

Critical Information Summary

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



Telstra Home Bundle – S

\$80/mth

Contract term: 24 months
Upfront cost: \$59
Minimum cost: \$1,979

Home phone

50GB/mth

Telstra Home Broadband

Information about the service

Your plan is a bundle which includes:

- a home phone service
- Telstra home broadband 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

24-month minimum term.

Your home broadband allowance

50GB 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

\$80 per month for your Telstra Home Bundle – S.

The minimum amount you'll pay over 24 months is \$1,979 including a \$59 broadband activation fee for new Telstra home broadband customers. A \$12 delivery fee applies if you have your modem and/or self install kit delivered.

Home broadband connection and modem

If you're a new Telstra home broadband customer a \$59 broadband activation fee applies and a self-install Home Network Gateway is included. Our Home Network Gateway only works with a Telstra home broadband service. If you choose a professional installation a \$240 charge also applies.

Home phone call rates and features

Included in your Bundle are:

- **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**
- **Calling Number Display and MessageBank®.**

These are the main charges for calls under your bundle:

- **national calls to standard fixed lines** – 30¢ per minute plus 55¢ call connection fee. The most you'll pay for a call is \$2, anytime
- **calls to standard Australian mobiles** – 30¢ per minute plus 55¢ call connection fee. The most you'll pay for a call is \$2, anytime
- **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. The call rate varies depending on which country you're calling. Our discounted International Saver rates are included in your Bundle. To see our call rates visit telstra.com.au/international-rates

Some of the call types listed above exclude some usage.

For example:

- national calls to fixed line numbers do not include calls to premium numbers (eg 19xx numbers), 1234 and 12456 numbers
- calls to satellite numbers are charged differently from standard mobile call rates and charges for these calls can be found at telstra.com.au/customer-terms

Home phone connection

The following connection charges apply to your home phone service:

a) Standard Connection

The \$59 standard home phone connection fee for new Telstra customers is waived. If a technician is required additional charges apply:

- telephone line with a technician visit – \$125
- new telephone line connection or cabling work – \$299.

A temporary connection charge will also apply if your service is connected for three months or less.

b) Temporary Connection

If your service is connected for three months or less, the connection charge is as above plus an additional \$100.

Separate charges apply for each additional connection point and for more complex connections.

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 home 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 you don't agree with us otherwise:

- you will be charged an Early Termination Charge (ETC) of up to **\$504**. The ETC decreases each month you stay on your bundle
- any remaining home phone service will be placed on a monthly plan with the lowest monthly charge of our generally available plans
- any remaining home broadband service that has not been cancelled will be placed on a month to month 5GB plan, or if that plan is no longer available to new customers, a month to month plan with the lowest amount of included data that is available to new customers
- 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®

If you have an eligible service you can join Telstra Air but you may need to buy a compatible gateway. For details visit telstra.com/joinair. Eligible broadband services are ADSL, ADSL2+ and Cable.

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

For more information on broadband types and the speeds available please visit telstra.com/speeds. If you are a Cable or Velocity customer you can purchase a Super Fast Speed Boost for an additional **\$20** per month. 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.

Transferring to the nbn™ network

Your 24 month contract could overlap with the rollout of the nbn network. If you wish to transfer to the nbn network with Telstra, please contact us. If you don't wish to transfer to the nbn network we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the nbn network, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

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

Billing

Your bill is issued on the same date each month. Each bill includes the Minimum Monthly Charge in advance plus usage charges.

On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may 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

You can change to a Telstra Home Bundle – M, L, XL or Global plan once a month during your plan term.

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).

Call and data usage information

To check your usage, register and login to My Account at telstra.com/myaccount

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.au/customer-terms