

# Our Customer Terms

## Home Broadband Plans Section

### Part B – Current Home Broadband Plans

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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 Home Broadband Plans

### Availability

- 2.1 Customers with a 13-digit account number can choose from the available Home Broadband Plans set out in this section of Our Customer Terms (**Home Broadband Plan**).

### Home Broadband Plan inclusions

- 2.2 The following Home Broadband Plans are available:

	Core Internet	Unlimited Internet	Premium Internet
Availability, pricing and contract term			
Availability	From 4 May 2021 until further notice	From 24 August 2021 until further notice	From 18 February 2020 until further notice
Plan option	Casual (month to month) only		
Monthly price	\$93	\$109	\$113
Minimum cost when you stay connected for 24 months and may change if month-to-month plan price changes	<p>\$408</p> <p>\$93/mth plan cost, \$99 connection fee and \$216 modem charge).</p> <p>If you leave within 24 months pay out the modem pro rata (\$9/mth) or stay connected to have fee waived.</p>	<p>\$424</p> <p>\$109/mth plan cost, \$99 connection fee and \$216 modem charge).</p> <p>If you leave within 24 months pay out the modem pro rata (\$9/mth) or stay connected to have fee waived.</p>	<p>\$428</p> <p>\$113/mth plan cost, \$99 connection fee and \$216 modem charge).</p> <p>If you leave within 24 months pay out the modem pro rata (\$9/mth) or stay connected to have fee waived.</p>
Setup costs	<p><b>\$99</b> connection charge for new Telstra Home Phone or Home Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises</p> <p><b>\$240</b> Standard Professional Installation charge if you request a technician at your premises</p>		
Home Broadband			

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	Core Internet	Unlimited Internet	Premium Internet
<b>Home broadband data allowance</b>	Unlimited	Unlimited	Unlimited
<b>Telstra Wi-Fi Modem</b>	<p>Included for new Telstra customers who stay connected for 24 months</p> <p>If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.</p>		
<b>Speeds</b>	This plan includes Standard Evening Speed for nbn™ network customers	This plan includes Standard Plus Evening Speed for nbn™ network customers	This plan includes Premium Evening Speed for nbn™ network customers. Only available to FTTP, HFC, FTTC and selected FTTN/B customers on the nbn network.
	<p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See <a href="https://www.telstra.com/nbn-speeds">telstra.com/nbn-speeds</a>.</p> <p>Typical evening download speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>		
<b>Internet Optimiser</b>	<p>Included as an optional feature at no charge while you remain on an eligible plan with a compatible modem. For details, visit <a href="https://www.telstra.com.au/internet/internet-optimiser">telstra.com.au/internet/internet-optimiser</a></p>		
<b>3 for Free Broadband Data Top-ups</b>	Not available (this plan already includes unlimited data)	Not available (this plan already includes unlimited data)	Not available (this plan already includes unlimited data)
<b>Home Phone</b>			
<b>Standard local calls</b>	Unlimited	Unlimited	Unlimited
<b>Calls to 13 numbers</b>	Unlimited		

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	Core Internet	Unlimited Internet	Premium Internet
National calls to standard fixed lines	Unlimited		
Calls to standard Australian mobiles	Unlimited	Unlimited	Unlimited
International calls	International Plus Rates – included		
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 2.12 for add-on details)		
Family Calls Benefit	Included	Included	Included
MessageBank®	Included	Included	Included
Calling Number Display	Included	Included	Included
Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456).		
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	\$0.00 call connection charge \$0.00 per minute block charge		

#### Invite Only Home Broadband Plan

2.3 The Starter Internet Plan is available to eligible customers invited by us:

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	Starter Internet
Availability, pricing and contract term	
Availability	From 4 May 2021 until further notice
Plan option	Casual (month to month) only
Monthly price	\$65
Minimum Cost when you stay connected for 24 months and may change if month-to-month plan price changes	<p>\$340</p> <p>(\$65/mth plan cost, \$59 connection fee and \$216 modem charge).</p> <p>If you leave within 24 months pay out the modem pro rata (\$9/mth) or stay connected to have fee waived.</p>
Setup costs	<p><b>\$59</b> connection charge for new Telstra Home Phone or Home Broadband customers</p> <p>Standard Professional Installation is optional for eligible new Telstra Home Broadband customers</p>
Home Broadband	
Home Broadband data allowance	50GB
Telstra Wi-Fi Modem	<p>Included for new Telstra customers who stay connected for 24 months</p> <p>If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment</p>
Speeds	<p>This plan includes Basic Evening Speed for nbn™ network customers.</p> <p>An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See <a href="https://www.telstra.com/nbn-speeds">telstra.com/nbn-speeds</a>.</p> <p>Typical evening download speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>

