

## Critical Information Summary

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



# Telstra Home Phone Australia Ultimate

## Information about the service

Your Telstra Home Phone plan is for a Basic Telephone Service on Telstra's public switched telephone network or a home phone service on the nbn™ network.

### Minimum term

There is no minimum term for your Telstra Home Phone Australia Ultimate plan. It is a month to month contract with no fixed term.

### What's included

The following calls and features are included at no additional charge.

- local calls
- National calls to standard fixed lines
- calls to standard Australian mobiles
- International Saver
- MessageBank®
- Calling Number Display.

## Information about pricing

### Your minimum monthly charge

\$59 for telephone access.

Min cost for the first month \$158 (includes \$99 connection charge for new customers).

### Installation

In addition to the monthly charge, you may pay the following:

	Charge
<b>Home Phone Connection Charge</b>	\$99 if you're a new Telstra Home Phone customer. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises.
<b>Standard Professional Installation</b>	\$240 if you request a technician at your premises.
<b>Temporary connection</b>	If your voice service is connected for three months or less, an additional \$100 charge will apply.
<b>Non-standard installations</b>	Separate charges apply for non-standard installations and additional connection points.
<b>Connecting to the nbn network</b>	nbn co charges \$300 for first-time connections in new developments. If this additional nbn co charge applies, we'll let you know and include it on your bill.

## Your call charges

These are the main charges for calls under your Telstra Home Phone Australia Ultimate service:

Call type	Charge
<b>Calls to 13 numbers</b>	40¢ per call except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free
<b>Standard national SMS</b>	You can send SMS from a compatible home phone for 1¢ per message per recipient

These call types exclude some usage. For example, national calls to fixed line numbers don't include calls to premium numbers (eg 19xx numbers), 1234 and 12 456 numbers.

Calls to satellite numbers are charged differently to standard calls to Australian mobiles. Charges for these calls can be found at [telstra.com/customer-terms](https://telstra.com/customer-terms)

### 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 International Saver rates are included in your plan, giving you discounted call rates to fixed lines and mobiles in over 70 countries. To see our call rates visit [telstra.com.au/international-rates](https://telstra.com.au/international-rates)

### Unlimited calls to fixed lines in 35 countries

For an extra \$15 per month, with International Ultimate you can get unlimited calls to fixed lines in 35 countries and to mobiles in 17 countries, including UK, USA, China and India. Plus get reduced rates to another 37 countries. For more information visit [telstra.com.au/international-rates](https://telstra.com.au/international-rates)

### 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 Charge

You can move to another Telstra Home Phone plan as your needs change, free of charge. There is no Early Termination Charge.

## Pensioner Discount

If you hold an eligible Pensioner Concession card, you can apply for the Telstra Home Phone Pensioner Discount. This provides you with:

- a \$15 Monthly Call Allowance which can be used for calls to 13 numbers and International calls
- no fee will apply if you call Telstra Directory Assistance from your home phone service.

## Directory listing

If you don't want your name, address or phone number printed in the White Pages® or any other Telstra directory product, you can ask for an Unlisted number. There is no charge for an Unlisted number.

## Other information

### Call usage information

If you want to check your usage, you can register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)

### Installation timeframes

Once we've accepted your application, we'll try to connect your telephone service on the date you ask for, but this might not always be possible.

If you or someone living in your home has a diagnosed life threatening medical condition and your/their life may be at risk without access to a telephone service, you can request to be a Priority Assistance customer. We aim to connect Priority Assistance customers' telephone services within 24 hours of being asked in urban and rural areas, or within 48 hours in remote areas.

### Important information about your first bill

When you take up a new service with Telstra, you're assigned a day of the month as your bill cycle date. This is the day that your bill is issued every month (also known as your billing cycle). The billing date you're assigned isn't normally the same day you connect with us. This means that in addition to your charges for the full month, your first bill will include a part monthly charge for the period from the day you connected your new plan to your first billing date.

For example, if you called us on the 1st day of the month and we assigned the 15th as your billing date, your first bill will cover a period of 45 days. So in this instance, a \$30 per month plan will appear as \$45 on your first bill (plus call charges and features where applicable).

## Service and plan changes

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

## Managing unwanted calls

To reduce unwanted calls from businesses you have no relationship with, you can register your service on the Do Not Call Register which is managed by the Australian Communications and Media Authority on behalf of the Federal Government.

For more details, please visit [donotcall.gov.au](https://donotcall.gov.au)

### We're here to help

Please visit [telstra.com/contactus](https://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](https://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](https://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](https://telstra.com/customer-terms)