

Part D – Special Offers

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Part D – Special Offers

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 Home Broadband Plans section apply.
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2 Combo Rewards

Not available with Bundles sold on or after 7 March 2011

- 2.1 If you have a Home Bundle, you may be eligible for one or more of the following Combo Rewards on additional Telstra services.
- 2.2 To be eligible for a Combo Reward, your additional service must be on a Single Bill with your Home Bundle.
- 2.3 There is a limit of four Combo Rewards per Home Bundle.
- 2.4 Standard charges apply for your service until the Combo Reward is activated.
- 2.5 Combo Rewards are not available with any other offer, unless we advise otherwise.

Home Bundle and Mobile Combo Reward

- 2.6 The Home Bundle and Mobile Combo Reward gives you \$10 off the monthly access fee for a consumer post-paid Telstra mobile service with a monthly access fee of \$30 or above, while your Home Bundle remains active.
- 2.7 If you take up the Home Bundle and Mobile Combo Reward, the cost of voice calls between up to five Telstra fixed and mobile services on your account, excluding international calls and roaming, is included (**Family Calls Bonus**). If you have an Ultimate Plan, New Ultimate Plan or Ultimate II Plan you cannot make these Family Calls from your mobile service.
- 2.8 Our Responsible Use Policy applies to the Family Calls Bonus under the Home Bundle and Mobile Combo Reward. This means that:
 - (a) the Family Calls Bonus is intended for retail customers to use for their own personal usage. You must not resell or commercially exploit this benefit. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale;
 - (b) you must not use the Family Calls Bonus in a way that is unreasonable. We consider it unreasonable where you use Family Calls fraudulently or in a manner that causes significant network congestion. Fraudulent use of Family Calls includes resupplying our service without our consent, so that someone else can take advantage of the Family Calls Bonus;
 - (c) if you are in breach of this policy, we will tell you by writing to you, telephoning you or sending you a text message. If you do not follow this policy (or fix the breach) within 30 days of us telling you, we can cancel your Family Calls Bonus and our standard charges will apply for those calls.

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- 2.9 If you cancel any service in your Home Bundle or your Home Bundle ends, we may remove your \$10 monthly discount and Family Calls Bonus and standard charges will apply.

Home Bundle and Telstra Voice (previously HomeLine) Combo Reward

- 2.10 The Home Bundle and Telstra Voice Combo Reward gives you \$10 off the monthly access fee for your Telstra full service fixed phone, while your Home Bundle remains active.
- 2.11 If you cancel any service in your Home Bundle or your Home Bundle ends, we may remove this Combo Reward and standard charges will apply.

Home Bundle and BigPond Broadband Combo Reward

- 2.12 The Home Bundle and BigPond Broadband Combo Reward gives you \$10 off the monthly access fee for your eligible BigPond Broadband, while your Home Bundle remains active.
- 2.13 If you cancel any service in your Home Bundle or your Home Bundle ends, we may remove this Combo Reward and standard charges will apply.

Home Bundle and BigPond Mobile Broadband Combo Reward

- 2.14 The Home Bundle and BigPond Mobile Broadband Combo Reward gives you:
- (a) \$10 off the standard monthly access fee; and
 - (b) a bonus 25% monthly usage allowance,
- for your eligible BigPond Mobile Broadband service, while your Home Bundle remains active.
- 2.15 This Combo Reward is only available with a compatible device. The compatible devices may be changed by Telstra from time to time.
- 2.16 BigPond Mobile Broadband plans with a modem or Network Gateway are not eligible for this Combo Reward.
- 2.17 The BigPond Mobile Broadband 400MB plan is not eligible for this Combo Reward.
- 2.18 If you cancel any service in your Home Bundle or your Home Bundle ends, we may remove this Combo Reward and standard charges will apply.