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<b>Internet Optimiser</b>	Included as an optional feature at no charge while you remain on an eligible plan with a compatible modem. For details, visit <a href="http://telstra.com.au/internet/internet-optimiser">telstra.com.au/internet/internet-optimiser</a>
<b>Home Phone</b>	
<b>Standard local calls</b>	Unlimited
<b>Calls to 13 numbers</b>	Unlimited
<b>National calls to standard fixed lines</b>	Unlimited (excludes certain premium numbers including 19xx numbers)
<b>Calls to standard Australian mobiles</b>	Unlimited
<b>International calls</b>	International Plus Rates – included (call rates start at 1c per minute plus a 55c call connection fee)
<b>International Ultimate Calling Pack</b>	Available to add on for \$15/mth (see section 2.12 for add-on details)
<b>Family Calls Benefit</b>	Included
<b>MessageBank®</b>	Included
<b>Calling Number Display</b>	Included
<b>Calls to Directory Assistance (1223), 1234 service and Call Connect (12456)</b>	Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456).
<b>Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers</b>	\$0.00 call connection charge \$0.00 per minute block charge

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- 2.4 To be eligible for the Starter Internet Plan you must be a home customer who holds and maintains a valid eligible Pension Concession card and was issued for a full year. Eligible Pension Concession cards are:

A pensioner concession card issued by the Australian Department of Veterans Affairs.

A Centrelink pensioner concession card and being any one of the following payment types:

- Age Pension, card code AGE, AGE BLIND
- Carer Payment recipient, card code CAR
- Disability support pension, card code DSP, DSP BLIND
- Mature age allowance, card code MAA
- Mature age partner allowance, card code MPA
- Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
- Newstart mature age allowance, card code NMA
- Parenting Payment (Partnered), card code PPP
- Parenting Payment (Single), card code PPS (PCC version only, not HCC) Partner Allowance, card code PTA
- Sickness Allowance, card code SAL
- Special Benefit (over 60), card code SPL
- Widow Allowance, card code WDA
- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

- 2.5 You have to give us:

- (a) your name, date of birth and postcode; and
- (b) your customer reference number for Centrelink or the Department of Veterans' Affairs.

- 2.6 By applying for this plan, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid Pension Concession card. If you revoke this consent, you are not eligible to receive this plan.

- 2.7 You must tell us if your circumstances change.

- 2.8 Alternatively, to be eligible for this plan you must have a Telstra home phone service (and no fixed/home broadband service) and take up a Telstra fixed/home broadband service for the first time or hold and maintain a valid Seniors Card obtained in your State or Territory.

#### **Changing/cancelling your plan**

- 2.9 You can change to another plan within your plan range once a month while the plan range remains available to new Telstra customers.
- 2.10 There are no Early Termination Charges if you cancel your plan. However, you will need to payout the remaining cost of your Telstra Wi-Fi Modem (if you received a modem included in your plan) if you cancel your plan within 24 months of connecting, and any outstanding Hardware Repayment Option repayments will be payable in full.
- 2.11 If you cancel your home phone, or home broadband, or transfer one (or more) of these services to another service provider, your plan will be cancelled.

#### **Home Broadband Plan Add-on**

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2.12 The following add-on is available to all Current Home Broadband Plans:

<b>International Ultimate Calling Pack</b>  You will receive unlimited calls to fixed lines in 35 destinations and to mobiles in 17 of these destinations. Destinations and rates are set out at <a href="http://telstra.com.au/international-rates">telstra.com.au/international-rates</a>	\$15/mth
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#### Superfast and Ultrafast Add-ons

2.13 The following Superfast and Ultrafast Add-ons are available to customers on a Premium Internet plan (see section 2.2 for pricing and details of the Premium Internet Plan) with an eligible connection type:

	Superfast Add-On	Ultrafast Add-On
<b>Availability</b>	From 29 September 2020 until further notice	From 29 September 2020 until further notice
<b>Plan option</b>	Casual (month to month) only	
<b>Monthly price of Add-on</b>	\$16	\$26
<b>Total Monthly price (including Premium Internet plan monthly price)</b>	\$129 (\$113/mth for Premium Internet plan + \$16/mth for Superfast Add-on)	\$139 (\$113/mth for Premium Internet plan + \$26/mth for Ultrafast Add-on)
<b>Minimum cost when you stay connected on a Premium Internet plan and maintain the Add-on for 24 months and may change if month-to-month plan price changes</b>	\$444 ((\$113/mth plan cost, \$99 connection fee, \$216 modem charge + \$16/mth Superfast Add-on).	\$454 ((\$113/mth plan cost, \$99 connection fee, \$216 modem charge + \$26/mth Ultrafast Add-on).
<b>Eligible connection type</b>	FTTP and most HFC connections only	FTTP and a small number of HFC connections only



