

Our Customer Terms

Home Business Bundles Section



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Our Customer Terms

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1 About this Part

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

2 About the Home Business Bundles Section

Our Customer Terms

- 2.1 This is the Home Business Bundles section of Our Customer Terms.
- 2.2 The following sections of Our Customer Terms also apply to you if you take up a Home Business Bundle:
 - (a) the General Terms for Home Business Customers;
 - (b) the [Basic Telephone Services](#) section;
 - (c) the [BigPond Services section](#); and
 - (d) the [Services on the nbn™ network](#) section.

References to “home” or “consumer” in the Bigpond Services section are to be read as “Home Business Bundle” for the purposes of your Home Business Bundle.

Inconsistencies

- 2.3 If the General Terms, the Basic Telephone Services section, or the BigPond Services section of Our Customer Terms are inconsistent with something in this Home Business Bundles section, then the Home Business Bundles section applies instead of the other section to the extent of the inconsistency.
- 2.4 If a provision of the Home Business Bundles section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

3 General Terms

About Home Business Bundles

- 3.1 Telstra Home Business Bundles (“**Bundle**”) allow eligible customers to bundle a Telstra fixed phone service and a Telstra fixed broadband service on one bill, at a special monthly price.
- 3.2 Both your phone and broadband services must be connected at the same physical address.
- 3.3 You cannot migrate an existing T-Biz Voice, T-Biz Broadband, Telstra Business Broadband, Telstra BusinessLine, DOT (Digital Office Technology) or Telstra BizEssentials service to a Home Business Bundle services.

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- 3.4 If you sign up to a 24 month minimum term Bundle and the 24 month minimum term ends, you will remain on your Bundle on a month to month basis.
- 3.5 Broadband service availability, and the type of service offered, depends on what is currently available at your location, following service qualification checks by us.
- 3.6 If we are unable to connect all your bundled services, we will attempt to contact you to discuss further options. If we cannot successfully contact you after a reasonable number of attempts, we will place your connected services on the lowest-priced plan(s) and notify you when this occurs. If we are not able to connect all of your bundled services, you may cancel your order and you will not be required to pay any fees or charges in doing so.
- 3.7 We will start charging you for your Bundle once all the services in your Bundle are activated. Until such time, we will continue to charge you for the other services that you have with us, including services connected in accordance with section above, if any. You must pay the Bundle monthly fee on a pro-rata basis for the period from the date all your Bundle services are activated until the start of your next billing cycle. This pro-rated amount will appear on your first or second bill for your Bundle. During this time, your broadband monthly allowance will also be pro-rated.
- 3.8 For ACT customers: If your Telstra Voice service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you the ACT Government Utilities Tax Charge. See the [General Terms of Our Customer Terms](#) for full terms.
- 3.9 Foxtel from Telstra, Telstra TV and BigPond Movies are not available with Home Business Bundles.
- 3.10 Home Business Bundles are not available with any other offer unless we advise otherwise.

Eligibility

- 3.11 You can choose a Home Business Bundle plan if you have a Basic Telephone Service, are a business customer, are billed directly by us for access and local calls, and pre-select us for long distance, international calls and calls to mobiles.
- 3.12 Wholesale customers are not eligible for a Home Business Bundle service and it is not eligible for resale.
- 3.13 To be eligible for a Home Business Bundle service you must have an ABN, ACN or ARBN. We supply the Home Business Bundle service for a mix of business and residential purposes.

Service availability

- 3.14 Home Business Bundles are not available to all areas, premises or customers. While we perform preliminary qualification checks upfront for broadband and voice service availability, the type of service offered (the nbn™ network, ADSL, ADSL2+ & Cable) may be subject to further qualification checks to determine what is available at your location.

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- 3.15 If we are unable to connect all your Bundle services, we will attempt to contact you to discuss further options first or will place your connected services on the lowest-priced plan(s) if we can't contact you after making reasonable attempts. If this occurs, you will be notified and you may cancel your order without an early termination charge.

Activation and Installation for Home Business Bundle

- 3.16 For Home Business Bundle orders:

- (a) An \$99 activation fee applies to customers who are connecting either:
- (i) a new Telstra broadband service (ADSL, Cable or nbn™ network); or
 - (ii) a new Telstra phone service (or Telstra voice service connected to the nbn™ network),

as part of their Home Business Bundle. This fee will cover the work required to activate the service(s) to your address, and will appear as a separate charge on your bill.

