Best Bundle Ever

		$99/mth
Monthly price		$99/mth
Minimum cost	24 month term casual	$2,465 $476
Home broadband data		1,000GB
Local calls		✓
National calls to standard fixed lines		✓
Calls to standard Australian mobiles		✓
International calls		Saver Rates
Telstra TV™	24 month term only	✓

Information about the service

Your plan is a Bundle which includes:
- a home phone service
- Telstra home broadband for your internet service.

The details of these are set out in the table above.

Minimum term
Month-by-month or 24-months

Service availability
Service not available to all areas, homes or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered (the nbn™ network, ADSL, ADSL2+, Cable & Velocity) may be subject to further qualification checks to determine what is available at your location.

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 free of charge.

Broadband speeds
For information on the speeds available please visit **telstra.com/speeds.** A Very Fast Speed Boost is available for an additional $20 per month on the nbn network or a Super Fast Speed Boost for an additional $20 per month for Cable or $30 per month on the nbn network (except on nbn Fixed Wireless). Your bill will show an additional charge each month for your speed upgrade until you cancel it.

If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

Telstra Air®
If a Home Network Gateway is included in your Bundle, Telstra Air membership is included on compatible broadband services. If a Home Network Gateway is not included with your Bundle, you can join Telstra Air but you may need to buy a compatible gateway. For details visit **telstra.com/joinair**

Telstra Broadband Protect
You are entitled to receive a full discount off the standard monthly charge while you remain on this Bundle and otherwise the standard terms for this service apply. See the Telstra Broadband Protect Critical Information Summary for further information.

Mobile Bundle Bonus
You'll receive the Mobile Bundle Bonus on up to four eligible mobiles on the same Single Bill as your Bundle. It includes a $50 additional allowance for calls, MMS and SMS to standard Australian numbers per month on your eligible mobile service. Excludes use overseas. Unused allowance expires each month. For a full list of mobile plans eligible for the Mobile Bundle Bonus please see **telstra.com.au/bundlebonus**

Moving to the nbn network
Your 24 month contract could overlap with the rollout of the nbn network. If you wish to transfer to Telstra on the nbn network, please contact us. If you don't wish to, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No ETC will be charged in these circumstances.

Information about pricing

Your minimum monthly charge and total minimum plan cost
Refer to the table above for your monthly charge and the minimum amount you'll pay over 24 months based on your plan. Customers on a casual plan must pay a $120 casual plan fee.

Home Network Gateways
New Telstra home broadband customers receive a Home Network Gateway. Customers taking up a casual plan must pay $168 for a Home Network Gateway.

Installation and set up costs

In addition to the monthly charge, you'll pay the following:

Home phone and broadband activation fee	**$89**, if you are a new Telstra home phone or broadband customer.
Professional installation	**$240** for standard professional installation if a technician is required at your premises **$180** for nbn basic professional installation for eligible customers.
Temporary connection	If your voice service is connected for three months or less, an additional **$100** charge will apply.
Additional connection points	Separate charges apply for each additional connection point and for more complex connections.

Connecting to the nbn network

Where necessary, standard installations of nbn equipment are done without charge to you. If you are in a new development that is not already connected to the nbn network, nbn co may charge $300 to connect your premises to the nbn network. If applicable, we will bill that charge to you.

Moving home connection

For charges applying to moving home, please visit **telstra.com/move**

Home phone call rates and features

The calling inclusions in the above table apply. The following features are included at no additional charge:

- **Family Calls Benefit** – voice calls in Australia between mobile services, plus your home phone, on your Single Bill. Our responsible Use Policy applies. Excludes calls from mobiles on Ultimate, New Ultimate or Ultimate II plans. Mobiles with a 10-digit account number are not eligible
- **local calls** – Included
- **national calls to standard fixed line numbers** – Included (except certain premium numbers including 19xx, 1234 and 12456 numbers)
- **calls to standard Australian mobiles** – Included (except satellite numbers)
- **International Saver Rates** – Discounted call rates to over 70 countries charged per minute block plus a call connection fee.

Additional charges apply for other call types. These are the main charges for calls under your bundle:

- **calls to 13 numbers** – 40¢ per call (excludes 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 which are free).
- **calls to international numbers** – you can make international calls by dialling 0011 followed by the country code and the number you're calling. To see our call rates visit **telstra.com.au/international-rate**

Pensioner Discount

If you hold an eligible Pensioner Concession card, you can apply for the Telstra Home Phone Pensioner Discount. This provides you with a $15 Monthly Call Allowance which can be used for local calls, calls to 019 numbers, calls to 13 numbers, national calls to fixed lines, calls to Australian mobiles and International calls.

Billing

Your bill is issued on the same date each month. Each bill includes usage charges, plus the Minimum Monthly Charge in advance. On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may also be charged for individual services until all those in your Bundle are connected. This means your first few bills may be higher or lower than expected.

Billing and payment charges

This Bundle requires paperless billing and electronic payment. A $2.20 charge will be applied a month in arrears if you receive a paper bill; and a $1.00 charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions apply. To set up Email Bill, visit **telstra.com/emailbill.** To set up Direct Debit or for information on other bill payment options, visit **telstra.com/billpay**

Changing your bundle

If you move to another Bundle Range before the end of your minimum term you'll need to restart your 24 month term and pay a $50 Early Recontracting Fee in addition to any ETCs (where applicable).

Bundled Hardware

If your Bundle includes bundled hardware, like a Telstra TV or Home Network Gateway at no upfront cost, a monthly hardware repayment fee for each device is waived over 24 months. If you cancel your Bundle early the remaining monthly hardware repayments will be added to your total Early Termination Charges (ETC).

Early cancellation of your Bundle

If you cancel one or both of your home phone and home broadband services:

- you will be charged an Early Termination Charge (ETC) up to the maximum amount indicated below. The ETC decreases each month you stay on your plan
- any bundled services you do not cancel will be placed on monthly plans and charged at our standard unbundled rates
- your other Bundle benefits will be removed.

Early Termination Charges

The maximum early termination charge you will pay is $637 (including additional bundled hardware ETCs).

If you cancel your Bundle or any Hardware Repayment Option early, you'll need to pay any remaining hardware payments.

Other information

Call and data usage information

To check your call and data usage, register and login to My Account at **telstra.com/myaccount** or get the Telstra 24x7 app for your smartphone or tablet.

We're here to help

Please visit **telstra.com/contactus** if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 133 677 (TTY).

Complaints or disputes

If you have a problem or complaint about your service, go to **telstra.com/complaints** where you'll find full contact details and information about how to resolve it.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at **tio.com.au/about-us/contact-us**

This is a summary only. The full legal terms for this plan are available at **telstra.com/customer-terms**

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