

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



Telstra Home Internet Bundle + Foxtel Entertainment 2017

	Large	X-Large	
Monthly price	\$120	\$140	
Minimum cost	24 month term	\$2,994	\$3,474
Home broadband data	Unlimited	Unlimited	
Speed – Included on nbn™ technology types only	Standard Plus Evening Speed*	Standard Plus Evening Speed*	
Local calls	✓	✓	
National calls to standard fixed lines	✓	✓	
Calls to standard Australian mobiles	✓	✓	
International calls	Saver rates	Ultimate rates	
Entertainment	Foxtel from Telstra Entertainment Package	Foxtel from Telstra Entertainment Package	
Telstra TV™	✓	✓	

* Customers on the nbn™ Fixed Wireless technology type will receive Standard Evening Speed.

Information about the service

Your plan is a Bundle which includes:

- a home phone service
- Telstra home broadband for your internet service
- Foxtel from Telstra.

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

Minimum term

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 plan 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

Broadband speeds vary due to quite a number of factors, including:

- type of technology available at your address
- any Speed Boost you may have purchased
- network capacity
- set up at your home (such as location of your modem and how the internet is used in your home)
- whether your device is connected by Wi-Fi rather than Ethernet cable
- if you're a Telstra Air member and using your broadband services at the same time.

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on broadband types and the speeds available please visit telstra.com/nbn-speeds

Customers on the nbn network may take up a Premium Evening Speed Speed Boost for \$30/mth (excluding nbn Fixed Wireless). For FTTN/FTTB services, actual speeds and Speed Boost eligibility will be confirmed following activation.

For Cable and Velocity customers, a Premium Evening Speed Speed Boost is available for \$20/mth.

Your bill will show an additional charge each month for your speed upgrade. If you already have a Speed Boost then you will continue to receive your Speed Boost and be charged for it each month unless you cancel it.

Telstra Air®

If a Home Network Gateway is included in your plan, Telstra Air membership is included on compatible broadband services.

If a Home Network Gateway is not included with your plan, 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 plan 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 plan. 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. A full list of eligible mobile plans is available at 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.

New home broadband customers

New Telstra home broadband customers receive a Home Network Gateway.

Connecting to the nbn network

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.

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.
Foxtel from Telstra	\$25 Self Installation kit (SIK) If you are not eligible for self-installation additional fees apply. \$100 standard installation (additional costs may apply for non-standard installations that are more complex or in some remote/regional areas).
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.

Home phone call rates and features

The following features are included in all Bundle plans at no additional charge:

- 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).

If your Bundle includes International Ultimate or Saver rates:

- **International Saver Rates** – Discounted call rates to over 70 countries charged per minute block plus a call connection fee
- **International Ultimate Rates** – Unlimited calls from your home phone to fixed lines in 35 countries and mobiles in 17 of these countries plus discounted call rates to another 37 countries. For a full list of international call rates see telstra.com.au/international-rates

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

- **calls to 13 numbers** – 40¢ per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663)
- **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-rates

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 plan are connected. This means your first few bills may be higher or lower than expected.

Billing and payment charges

This plan 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

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 \$937 (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.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

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