

Critical Information Summary

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



Telstra Broadband 500GB on the nbn

Information about the service

Your plan is a bundle which includes:

- Telstra Voice Essential, which is a home phone service that gives you line rental, a telephone number and enables you to make and receive calls
- a Fast broadband service on the nbn™ network to access the internet.

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 usage allowance – where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused allowance expires each month.

If you exceed 500GB in a monthly billing period, you won't be charged extra for use. Your broadband speed will be slowed down to **256kbps** until your next billing period. Unmetered content such as BigPond Movies or Foxtel on T-Box won't be slowed and you'll maintain your existing speed when accessing those sites.

Information about pricing

Your minimum monthly charge

\$93 for your Telstra Broadband 500GB Plan.

Total minimum plan cost

The minimum amount you'll pay over 24 months is **\$2,291**, which includes a Home Network Gateway and a **\$59** Activation Fee if you don't have a broadband or home phone service with Telstra.

If you take up the casual plan, the total minimum amount you'll pay is **\$272** including a **\$59** Activation Fee if you don't have a broadband or home phone service with Telstra and a **\$120** Casual Plan Fee.

Installation

- If you've been offered and accepted self installation, you'll be sent a Self Installation Kit (SIK).
- If you are eligible for Priority Assistance a standard professional installation by Telstra is included, otherwise a charge of \$240 applies.
- Both professional installation and the SIK include a Wi-Fi modem needed to support your telephone and broadband.
- Unless already connected, nbn co may need to install its equipment in your premises. Standard installations of nbn equipment are done without charge to you.

Home phone call rates and features

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

- **Family Calls** – 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®, Call Waiting, Call Return and Call Forward.** Call charges apply when you use Call Return and Call Forward.

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

- **call connection fee** – **55¢** per call (for national calls to standard fixed lines, 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 standard fixed lines** – **50¢** per minute
- **calls to standard Australian mobiles** – **50¢** per minute
- **calls to international numbers** – international call rates vary depending on which country you're calling. Calls are charged per minute block. International Saver is included in your bundle and gives you discounted rates to fixed lines and mobiles in over 70 countries. For all international call rates, see telstra.com.au/long-distance-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 cancel your home 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** if you were on a 24 month plan. The ETC decreases by equal installment 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
- you may need to pay any outstanding balance for your T-Box® Hardware Repayment Option
- your other bundle benefits will be removed.

If one of our suppliers raises its prices in the future, it may result in the cost of your service increasing. We'll 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, Foxtel Go 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 send or receive sensitive personal information or carry out activities like Internet banking.

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

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 Wi Fi 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've taken up this bundle on a 24-month minimum term, you can change to another Telstra Broadband Range plan once a month during your minimum term. You will 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.

Call and data usage information

If you want to check your usage, you can register and login to My Account at telstra.com/myaccount

Service and plan changes

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