Big Data Bundle

$90/mth
Contract term: 24 months
Minimum cost: $2,249

Unlimited Home Broadband Data

Information about the service

Your plan is a Bundle which includes:

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

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

Minimum term

Month-by-month or 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 (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**.

This plan includes Standard Plus Evening Speed for nbn customers.

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 also 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®

Telstra Air membership is included as part of your Bundle if you have an eligible service type and Telstra Wi-Fi Modem. It allows you to access free Wi-Fi at over 1 million hotspots in Australia and millions of Fon spots overseas. For details visit **telstra.com/air**

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 Early Termination Charge (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.

Casual and 24 month plans

New Telstra home broadband customers receive a Home Network Gateway on a 24 month contract. Casual plan customers must pay a $120 casual plan fee and $168 for a Home Network Gateway (minimum cost for one month: $467).

Connecting to the nbn network

Where necessary, standard installations of nbn equipment are done without charge to you. 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.

Moving home connection

For charges applying to moving home, please visit **telstra.com/move**

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.
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:

- **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
- **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** – **55¢** 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
- standard international direct dial rates apply. 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**

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 the 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 and you don't agree with us otherwise:

- 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 $528 (including $168 for the Home Network Gateway if you received one).

If you cancel your Bundle or any Hardware Repayment Option early, you'll need to pay any remaining hardware payments.

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.

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.

nbn satisfaction guarantee

If you're not happy with your nbn services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your nbn services without penalty. We'll even refund your monthly plan fee for that first month. Guarantee available to all customers connecting to the nbn network with Telstra for the first time. For more information go to **telstra.com/nbn/guarantee**

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**

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