- (b) A standard installation charge of \$240 applies for professional installation, if you request one.
- (c) Standalone Telstra phone service (or Telstra voice service connected to the nbn™ network) connections and standalone Telstra broadband service connections (ADSL, Cable or nbn™ network) remain subject to the terms in the Basic Telephone Services section and the BigPond Services section of Our Customer Terms . Customers moving premises and connecting a Telstra phone service (or Telstra voice service connected to the nbn™ network) and a Telstra broadband service (ADSL, Cable or nbn™ network) at the new premises, please refer to the [Telstra Platinum section of Our Customer Terms for terms and fees that apply](#). References to “home” or “consumer” in the Telstra Platinum section are to be read as “Home Business Bundle” for the purposes of your Home Business Bundle. These Home Business Bundle terms apply to the extent of any inconsistency.
- (d) If you cancel the Telstra voice service in your Bundle within 3 months of the date you take up the Bundle, then you will need to pay us \$100.
- (e) Additional installation charges may also apply for non-standard installation. Examples of whether this may apply include where your premises does not have any lead-in or you require other in-premises wiring work in order to connect your service(s).
- (f) If you take up a Home Business Bundle as a casual plan, a \$120 Casual Plan Fee will apply. You can cancel casual plans at any time without an early termination charge applying.

Changing/cancelling your Bundle

- 3.17 You can change to another Telstra Home Business Bundle within the Home Business Bundle plan size once a month during your term.

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- 3.18 If you are on a Home Business Bundle with a 24 month minimum term and you decide to move to another bundle or plan range before the end of the 24 month minimum term, you will need to restart your 24 month minimum term and pay a \$50 Early Recontracting Fee in addition to any early termination charges (where applicable).
- 3.19 If you cancel your phone and/or broadband, or transfer one (or more) of these services to another service provider, your Bundle will be cancelled.
- 3.20 If your Home Business Bundle is cancelled early (not due to our fault) and you do not agree with us otherwise:
- (a) we may charge you an early termination charge of no more than \$1,014, pro-rated for the months remaining on your minimum term;
 - (b) any remaining phone service that has not been cancelled will be placed on a month to month plan with the lowest monthly charge of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our phone plans are available at [Business Fixed Line Section of Our Customer Terms](#).
 - (c) any remaining broadband service that has not been cancelled will be placed on a month to month broadband plan with the lowest monthly amount of included data of our generally available plans (so long as we are still able to provide the service to you, otherwise the service will be cancelled). The terms for our broadband plans are available at [Business Internet Services Section of Our Customer Terms](#);
 - (d) if you keep your broadband service, you will be charged a pro-rata amount of the Telstra Broadband Protect monthly fee for the remainder of the current month and from then on, a \$9.95 charge per month will apply unless you cancel it. The charges in this section also apply if your bundle is cancelled and you are on a Casual Plan; and
 - (e) your other bundle benefits will be removed.

Transferring to the National Broadband Network (nbn™ network)

- 3.21 We can transfer your Home Business Broadband service either before or after the end of your fixed length contract with 30 days' notice to you to a service supplied using our Standard Plus Evening Speed plan on the nbn™ network. This service has a minimum typical busy period speed of 40Mbps. Fixed Wireless customers will be transferred to a service supplied using our Standard Evening Speed plan on the the nbn™ network. This service has a minimum typical busy period speed of 20Mbps Actual speeds will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Telstra. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Electronic Billing and Payment

- 3.22 Any Bundle connected requires paperless billing and electronic payment. A \$2.20 fee will apply each month in arrears if you receive a paper bill. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail..