Home Bundle and FOXTEL from Telstra Combo Reward

- 2.19 The Home Bundle and FOXTEL from Telstra Combo Reward gives you \$10 off the monthly service fee for your eligible FOXTEL from Telstra service, while your Home Bundle remains active.
- 2.20 Only FOXTEL from Telstra Value Packs with a monthly service fee of \$72 or more are eligible for this Combo Reward.
- 2.21 If you cancel any service in your Home Bundle or your Home Bundle ends, we may remove this Combo Reward and standard charges will apply.

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3 BigPond Mobile Broadband Member Offer

- 3.1 This offer is not available for new connections from 25 November 2012.
- 3.2 From 7 June 2011, if you:
- (a) have a 13 digit account number;
 - (b) take up a Bundle or move to a Bundle that is available to new customers;
 - (c) take up a BigPond Mobile Broadband service on a new 24 month term with a minimum monthly access fee of at least \$39.95 on a Single Bill; and
 - (d) you have an eligible BigPond Mobile Broadband device (a BigPond Mobile Broadband Network Gateway or BigPond Mobile Broadband Wi-Fi device is not an eligible device)

you will be eligible to receive the BigPond Mobile Broadband Member Benefit, which gives you a \$10 discount off the monthly access fee for your BigPond Mobile Broadband plan.

If you also purchase a new BigPond Mobile Broadband Device, you may be eligible for a rebate on your device, as set out in the table below.

Device Type	BigPond Mobile Broadband Device Rebate
BigPond Ultimate® USB	\$299
BigPond Broadband Ready Device	\$299
BigPond USB 4G	\$299

- 3.3 If you take up a BigPond Mobile Broadband Network Gateway or BigPond Mobile Broadband Wi-Fi with your BigPond Mobile Broadband Service, you are not eligible to take up this offer.
- 3.4 If you are no longer eligible for the BigPond Mobile Broadband Member Benefit, we may remove the \$10 per month discount and charge you the standard price for your services. Your minimum term will still apply.
- 3.5 The BigPond Mobile Broadband Member Benefit will be removed once your BigPond Mobile Broadband service 24 month term ends.
- 3.6 Not compatible with other offers, including BigPond Mobile Broadband Multiple Product Benefit and BigPond Broadband Multiple Product Benefit, unless we advise otherwise.

4 Family Calls Benefit

- 4.1 From 28 February 2012, if you:
- (a) have a 13 digit account number; and
 - (b) take up a Bundle or move to a Bundle that is available to new customers;

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your Bundle includes voice calls in Australia between up to four Telstra post-paid mobile services on your Single Bill, and between those mobiles and the Telstra Voice service in your Bundle. International and roaming calls, calls to satellite mobiles and diverted calls are not included. If you have an Ultimate Plan, New Ultimate Plan or Ultimate II Plan, calls from your mobile service are not included. Your Telstra post-paid mobile services must have a 13 digit account number.

- 4.2 The Family Calls Benefit will be applied once all the services in your Bundle are activated. Until such time standard charges will apply.
- 4.3 Our Responsible Use Policy applies to the Family Calls Benefit. This means that:
- (a) the Family Calls Benefit is intended for retail customers to use for their own personal usage. You must not resell or commercially exploit this benefit. You must not re-route call traffic in order to disguise the originating party or for the purposes of resale;
 - (b) you must not use the Family Calls Benefit in a way that is unreasonable. We consider it unreasonable where you use Family Calls Benefit fraudulently or in a manner that causes significant network congestion. Fraudulent use of Family Calls Benefit includes resupplying our service without our consent, so that someone else can take advantage of the Family Calls Benefit;
 - (c) if you are in breach of this policy, we will tell you by writing to you, telephoning you or sending you a text message. If you do not follow this policy (or fix the breach) within 30 days of us telling you, we can cancel your Family Calls Benefit and standard charges will apply for those calls.
- 4.4 If you cancel any service in your Bundle or your Bundle ends, we may remove your Family Calls Benefit and standard charges will apply.

