

Critical Information Summary

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



Telstra Home Phone Essential on the nbn

Information about the service

Your Telstra Home Phone plan is for a Telstra Voice Standard or Telstra Voice Advanced home phone service on the nbn™ network.

Minimum term

There is no minimum term for your Telstra Home Phone Essential plan. It's a month to month contract with no fixed term.

What's Included

Calling Number Display, MessageBank®, Call Waiting and Call Forward are included at no additional charge in your plan. Call charges apply when you use Call Forward.

What's Not

You'll be charged for the calls made each month on your telephone as per the call charges in the 'Your call charges' section.

Eligibility

You must be a holder of an eligible Health Care Card issued by Department of Human Services (Centrelink) or an eligible Pension Concession Card, issued either by Department of Human Services (Centrelink) or the Department of Veterans' Affairs to take up this plan.

If your circumstances change and you do not meet the eligibility requirements, we may move you to a home phone plan with the lowest monthly charge of our plans generally available to the public. We will inform you prior to this change occurring.

Information about pricing

Your minimum monthly charge

\$25 per month for your telephone service.

Min cost for the first month \$84 (includes \$59 connection charge for new customers).

Installation

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

	Charge
Home Phone Connection Charge	\$59 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.
Standard Professional Installation	\$240 if you request a technician at your premises.
Temporary connection	If your voice service is connected for three months or less, an additional \$100 charge will apply.
Non-standard installations	Separate charges apply for non-standard installations.
Connecting to the nbn network	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 Essential service:

Call type	Charge
Local calls	22¢ per call
Calls to 13 numbers	40¢ per call except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free
Standard national calls	25¢ per minute plus 55¢ call connection fee per call
Capped standard national calls	\$3 is the most you'll pay for a call lasting up to 3 hours, anytime, then the per minute rate applies
Calls to standard Australian mobiles	30¢ per minute plus 55¢ call connection fee per call
Capped calls to standard Australian mobiles	\$3 is the most you'll pay for the first 20 minutes, anytime, then the per minute rate applies
Standard national SMS	You can send an 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 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.au/customer-terms

Call charges to international numbers

Standard international call rates apply to your plan and they vary depending on the country you're calling. To see our international call rates visit telstra.com.au/international-rates

You can make international calls by dialling 0011 followed by the country code and the number you're calling.

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

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 in-market Telstra Home Phone plan as your needs change, free of charge. There is no Early Termination Charge.

Other information

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 Discounts

On this plan no fee will apply if you call Telstra Directory Assistance on 1223 from your home phone service.

Call usage information

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

Billing

We bill you in advance for the minimum monthly charge and in arrears for calls and SMS. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

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

nbn satisfaction guarantee

If you are moving to the nbn network with Telstra for the first time and 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. Find out more at 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, visit 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