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- 3.23 Exemptions from these fees are available for:
- (a) Telstra Pensioner Discount customers;
 - (b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
 - (c) Australian Government Health Care Card Holder customers; and
 - (d) customers who do not have an email address or internet access.
- 3.24 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Home Business Customers section of Our Customer Terms.
- 3.25 **Electronic Payment:** You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) ® Registered to BPAY Pty Ltd ABN 69 079 137 518

4 Pricing and inclusions

- 4.1 The following Home Business Bundles are currently available with the below pricing and inclusions:

	S	M	L	XL
Monthly Price	\$80 /mth	\$100 /mth	\$125 /mth	\$150 /mth
Monthly Data Allowance	500GB /mth	1000GB /mth	Unlimited	Unlimited
Local Calls	Included	Included	Included	Included
National Calls to standard fixed lines	80¢ per call	Included	Included	Included
Calls to standard Australian mobiles	36¢ per minute or part thereof plus 55¢ call connection fee.	36¢ per minute or part thereof plus 55¢ call connection fee.	Included	Included
OnAccount Calls in Australia Benefit	Included			
Excess Usage Charges	\$0.001 per MB (\$1/GB) Capped at \$300 per month.			

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	If the service is a new broadband customer they won't be charged any fixed broadband excess data charges for your first two bills ("Peace of Mind").			
Minimum Term	Month-by-month or 24-months	Month-by-month or 24-months	Month-by-month or 24-months	Month-by-month or 24-months
Minimum Cost month by month , includes 1 months fee, casual fee, activation fee & modem	\$515	\$535	\$560	\$585
Minimum Cost 24 month Contract , includes 24 months fee, activation fee & modem	\$2,019	\$2,499	\$3,099	\$3,699

Home Business Bundles with included hardware

4.2 If you take up a modem from us, the modem prices and monthly repayment amounts are set out below:

	Price	Monthly Repayment Amount
Supply your own modem	\$0	\$0
Telstra Smart Modem™	\$216	\$9 a month for 24 months

4.3 If you are a new Home Business Bundle customer, we will waive 24 monthly hardware payments for the following modems provided you do not cancel your Bundle early.

Plan		S, M, L, XL
Modem		Telstra Smart Modem

4.4 For more information about the Telstra Smart Modem and the terms of usage that apply, please see Part E of the Home Bundles Section of the Our Customer Terms.

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Cancelation of your plan

- 4.5 If you cancel your Bundle early:
- (a) we cease to waive the remaining monthly hardware payments for the remainder of your minimum term; and
 - (b) you will need to pay us any outstanding hardware repayments in addition to the early termination charges for your Home Business Bundle.

Speed Boost – nbn™ network and Cable services

- 4.6 Speed Boost is available on nbn™ network (excluding Fixed Wireless) and Cable broadband:

Speed Boost	Eligible broadband services/fees
Premium Speed Boost <i>(60Mbps minimum typical busy period speed)</i>	\$20/mth – Cable \$30/mth – nbn™ network (excluding Fixed Wireless)

We will check if you're eligible when you ask to take up Speed Boost.

- 4.7 If you move from a bundle that includes Speed Boost at no additional charge to a Bundle on which Speed Boost is not included you will be charged the standard price per month for speed boost unless you cancel it.
- 4.8 Existing Bundle customers with a Cable broadband service who upgrade to a Bundle with Speed Boost may have to pay for a self-install modem & Wi-Fi extender package, depending on what type of modem you already have.
- 4.9 You may cancel your Speed Boost by telling us. If you do so part way through a month, your monthly subscription fee will be rebated to you on a pro-rated basis, calculated on the number of days left in your billing cycle.
- 4.10 There is a limit of one Speed Boost per bundle per month. Your Speed Boost continues to apply unless it is cancelled.

Standard Home Business Bundle inclusions

- 4.11 Your Bundle includes the following:

	Inclusion	Description and terms
A	Phone service	<ul style="list-style-type: none"> i. Calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 are included. ii. Calling Number Display and MessageBank on your phone service are included at no additional cost (if your phone

