

Critical Information Summary

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



Telstra Medium Broadband Bundle on the nbn

\$95/mth Contract Term: 24 months Minimum Cost: \$2,369	500GB/mth Telstra Home Broadband on the nbn™ network
	Home Phone

Information about the service

Your plan is a bundle which includes:

- a home phone service
- Telstra home broadband on the nbn network for your internet service.

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 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.

Minimum term

This plan is available on a 24-month minimum term or casual term.

Your home broadband allowance

500GB monthly data allowance – where 1GB = 1,000MB. Your unused allowance expires each month.

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

Information about pricing

Your minimum monthly charge and total minimum plan cost

\$95 for your Telstra Medium Broadband Bundle on the nbn network.

The minimum amount you'll pay over 24 months is **\$2,369** including a **\$89** activation fee.

If you take up a casual plan, the total minimum amount you'll pay for one month is **\$304** including a **\$89** activation fee and a **\$120** Casual Plan Fee.

Installation and set up costs

If you're in a new development and 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.

Unless already connected, nbn co may need to install its equipment in your premises. Standard installations of nbn equipment is done without charge to you.

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 (no charge for Priority Assistance customers). \$180 for nbn™ lite 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.

Home phone call rates and features

The following calls and features are included at no additional charge in your bundle:

- **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 an Ultimate, New Ultimate or Ultimate II plan. Mobiles with a 10-digit account number are not eligible
- **Calling Number Display** and **MessageBank®**.

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

- **call connection fee** – **52¢** per call (for national calls to fixed line numbers, calls to standard Australian mobiles and international numbers)
- **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)
- **local calls** – **50¢** per call
- **national calls to fixed line numbers** – **50¢** per minute
- **calls to standard Australian mobiles** – **50¢** per minute
- **calls to international numbers** – you can make international calls by dialling 0011 followed by the country code and the number you're calling. International Saver is included in your bundle. Get discounted call rates to over 70 countries. Calls are charged per minute block plus a call connection fee. To see our call rates visit telstra.com.au/international-rates

Some of these call types listed above exclude some usage. For example, national calls to fixed line numbers doesn't include calls to premium numbers (eg 19xx numbers), 1234 and 12456 numbers.

Calls to satellite numbers are charged differently to standard mobile call rates. Charges for these calls can be found at telstra.com/customer-terms

Moving Home

If you are moving home, find out about the service installation options and pricing available to you at telstra.com.au/moving-home/move

Hardware Repayment Option

A Hardware Repayment Option allows you to get new hardware and make monthly interest free payments. If you cancel your plan or your Hardware Repayment Option early, you'll need to pay any remaining hardware payments.

Early termination and other charges

If you take up a 24 month plan and you cancel your phone or broadband or transfer one (or more) of these services to another service provider, your bundle will be cancelled. If your bundle is cancelled early (and not due to our fault) and you don't agree with us otherwise:

- you'll be charged an Early Termination Charge (ETC) of up to **\$360**. The ETC decreases by equal instalments each month you stay on your bundle
- any remaining home phone service that hasn't been cancelled will be placed on a month to month plan, from our generally available plan range, at your request
- your remaining home broadband service will be cancelled
- your other bundle benefits will be removed.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

Other information

Telstra Air®

You can join Telstra Air but you may need to buy a compatible gateway. For details visit telstra.com/joinair

As a Telstra Air member with a connected compatible gateway, you get access to Telstra Air Wi-Fi hotspots in Australia and millions of hotspots overseas powered by our partner Fon.

When you use a Telstra Air or Fon hotspot, all your usage counts towards your home broadband data allowance, including usage at sites that are unmetered from your home broadband service such as BigPond Movies, the Foxtel app and our BigPond unmetered sites. If you reach your allowance, you can't access the hotspots until you top up your allowance or your next billing cycle starts.

Your gateway creates a Wi-Fi hotspot that others can use and shares a small amount of your home broadband bandwidth. When others use the hotspot, it doesn't impact your home broadband data allowance. There may be a small impact to your broadband speeds if you're using your broadband service at the same time as a hotspot user. However, we have rules in place to help protect your speeds.

Telstra Air Network® and Fon coverage maps will indicate the location of each Telstra Air hotspot.

The Telstra Air Network is open and public. We recommend that you don't use it to send or receive sensitive personal information or to carry out activities like Internet banking.

You can choose to opt in and out of Telstra Air once a month.

Telstra Broadband Protect

If you currently have or take up a Telstra Broadband Protect subscription you will be 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 \$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

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 modem and how the internet is used in your home)
- whether your device is connected by WiFi rather than Ethernet cable
- if you're a Telstra Air member and using your broadband services at the same time.

If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month. For important information on nbn speeds, visit telstra.com/nbn-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.

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.

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 bundles

If you have taken up this bundle on a 24-month minimum term, you can change to another Telstra Broadband Collection plan once a month during your minimum term. You'll need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle Range before the end of your minimum term.

Service and plan changes

Once you take up a phone and broadband service on the nbn network, you can't move back to Telstra services on the existing copper network unless you're in an nbn network Fixed Wireless area.

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