

Part B – Current Home Broadband Plans

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Our Customer Terms

Home Broadband Plans Section

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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.

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 14 December 2019 until further notice	From 26 February 2019 until further notice	From 18 February 2020 until further notice
Plan option	Casual (month to month) only		
Monthly price	\$75	\$90	\$110
Minimum cost when you stay connected for 24 months and may change if month-to-month plan price changes	\$1,899 (\$75/mth x 24 months) + \$99 connection charge	\$2,259 (\$90/mth x 24 months) + \$99 connection charge	\$2,739 (\$110/mth x 24 months) + \$99 connection charge
Setup costs	<p>\$99 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>\$240 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
Home broadband data allowance	500GB	Unlimited	Unlimited
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 Standard Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.</p>	<p>This plan includes Standard Plus Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity customers.</p>	<p>This plan includes Premium 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 telstra.com/nbn-speeds.</p> <p>Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>		
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan		
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem		
nbn satisfaction guarantee	Included	Included	Included
3 for Free Broadband Data Top-ups	Available	Not available (this plan already includes unlimited data)	Not available (this plan already includes unlimited data)
Home Phone			
Standard local calls	Unlimited	Unlimited	Unlimited

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	Core Internet	Unlimited Internet	Premium Internet
Calls to 13 numbers	Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)		
National calls to standard fixed lines	Unlimited (excludes certain premium numbers including 19xx numbers)		
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). The attempted connection charge is \$1.50		

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	Core Internet	Unlimited Internet	Premium Internet
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:

	Starter Internet
Availability, pricing and contract term	
Availability	From 26 February 2019 until further notice
Plan option	Casual (month to month) only
Monthly price	\$60
Minimum Cost when you stay connected for 24 months and may change if month-to-month plan price changes	\$1,499 (\$60/mth x 24 months) + \$59 connection charge
Setup costs	\$59 connection charge for new Telstra Home Phone or Home Broadband customers Standard Professional Installation is optional for eligible new Telstra Home Broadband customers
Home Broadband	
Home Broadband data allowance	25GB
Telstra Wi-Fi Modem	Included for new Telstra customers who stay connected for 24 months If you cancel your plan within 24 months of connecting, you'll need to

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	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
Speeds	<p>This plan includes Basic Evening Speed for nbn™ network customers and Velocity Standard Speed for Velocity 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 telstra.com/nbn-speeds.</p> <p>Typical minimum speeds between 7pm-11pm will be lower on nbn™ Fixed Wireless.</p>
Telstra Broadband Protect	Included at no charge while you remain on an eligible plan
Telstra Air®	Included for customers with an eligible service type and Telstra Wi-Fi Modem
nbn satisfaction guarantee	Included
3 for Free Broadband Data Top-ups	Available
Home Phone	
Standard local calls	Unlimited
Calls to 13 numbers	<p>Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call</p> <p>(except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)</p>
National calls to standard fixed lines	<p>Unlimited</p> <p>(excludes certain premium numbers including 19xx numbers)</p>
Calls to standard Australian mobiles	Unlimited
International calls	<p>International Plus Rates – included</p> <p>(call rates start at 1c per minute plus a 55c call connection fee)</p>
International Ultimate Calling Pack	Available to add on for \$15/mth (see section 2.12 for add-on details)

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Family Calls Benefit	Included
MessageBank®	Included
Calling Number Display	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). The attempted connection charge is \$1.50
Calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers	<p>\$0.00 call connection charge</p> <p>\$0.00 per minute block charge</p>

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.

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- 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

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

International Ultimate Calling Pack	\$15/mth
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 telstra.com.au/international-rates	

3 Home Broadband Plan inclusion details (all Home Broadband Plans)

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

Inclusion	Description and terms
Home broadband service	<ul style="list-style-type: none"> 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.

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Inclusion	Description and terms
Telstra Air Membership	<ul style="list-style-type: none"> See Telstra Air for full terms and conditions for Telstra Air. Telstra Air membership is available to Home Broadband Plan customers with a broadband service provided over ADSL, Cable or NBN. Velocity services are excluded. You will also need a compatible modem. Eligible customers will receive a Telstra Air compatible modem as part of their Home Broadband Plan. If you do not receive a modem with your Home Broadband Plan, you may need to buy one. For a list of compatible modems visit telstra.com/air.
International calls	<ul style="list-style-type: none"> All plans in the Internet Plans range include International Plus Rates. Destinations and rates included in the International Plus Rates are available at telstra.com/international-rates.
Telstra Broadband Protect Discount	<ul style="list-style-type: none"> 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 your Home Broadband Plan. If your Home Broadband Plan is cancelled you will no longer be entitled to the discount. Full terms and conditions for Telstra Broadband Protect are set out in Part G – BigPond additional services.
Pensioner Discount	<p>If you have an eligible Pensioner Concession card, you can apply to receive:</p> <ul style="list-style-type: none"> A \$15/mth call allowance which can be used for 019 number, 13 number and international calls Discounted connection charge for eligible customers Waiving of Payment Processing and Late Payment fees

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;
- (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.