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		<p>and the phone services are compatible). This inclusion will be removed once your Home Business Bundle is terminated or is cancelled.</p> <p>iii. If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.</p>
B	Broadband service	<p>i. Provided over the nbn™ network, ADSL or Cable technology, depending on what is available to you.</p> <p>ii. If you exceed your monthly fixed broadband data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month.</p>
C	Telstra Broadband Protect Discount	<p>i. If you take up Telstra Broadband Protect you will receive a discount of \$9.95 off the Telstra Broadband Protect monthly charge while you remain connected to an eligible Home Business Bundle. If your Bundle is cancelled you will no longer be entitled to the discount.</p> <p>ii. Part G – BigPond additional services applies to your Telstra Broadband Protect service. These Home Business Bundle terms apply to the extent of any inconsistency.</p>
D	Static IP Address	<p>i. We will provide you with a static internet protocol address (“IP Address”) for your Home Business Bundle broadband service.</p> <p>ii. You cannot request a particular IP Address.</p> <p>iii. IP Addressed are not available to services provided over our cable broadband network.</p> <p>iv. If you have an existing static IP address with your service and that services is moved to the nbn™ network, the static IP address will change during the transaction and the new static IP address will be supplied to you. You will need to update any settings, equipment or applications that use your current static IP address.</p> <p>v. Part G – BigPond additional services applies to your IP Address. These Home Business Bundle terms apply to the extent of any inconsistency.</p>
E	Telstra Mail	<p>i. Telstra Mail is an online mailbox that allows you to:</p> <ol style="list-style-type: none"> 1. Access, send and receive electronic messages via any internet connected device; and 2. Use online contacts and calendars, by logging in to www.telstra.com/email. <p>ii. You may be charged for the data that you download from or upload to Telstra Mail account.</p>

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		<ul style="list-style-type: none"> iii. Telstra Mail is available to you at no charge with your Home Business Bundle plan (with up to 15 included mailboxes). iv. Full terms and conditions for Telstra Mail are set out in Part K – BigPond additional services applies to your Telstra Mail service. These Home Business Bundle terms apply to the extent of any inconsistency.
f	Telstra Air Membership	<ul style="list-style-type: none"> i. The Telstra Air section of the OCT applies to your Telstra Air service. These Home Business Bundle terms apply to the extent of any inconsistency. ii. Telstra Air membership is available to Bundle customers with an ADSL, Cable or nbn™ network broadband service in their Bundle. iii. You will also need a compatible modem. Some of our Bundles come with a modem for eligible customers. If your Bundle does not come with a modem you may need to buy one. For a list of compatible modems visit telstra.com/air.
g	OnAccount Calls Benefit in Australia	<ul style="list-style-type: none"> i. You can make voice calls to and from fixed or mobile voice services in Australia, including your Home Business Bundle voice service, that are on the same 13 digit account as your Home Business Bundle plan (“OnAccount Calls Benefit”). The following applies to OnAccount Calls Benefit: <ul style="list-style-type: none"> 1. On Account Call benefits do not apply to video calls, international calls or international roaming calls. 2. If you have more than one Telstra account, OnAccount Calls Benefit do not apply between services on different accounts.

References to “home” or “consumer” in the Bigpond Additional Services section and the Telstra Air section of Our Customer Terms are to be read as “Home Business Bundle” for the purposes of your Home Business Bundle. These Home Business Bundle terms apply to the extent of any inconsistency.

Standard set up charges

4.12 The following standard set up charges apply to Telstra Home Business Bundles:

	Charge	Payable by	Amount
a	Activation Fee	New phone and/or fixed broadband customers	\$99

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b	Modem	Customers selecting to purchase a modem	\$216 for the Telstra Smart Modem
c	Casual Plan Fee	Casual Plan customers	\$120
d	Professional installation	Customers who choose professional installation	\$240

International Calls

- 4.13 We charge you the following for international calls from your Home Business Bundle service.
- 4.14 For 0011 and 0015 calls, we charge you the connection fee plus the per-minute block rate, unless the destination is unlimited for Home Business Bundle L or XL plans.
- 4.15 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).

Rates charged in per minute blocks and all rates include GST	These rates apply to			
	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Connection fee (per call, excluding unlimited destinations)	\$0.55	\$0.55	\$0.55	\$0.55
Afghanistan	\$1.95	\$1.95	\$1.95	\$1.95
Alaska	\$0.02	\$0.02	Unlimited	Unlimited
Albania	\$1.20	\$1.20	\$1.20	\$1.20
Algeria	\$1.95	\$1.95	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95	\$1.95	\$1.95
Andorra	\$0.80	\$0.80	\$0.80	\$0.80
Angola	\$1.80	\$1.80	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35	\$1.35	\$1.35
Argentina	\$0.03	\$0.30	Unlimited	\$0.20
Armenia	\$1.55	\$1.55	\$1.55	\$1.55
Aruba	\$1.35	\$1.35	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60	\$1.60	\$1.60
Austria	\$0.30	\$0.45	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85	\$0.85	\$0.85