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<b>Speeds</b>	Details regarding the typical evening download speeds included in this Superfast Add-on are <a href="#">available here</a> .	Details regarding the typical evening download speeds included in this Ultrafast Add-on are <a href="#">available here</a> .
	An nbn™ service can never go faster than the maximum line speed available at your premises. Speeds can vary due to a range of factors, including the access type, maximum speed of your broadband plan tier and your service provider's network capacity. See <a href="https://www.telstra.com/nbn-speeds">telstra.com/nbn-speeds</a> .	
<b>For personal/ordinary domestic use only</b>	<p>These Add-ons are for personal/ordinary domestic use only.</p> <p>You must not use them in a manner that a reasonable person would not regard as being personal/ordinary domestic use, or in a manner that causes significant interference with, disruption to or congestion on our network.</p> <p>Examples of conduct that Telstra considers to be non-personal/ordinary domestic use include:</p> <ul style="list-style-type: none"> <li>(a) maximising use of bandwidth to gain publicity or notoriety;</li> <li>(b) using your service to defame, harass or abuse anyone or violate any person's privacy;</li> <li>(c) using your service in a manner designed to disrupt or compromise the security or performance of any system or network; and/or</li> <li>(d) using your service to distribute or make available obscene, offensive or illegal material.</li> </ul>	

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	<p>We may monitor and review your use of these Add-ons to make sure it complies with this provision. We'll do so in accordance with our privacy statement. This may include verifying that your use of them is for personal/ordinary domestic use, as well as getting in touch to talk about your usage. If we ask you to, you must provide us with an explanation about your usage within a timeframe we reasonably set.</p> <p>If you fail to provide us with a satisfactory explanation, or if you otherwise breach this provision, we may take remedial action including:</p> <ul style="list-style-type: none"><li>(a) for a serious breach, immediately terminating or suspending your service;</li><li>(b) for a non-serious breach where the consequences are serious, immediately terminating or suspending your service;</li><li>(c) for all other breaches, immediately suspending your service and then terminating the service if you do not remedy the breach;</li><li>(d) if your service involves us publishing, hosting or making available material or content provided or selected by you, removing or disabling access to that material or content;</li><li>(e) giving you a notice to stop the activities or conduct, or to take steps to remedy your breach;</li><li>(f) giving you a warning that any further repetition of the activity or conduct will result in us immediately terminating or suspending your service; and/or</li><li>(g) reporting of the activities or conduct to relevant authorities.</li></ul> <p>We will try to tell you before we terminate or suspend your service if it is reasonably possible for us to do so.</p> <p>For the avoidance of doubt, your personal/ordinary domestic use of these Add-ons will not breach this provision. For example, a high level of personal/ordinary domestic use of an Add-On service with no data limit will not be a breach of this provision.</p>
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#### 3 Home Broadband Plan inclusion details

- 3.1 Your Home Broadband Plan includes some or all of the following as indicated in section 2 above:

Inclusion	Description and terms
<b>Home broadband service</b>	<ul style="list-style-type: none"><li>If your plan doesn't include unlimited data and you exceed your monthly data allowance, the speed of your service will slow to 256Kbps until your next billing cycle starts.</li></ul>
<b>International calls</b>	<ul style="list-style-type: none"><li>All plans in the Internet Plans range include International Plus Rates.</li><li>Destinations and rates included in the International Plus Rates are available at <a href="https://telstra.com/international-rates">telstra.com/international-rates</a>.</li></ul>
<b>Internet Optimiser</b>	<ul style="list-style-type: none"><li>Internet Optimiser lets you choose how traffic in your home network should be prioritised when its busy, so real-time activities like online gaming or video calling will take precedence over other household use.</li><li>Once added to your service via MyTelstra, it runs on your Telstra Smart Modem and preferences can be customised using a web portal.</li><li>In order to add on Internet Optimiser, you must have:<ul style="list-style-type: none"><li>an existing Telstra nbn fixed line broadband plan (incompatible with Fixed Wireless, 5G Home Broadband, ADSL and Ultrafast speed add-on)</li><li>a compatible modem (Telstra Smart Modem Gen 1.1, Gen 2.0 or Gen 3) connected to the nbn network</li></ul></li></ul> <p>Full terms and conditions for Telstra Internet Optimiser are set out in <a href="#">Part H – Internet Optimiser</a></p>
<b>Pensioner Discount</b>	<p>If you have an eligible Pensioner Concession card, you can apply to receive:</p> <ul style="list-style-type: none"><li>A \$15/mth call allowance which can be used for 019 number, 13 number and international calls</li><li>Discounted connection charge for eligible customers</li><li>Waiving of Payment Processing and Late Payment fees</li></ul>

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#### 4 Telstra Wi-Fi Modems (all Home Broadband Plans)

- 4.1 We will include a Telstra Wi-Fi Modem in our Internet Plans for new Telstra customers who stay connected to a Home Broadband Plan for 24 months.
- 4.2 If you receive a Telstra Wi-Fi Modem included in your plan:
- (a) we will not charge you for the modem if you stay connected to a Home Broadband Plan for 24 months from connection;

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- (b) if you cancel your Home Broadband Plan within 24 months of connection, we will charge you the remaining cost of your modem, calculated based on the modem cost of \$9 per month and the number of months remaining in the 24 month commitment.