5 Foxtel from Telstra Bundle Discount

- 5.1 This offer is not available for new connections from 13 May 2014.
- 5.2 Subject to clause 5.3, from 21 January 2013, if you have a T-Bundle Connector, Telstra Bundle Range or Telstra Entertainer Bundle Range plan and a Foxtel from Telstra service on the same Single Bill you will receive a 10% discount per month on your Foxtel from Telstra Package monthly subscription charges and monthly Multiroom subscription charges (if applicable). The Foxtel from Telstra Bundle Discount does not apply to one-off and monthly recurring installation and equipment charges.
- 5.3 Existing customers with a T-Bundle Connector plan and a Foxtel from Telstra service on the same Single Bill at 21 January 2013 received the Foxtel from Telstra Bundle Discount from 25 January 2013.
- 5.4 If your Foxtel from Telstra service or Bundle is cancelled or your Foxtel from Telstra service is converted to Foxtel, you will no longer receive the Foxtel from Telstra Bundle Discount.
- 5.5 The terms and conditions of the Foxtel from Telstra Service Agreement and Privacy Statement as well as the T-Bundle Connector plan terms and conditions apply in conjunction this offer.

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6 Mobile Bundle Bonus

6.1 From 23 April 2013 to 31 October 2017, if you

- (a) had a 13 digit account number;
- (b) took up or changed plan to a
 - (i) Telstra Home Bundle S, M, L, XL or Global Bundle
 - (ii) Telstra Entertainer Super Bundle S, M, M Sport, L or XL Bundle
 - (iii) Telstra Entertainer Supreme Bundle S, M, L, L Sport or XL Bundle
 - (iv) Telstra Entertainer Starter Bundle M, L or XL Bundle
 - (v) Telstra Everyday Bundle;
 - (vi) Telstra Max Bundle;
 - (vii) Telstra Pinnacle Bundle;
 - (viii) Telstra Entertainer Bundle;
 - (ix) Telstra Entertainer Max Bundle; or
 - (x) Telstra Entertainer Pinnacle Bundle; and
- (c) on the same Single Bill as your Bundle, have a Mobile Accelerate, Every Day Connect, Telstra No Lock-In, Freedom Connect or Next G® Cap mobile service with a minimum monthly charge of at least \$45 per month that does not include unlimited calls to standard Australian numbers (“**Eligible Mobile Service**”);

you are eligible to for the Mobile Bundle Bonus.

6.2 You can receive a maximum of four Mobile Bundle Bonuses per Bundle.

6.3 The Mobile Bundle Bonus gives you \$50 additional allowance each month on your Eligible Mobile Service for SMS, MMS and national calls to standard Australian landline and mobile numbers. The additional call value cannot be used for things like calls, SMS or MMS to international numbers or while overseas, calls or SMS to premium numbers (eg 19xx numbers) and some satellite numbers, calls to 1234, 12 455 and 12 456 numbers or content charges (including third party charges). The terms for your Eligible Mobile Service in Part B – Pricing Plans of the Telstra Mobile Section of Our Customer Terms set out the details of included and excluded call types.

6.4 Any unused value expires each month and does not accumulate.

6.5 The Mobile Bundle Bonus is not available with any other offer, unless we advise otherwise

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7 Home Internet Bundle Special Offers

7.1 The following additional inclusions apply to the Home Internet Bundles:

	Connect	Connect Plus	Entertainment	Entertainment Plus		
				with Telstra TV	with Foxtel Entertainment	with Foxtel Platinum
Bonus Data (total, base and bonus allowances shown)						
Availability	No longer available for new sales after 26 February 2018.					
Cost per month	\$70	\$90	\$99	\$130	\$130	\$220
Home broadband data	NA	1000GB	Unlimited	Unlimited		
Entertainment						
	NA	NA	Telstra TV + 3 Months Free Foxtel Now Starter Pack Trial if you receive a Telstra TV as part of your bundle. Must be redeemed before 31/03/2018.	Telstra TV + 24 Months Free Foxtel Now Starter Pack	Foxtel from Telstra Entertainment Package	Foxtel from Telstra Platinum HD Package

7.2 From 31 October 2017 until 26 February 2018 the Home Internet Connect Plus Bundle was available for \$80/mth (\$10 monthly discount).