

TELSTRA BROADBAND PROTECT

INFORMATION ABOUT THE SERVICE

Telstra Broadband Protect uniquely helps protect every device connected to your Telstra home broadband network from known online threats after your order is completed, with no software installation required with Network Protection. It also allows you to help keep your kids safe online, with simple and smart Parental Controls.

Additionally, you can install included Anti-Virus Plus Security software to help protect up to six of your compatible computers or devices.

Telstra Broadband Protect is available on Telstra supplied ADSL, Cable and NBN services as well as BigPond Wireless broadband.

Minimum Term

There is a one month minimum term. Your subscription will automatically renew each month, unless you decide to cancel it. If you cancel the broadband service to which your Telstra Broadband Protect service is connected, your subscription will also be cancelled.

What's Included?

- Network Protection helps prevent all devices connected to your Telstra home broadband network from connecting to known websites and services that are likely to try to infect them. Help protect against known scams and online threats on your iPads, smartphones, computers, laptops, gaming consoles and any other device you might connect to your home network.
- Parental Controls can be applied to help protect your family from inappropriate content when they go online in your home on your Telstra home broadband network.
- Social Network Protection can be applied to help you feel comfortable that your children can use social networking sites more safely when they connect.
- Anti-Virus Plus Security can be installed to help protect up to six of your compatible Mac or Windows computers and Android devices from known viruses and other threats.
- Safe Browser can be installed on up to six computers with Microsoft Windows XP and above.

What's Not

Telstra Broadband Protect Network Protection and Parental Controls do not apply if:

- You are connecting to Wi-Fi via a Telstra Air® hotspot
- You're connected to the Telstra 3G or 4G mobile networks
- Your home internet connection accesses the Internet with a non-Telstra DNS (like Open DNS)
- You use a proxy server to connect to the Internet

Telstra Broadband Protect Network Protection does not interrogate your traffic to filter viruses or spyware, instead it blocks access to sites known to serve or install malicious content.

The cost of your Telstra Broadband service is not included in the Telstra Broadband Protect subscription charge. You are responsible for any data charges associated with this service.

INFORMATION ABOUT PRICING

The charge for Telstra Broadband Protect is \$9.95 per month.

If you sign up to an eligible Telstra Bundle and add Telstra Broadband Protect for no additional fee, you will not be charged for Telstra Broadband Protect whilst you remain on the eligible Telstra Bundle. If you cancel the eligible Telstra Bundle and retain the Telstra supplied broadband service to which Telstra Broadband Protect is connected, you will then be charged the monthly fee of \$9.95 for Telstra Broadband Protect, unless you cancel.

Billing

Your bill is issued on the same date each month. Each bill includes the subscription charge for your Telstra Broadband Protect for the next month in advance. If you cancel your Telstra Broadband Protect service, you will not be entitled to any refund for the rest of the month in which you cancel or for any outstanding charges for Telstra Broadband Protect on your bill.

OTHER INFORMATION

We're here to help

Further information and support

You'll find more information and support at telstra.com/onlinesecurity including 24/7 live chat support. If you have questions about your bill, please call us on 13 2200 or 1800 808 981 (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, visit tio.com.au/about-us/contact-us

This is a summary only – the full terms for Telstra Broadband Protect are available at telstra.com.au/customer-terms