

Our Customer Terms

Telstra Mobile Section

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Part C – Pricing Plans – Telstra 5G Home Internet Package

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Certain words are used with the specific meanings set in [Part A – General of the Telstra Mobile section](#), or in [the General Terms of Our Customer Terms](#).

1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the [General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Telstra Mobile section](#) for more detail on how the various parts of the Telstra Mobile section should be read together.

- 1.2 Our FairPlay Policy (set out in [General Terms of the Telstra Mobile Section of Our Customer Terms](#)) applies to your 5G Home Internet Service. For the purpose of the FairPlay Policy we consider that excessive use is 1000GB or more a month for three consecutive months. In addition to the restrictions on use set out in the FairPlay Policy, you must not:
- a. manipulate or attempt to bypass any limitations or usage restrictions on your 5G Home Internet Service; or
 - b. use your 5G Home Internet Service in a manner that could interfere with the service, our networks or equipment or those of another purpose, or our ability to provide services to you or another person.

We may use email to contact you if you are in breach of our FairPlay Policy in addition to the other methods of contact set out in the FairPlay Policy.

2 Telstra 5G Home Internet Plan

Availability

- 2.1 The Telstra 5G Home Internet Plan is available to eligible customers invited by us.
- 2.2 Service availability depends on whether a 5G connection is available at your physical address following service qualification checks by us.
- 2.3 The Telstra 5G Home Internet Plan does not include a home phone line. The service is not suitable for customers who need to make or receive calls or to support a lift, medical or security alarm which relies on a phone line to operate.
- 2.4 The Telstra 5G Home Internet Plan is not available with any other offer unless we advise otherwise.

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- 2.5 You can ask us to change the address where the service is provided and we will do so if the new address meets our service qualification requirements, but we cannot guarantee that we will be able to provide the service at the new address. You may experience service disruption from a change in address.
- 2.6 You may only use the Telstra 5G Home Internet Plan with a Telstra 5G Home Modem.

Service Activation and Installation

- 2.7 There is no connection or activation charge.
- 2.8 Professional installation is not available, so you must self install the Telstra 5G Home Modem to access your service by following the instructions we provide.
- 2.9 If you do not self install your Telstra 5G Home Modem within 60 days of receiving it, we may cancel your Telstra 5G Home Internet Plan and you must return your Telstra 5G Home Modem within 60 days or you will be charged for the total cost of the modem (\$696).
- 2.10 When your Telstra 5G Home Modem is delivered, we ask you to check that it is unopened, and contact us if this is not the case.
- 2.11 If you tell us that your modem contains faulty components, you must give us sufficient information to assess it (including allowing us to test your personal computer to evaluate its performance). If the relevant part is not faulty, we may need to charge you a service fee. We will tell you the amount of the service fee before we test the modem.

Ownership and use of equipment

- 2.12 We own any equipment we provide to you to help you use and access the service until you:
- a. have paid for that equipment; or
 - b. for the 5G Home Internet modem, you have paid for your 5G Home Internet Plan for 24 months; or
 - c. we otherwise notify you that ownership of that equipment has passed to you.
- 2.13 While we own the equipment, you must not:
- a. sell or damage the equipment; or
 - b. give the equipment to another person or allow someone else to use it without our prior consent.

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Telstra 5G Network

- 2.14 The Telstra 5G Home Internet Plan and Modem operates on the Telstra 5G Network. If your modem cannot connect to the 5G Network, it will automatically utilise the 4G Network if available.

Access Technology

- 2.15 We provide home broadband services using different technologies. We can change the technology used to provide your Telstra 5G Home Internet service and move you to a different technology. Although this will not involve a change to Our Customer Terms, we will still comply with the requirements of the provisions of the General Terms of Our Customer Terms for changes to Our Customer Terms. The amount of notice (if any) that we will give you and your rights (if any) to cancel your service will depend on the impact that the change in technology has on you, as described in those provisions.
- 2.16 You must give us all reasonable assistance to implement a technology change. This includes providing us (or our contractors) with safe and timely access to the premises and equipment, and you (or your authorised representative who is over 18 years of age) being present at the premises as reasonably requested.
- 2.17 Unless otherwise agreed with you, where we change the technology, we will not charge you for any equipment we supply to you to use with the changed technology, or for installation of that equipment.