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Rates charged in per minute blocks and all rates include GST	These rates apply to			
	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Bahrain	\$1.50	\$1.50	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.05	Unlimited	Unlimited
Barbados	\$1.40	\$1.40	\$1.40	\$1.40
Belarus	\$1.20	\$1.20	\$1.20	\$1.20
Belgium	\$0.05	\$0.30	Unlimited	\$0.30
Belize	\$1.40	\$1.40	\$1.40	\$1.40
Benin	\$1.90	\$1.90	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35	\$0.20	\$0.35
Botswana	\$1.60	\$1.60	\$1.60	\$1.60
Brazil	\$0.05	\$0.30	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90	\$1.90	\$1.90
Burundi	\$1.90	\$1.90	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95	\$1.95	\$1.95
Canada	\$0.01	\$0.01	Unlimited	Unlimited
Cayman Is	\$1.35	\$1.35	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90	\$1.90	\$1.90
Chad	\$1.95	\$1.95	\$1.95	\$1.95
Chile	\$0.05	\$0.30	Unlimited	\$0.30
China	\$0.02	\$0.02	Unlimited	Unlimited
Colombia	\$1.40	\$1.40	\$1.40	\$1.40
Comoros	\$1.50	\$1.50	\$1.50	\$1.50
Congo	\$1.90	\$1.90	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60	\$1.60	\$1.60
Croatia	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15	\$1.15	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05	Unlimited	Unlimited
Czech Republic	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.05	\$0.30	Unlimited	\$0.30
Diego-Garcia	\$1.90	\$1.90	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95	\$1.95	\$1.95
Dominica	\$1.15	\$1.15	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85	\$0.85	\$0.85
East Timor	\$0.65	\$0.65	\$0.65	\$0.65
Ecuador	\$1.40	\$1.40	\$1.40	\$1.40
Egypt	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95	\$1.95	\$1.95

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Rates charged in per minute blocks and all rates include GST	These rates apply to			
	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Estonia	\$0.20	\$0.20	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40	\$1.40	\$1.40
Faroe Islands	\$1.25	\$1.25	\$1.25	\$1.25
Fiji	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	\$0.65	\$0.90
France	\$0.03	\$0.20	Unlimited	Unlimited
French Guiana	\$1.40	\$1.40	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00	\$1.00	\$1.00
Gabon	\$1.90	\$1.90	\$1.90	\$1.90
Gambia	\$1.90	\$1.90	\$1.90	\$1.90
Georgia	\$1.55	\$1.55	\$1.55	\$1.55
Germany	\$0.05	\$0.25	Unlimited	\$0.15
Ghana	\$0.20	\$0.20	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20	\$1.20	\$1.20
Greece	\$0.03	\$0.20	Unlimited	Unlimited
Greenland	\$1.25	\$1.25	\$1.25	\$1.25
Grenada	\$1.40	\$1.40	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25	\$1.25	\$1.25
Guam	\$0.75	\$0.75	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40	\$1.40	\$1.40
Guinea	\$1.90	\$1.90	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95	\$1.95	\$1.95
Guyana	\$1.50	\$1.50	\$1.50	\$1.50
Haiti	\$1.80	\$1.80	\$1.80	\$1.80
Hawaii	\$0.02	\$0.02	Unlimited	Unlimited
Honduras	\$1.40	\$1.40	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02	Unlimited	Unlimited
Hungary	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00	\$1.00	\$1.00	\$1.00
India	\$0.03	\$0.03	Unlimited	Unlimited
Indonesia	\$0.10	\$0.10	Unlimited	\$0.10
Iran	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.03	\$0.25	Unlimited	\$0.20
Israel	\$0.03	\$0.15	Unlimited	\$0.10
Italy	\$0.03	\$0.25	Unlimited	\$0.20
Ivory Coast	\$1.90	\$1.90	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35	\$1.35	\$1.35
Japan	\$0.03	\$0.15	Unlimited	\$0.10
Jordan	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55	\$1.55	\$1.55
Kenya	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05	Unlimited	Unlimited

