.12.1(a), your Wi-Fi Guarantee is cancelled and you are no longer eligible to receive its benefits. You still need to pay all remaining monthly service repayments for your Telstra Smart Wi-Fi Booster on your final bill (if you paid for the Telstra Smart Wi-Fi Booster upfront, you will not receive any refund).

##### Moving your Telstra Home Internet to a non-nbn™ premises with Telstra

- (b) Because you no longer meet paragraph 2.1(b) (but still meet paragraph 2.12.1(a)), your Wi-Fi Guarantee is cancelled and you are no longer eligible to receive its benefits. However you are not be required to pay any further monthly service repayments for your Telstra Smart Wi-Fi Booster beyond the month in which your Wi-Fi Guarantee is cancelled.

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2.5 Where your Wi-Fi Guarantee is cancelled, clauses 3.6 and 3.7 apply.

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#### 3 Service features

##### What is the Wi-Fi Guarantee?

3.1 We will ensure you are able to get Wi-Fi network coverage in every room of your home (**Wi-Fi Guarantee**).

##### How long does the Wi-Fi Guarantee last for?

3.2 The Wi-Fi Guarantee applies for 24 months from the purchase date of your Smart Wi-Fi Booster (**Guarantee Term**). After 24 months, the Wi-Fi Guarantee no longer applies, however you remain entitled to our standard support services as a Telstra Home Internet customer and your rights under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) are in no way limited or excluded.

##### What counts as coverage in every room of your home?

3.3 For the Guarantee Term, we will ensure you are able to get Wi-Fi network coverage in every room of your home (**In-Home Coverage**). This does not include outdoor coverage or coverage in other detached dwellings on your property.

##### How do we measure In Home Coverage?

3.4 With your help, we will conduct speed tests remotely using firmware installed on your Telstra Smart Modem to check whether any areas of your home are receiving In-Home Coverage.

##### What happens if you find you don't have In-Home Coverage?

3.5 When you notify us that you don't think you have In-Home Coverage, we will work with you for up to 30 days to improve your Wi-Fi coverage to deliver you In-Home Coverage. This may include some or all of the following (as is necessary to achieve In-Home Coverage, as determined by us):

- (a) over the phone support to verify your Wi-Fi issue, test your Wi-Fi network speeds and adjust the placement of your booster(s) and Telstra Smart Modem;
- (b) one in-home visit from a Telstra Technician to assess your Wi-Fi network set up and tailor device placement around your home to maximise coverage. It does not cover the cost of other services you may request from a Telstra Technician in accordance with the [Fee-For-Service \(Other Work We Do For You\)](#) section of Our Customer Terms; and
- (c) providing you with the use of up to three additional Telstra Smart Wi-Fi Boosters at no additional charge (**Extra Boosters**) if we determine it is necessary in order to achieve In-Home Coverage.

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#### Can I keep my Extra Boosters?

- 3.6 Extra Boosters are our property until your Guarantee Term expires, after which they become your property and are yours to keep.
- 3.7 If you redeem your Wi-Fi Guarantee in accordance with clause 5, or your Wi-Fi Guarantee is cancelled:
- (a) the Telstra Smart Wi-Fi Booster you originally purchased is yours to keep (and any remaining repayments may have to be paid in accordance with clause 2.4); and
  - (b) you must return any Extra Boosters we provided to you. We will provide you with postage-paid return satchels and you must return them within 14 days of receiving the satchels. If you don't, we will charge you a **\$200** non-return fee.

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#### 4 Service limitations

The Wi-Fi Guarantee does not guarantee:

- (a) any minimum internet speeds, only Wi-Fi network speeds;
- (b) coverage in outdoor areas or separate dwellings on your property (such as a detached garage, shed, office or “granny” flat);
- (c) that you will experience improved Wi-Fi speed and coverage on any of your personal devices that have Wi-Fi performance issues (such as antenna defects, or Wi-Fi related software defects).

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#### 5 Redeeming the Wi-Fi Guarantee

- 5.1 If you are not satisfied we are providing you with In-Home Coverage after providing the support services set out in clause 3.5 within the applicable 30 day period, then, subject to the service limitations in clause 4, you may redeem the Wi-Fi Guarantee. This means:
- (a) if you are making monthly hardware repayments for your Telstra Smart Wi-Fi Booster:
    - (i) you will receive a refund for the period beginning from when you notified us that you were not getting In-Home Coverage until the date we notified you we are not able to provide you with In-Home Coverage despite us having provided the support services set out in clause 3.5 (**Fault Period**);
    - (ii) you will not be required to pay any future remaining hardware repayments for your Telstra Smart Wi-Fi Booster; and
    - (iii) you may keep your original Telstra Smart Wi-Fi Booster (however any additional Telstra Smart Wi-Fi Boosters must be returned to us in accordance with clause 3.7)

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- (b) if paid for your Telstra Smart Wi-Fi Booster upfront:
  - (i) we will refund you a portion of the purchase price equivalent to:
    - (A) any remaining hardware repayments you would have owed, had you been paying over 24 months; plus
    - (B) any hardware repayments that would have been made during the Fault Period (see clause 5.1(a)(i)), had you been paying over 24 months; and
  - (ii) you may keep your original Telstra Smart Wi-Fi Booster (however any additional Telstra Smart Wi-Fi Boosters must be returned to us in accordance with clause 3.7)

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#### **6 Pricing**

- 6.1 The Telstra Smart Wi-Fi Booster is available for purchase upfront with a once-off payment, or via monthly hardware repayments over 24 months.
- 6.2 The applicable price for your Telstra Smart Wi-Fi Booster is the price you were quoted and agreed to when you purchased your Telstra Smart Wi-Fi Booster.