

## Critical Information Summary

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



# Telstra Home Phone Essential

## Information about the service

Your Telstra Home Phone plan is for a Telstra standard home phone service.

### Minimum term

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

### What's included

Your Telstra Home Phone plan includes the following at no additional charge:

- Telstra Home Messages 101®
- Call Return & 3-Way Chat – call charges may apply when you use Call Return and 3-Way Chat.

### What's not included

You'll be charged for the calls made each month on your home phone 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. Min cost for the first month \$84 (includes \$59 connection charge for new customers).

### 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 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 12 456 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](http://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](http://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](http://telstra.com.au/international-rates)

### Connection charges

The following connection charges apply to your service:

#### 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 that it is mandatory at your premises.

#### Temporary connection

If your 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.

### 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.

## Other information

### Other Discounts

On this plan you can receive free call control when requested and no fee will apply if you call Telstra Directory Assistance on 1223 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.

### 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)

### Connection timeframes

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

If there has been a previous working home phone service at your property and we can reconnect it without having to visit your property, the local telephone exchange or anywhere in between, then we aim to connect the service within 2 working days of your request. If this isn't possible, then we aim to connect your service within 5 to 15 working days, depending on your location.

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

## Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

### Your monthly bill

On the same day of each month, we will bill you in advance for the minimum monthly charge and in arrears for calls, SMS and features. 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.

### Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

## Managing unwanted calls

If you'd like to see who is calling before you pick up the phone, Telstra's Calling Number Display feature can help. For pricing and details on Telstra's range of features, please visit [telstra.com](https://telstra.com)

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.au/help/contact/complaints](https://telstra.com.au/help/contact/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.au/customer-terms](https://telstra.com.au/customer-terms)