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Rates charged in per minute blocks and all rates include GST	These rates apply to			
	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Kuwait	\$1.40	\$1.40	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20	\$0.20	\$0.20
Latvia	\$1.15	\$1.15	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35	\$1.35	\$1.35
Liberia	\$1.95	\$1.95	\$1.95	\$1.95
Libya	\$1.60	\$1.60	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75	\$0.75	\$0.75
Macau	\$1.35	\$1.35	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90	\$1.90	\$1.90
Malawi	\$1.60	\$1.60	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03	Unlimited	Unlimited
Maldives	\$1.90	\$1.90	\$1.90	\$1.90
Mali	\$1.90	\$1.90	\$1.90	\$1.90
Malta	\$0.20	\$0.05	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70	\$1.70	\$1.70
Martinique	\$1.35	\$1.35	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40	\$1.40	\$1.40
Mexico	\$1.10	\$1.10	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63	\$1.63	\$1.63
Monaco	\$0.64	\$0.64	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60	\$1.60	\$1.60
Morocco	\$1.95	\$1.95	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70	\$1.70	\$1.70
Namibia	\$1.60	\$1.60	\$1.60	\$1.60
Nauru	\$1.95	\$1.95	\$1.95	\$1.95
Nepal	\$1.60	\$1.60	\$1.60	\$1.60
Netherlands	\$0.03	\$0.25	Unlimited	\$0.20
Netherlands Antilles	\$1.25	\$1.25	\$1.25	\$1.25
New Caledonia	\$1.00	\$1.00	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30	Unlimited	Unlimited
Nicaragua	\$0.25	\$0.25	\$0.25	\$0.25
Niger	\$1.90	\$1.90	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95	\$1.95	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40	\$1.40	\$1.40

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Rates charged in per minute blocks and all rates include GST	These rates apply to			
	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Norway	\$0.30	\$0.30	Unlimited	\$0.30
Oman	\$1.30	\$1.30	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15	Unlimited	\$0.10
Palau	\$1.30	\$1.30	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03	Unlimited	Unlimited
Panama	\$1.35	\$1.35	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25	\$0.25	\$0.25
Peru	\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.02	\$0.15	\$0.02	\$0.15
Poland	\$0.05	\$0.20	Unlimited	\$0.20
Portugal	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75	\$0.75	\$0.75
Qatar	\$1.90	\$1.90	\$1.90	\$1.90
Reunion	\$1.60	\$1.60	\$1.60	\$1.60
Romania	\$0.10	\$0.25	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55	\$0.55
San Marino	\$0.48	\$0.48	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58	\$1.58	\$1.58
Senegal	\$1.95	\$1.95	\$1.95	\$1.95
Serbia	\$0.25	\$0.25	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90	\$1.90	\$1.90
Singapore	\$0.02	\$0.02	Unlimited	Unlimited
Slovakia	\$0.20	\$0.20	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34	\$1.34	\$1.34
Somalia	\$1.95	\$1.95	\$1.95	\$1.95
South Africa	\$0.05	\$0.25	Unlimited	\$0.20
South Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Spain	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15	\$0.10	\$0.15
Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Suriname	\$1.35	\$1.35	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90	\$1.90	\$1.90
Sweden	\$0.05	\$0.20	Unlimited	\$0.20
Switzerland	\$0.05	\$1.12	Unlimited	\$1.12
Syria	\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15	Unlimited	Unlimited

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	Home Business Bundle S, M and L		Home Business Bundle XL	
	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service	0011/0015 Calls to a Fixed Service	0011 Calls to a Mobile Service
Tajikistan	\$1.35	\$1.35	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60	\$1.60	\$1.60
Thailand	\$0.03	\$0.03	Unlimited	Unlimited
Togo	\$1.90	\$1.90	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95	\$1.95	\$1.95
Tonga	\$0.90	\$0.90	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20	\$1.20	\$1.20
Turkey	\$0.05	\$0.15	Unlimited	\$0.10
Turkmenistan	\$1.35	\$1.35	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76	\$1.76	\$1.76
Uganda	\$1.60	\$1.60	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20	Unlimited	Unlimited
United States	\$0.02	\$0.02	Unlimited	Unlimited
Uruguay	\$0.15	\$0.40	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05	Unlimited	Unlimited
Virgin Islands (British)	\$1.60	\$1.60	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40	\$1.40	\$1.40
Yemen	\$1.60	\$1.60	\$1.60	\$1.60
Zambia	\$1.60	\$1.60	\$1.60	\$1.60
Zimbabwe	\$0.20	\$0.55	\$0.20	\$0.55