3 Telstra 5G Home Internet Plan

- 3.1 The available Telstra 5G Home Internet plan is set out in the table below.

Telstra 5G Home Internet Plan – Month-to-Month	
Monthly Price	\$85
Monthly Data Allowance	3.2 500GB1TB Any unused data allowance will expire at the end of each billing month. There is no option to purchase extra data or top up with this service.
Minimum Term	1 Month
Extra Data	There are no extra data charges, and you cannot purchase extra data or top up. If you exceed your data allowance, speeds will be capped at a maximum of 25Mbps.
What's Included	<ul style="list-style-type: none">5G Home Internet ServiceTelstra 5G Home Modem for customers who stay connected for 24 months. Modem must be returned in good working order if you cancel before 24 months.
What's Not Included	<ul style="list-style-type: none">Home phone line and the option to make any type of voice calls (domestic or international)

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Telstra 5G Home Internet Plan – Month-to-Month	
	<ul style="list-style-type: none">• Telstra Air and Telstra Broadband Protect are not included or compatible with this plan.• 3 for free broadband top ups (included on Fixed Plans with capped data)

3.33.2 Each month you must pay us your Monthly Price. We will start charging you for your service once it is activated, which will occur when we detect your Telstra 5G Home Modem has successfully connected to the network for the first time.

3.43.3 From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just return your Telstra 5G Home Modem in good working order. If we change your plan or move you to a new plan:

- a. We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- b. If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel your plan, you'll need to return your Telstra 5G Home Modem in good working order.

3.53.4 We can tell you about changes to your 5G Home Internet Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the MyTelstra App or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

4 Usage Notifications

4.1 You will receive SMS alerts of your data usage at approximately 50%, 85% and 100% of your monthly data allowance. To check your usage, use the My Telstra App on your compatible smartphone or tablet. Find out how to check your usage at www.telstra.com/myusage.

5 Telstra 5G Home Modem

Geolocking

5.1 The Telstra 5G Home Modem is a fixed modem device. You may only use your modem at the home address you provided when you took up the Telstra 5G Home Internet Plan. If you move outside your home area your speeds will be capped at a maximum of 1.5Mbps. It will not work outside Australia.

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- 5.2 The Telstra 5G Modem will only operate on the Telstra Mobile Network using the Telstra SIM provided with the modem. The SIM must not be removed from the modem or used in another device.

Modem Cost

- 5.3 A Telstra 5G Home Modem is included with your Telstra 5G Home Internet plan if you stay connected for 24 months.
- 5.4 If you cancel your service within 24 months of connecting, you need to return your Telstra 5G Home Modem to us in good working order within ~~60~~ 630 days. We will provide you with an E-Parcel to return the modem at no cost to you. The details will be sent to you via email.
- 5.5 Good working order means returning the modem as new with only minor signs of wear and including all original equipment (eg. Power cable).
- 5.6 If you do not return your modem or it is not returned in good working order, we will charge you for the remaining cost of the modem which is \$29 multiplied by the remaining months in the first 24 months. Eg. If you leave after 20 months you would pay \$29 x 4 (number of remaining months), at a total of \$136.
- 5.7 If we have possession of a returned modem that you have paid for, you may ask us to send the modem back to you at your cost. If you do not ask us to send the modem back to you, you authorise us to hold, dispose of or otherwise deal with the modem on your behalf.

6 Billing and Charges

Electronic Billing and Payment

- 6.1 Your Telstra 5G Home plan requires paperless billing and electronic payment. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 6.2 Exemptions from this fee are available for:
- Telstra Pensioner Discount customers;
 - Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
 - Australian Government Health Care Card Holder customers; and
 - customers who do not have an email address or internet access.
- 6.3 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via My Account on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.

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- 6.4 **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.)