

# Ultimate Voice Plan



## Critical Information Summary

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

Plan		Ultimate Voice
<b>Monthly Charge</b> Casual month to month		\$55/mth
<b>Calls</b> To standard Australian numbers		Local calls - Unlimited
		National calls – Unlimited (excludes certain premium numbers including 19xx numbers)
		Mobile calls – Unlimited
<b>Calls</b> To international numbers		13 calls - Allowance to make 500 calls per month included (calls made over this allowance will be charged at 40¢ per call, excluding 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663 which are free)
<b>Calls</b> To international numbers		International Plus Rates – Included (call rates start at 1¢ per minute plus a 55¢ call connection fee. For details, visit <a href="http://telstra.com/international-rates">telstra.com/international-rates</a> )
<b>What's Included</b>		<ul style="list-style-type: none"> <li>• Messagebank®</li> <li>• Calling Number Display</li> </ul>
<b>Minimum Cost</b> Includes set up costs	Casual month to month	\$154
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.		

## Information about the service

Your plan includes a Home Phone service.

### How do I install my service on the nbn?

Self-Installation Kits are available or a technician will connect your home if required at no extra cost.

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.

## Information about pricing

Refer to the Plan Cost table. We may change the price of your plan in the future. If this happens, depending on the impact of the change we will let you know prior to the price change and you may have the ability to change or cancel your plan.

### Other charges

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

Connection charge	\$99 for new connections. Standard Professional Installation is included at no extra cost if it is mandatory at your premises.
Standard Professional Installation	\$240 if you request a technician to visit your premises and don't meet our eligibility requirements for an included Standard Professional Installation.
Non-standard installations	Separate charges apply for non-standard installations such as complex or remote areas, Foxtel from Telstra installations and additional connection points.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment. We'll let you know if either of these charges apply to you and include them on your bill.
Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a modem or Telstra TV.

### Cancelling your plan

There are no Early Termination Charges for this plan. You can cancel at any time, but you will need to pay any charges you owe up to the point of cancellation.

### Pensioner discount

If you have an eligible Pension Concession and/or Health Care Card, you can apply to receive:

- A \$10/mth discount off the total monthly charge for this plan
- A \$15/mth call allowance which can be used for 019 number, 13 number and international calls
- Discounted connection charge for eligible customers
- Waiving of Paper Bill, Payment Processing and Late Payment fees

### Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](http://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](http://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](http://telstra.com/billpay).

## Other Information

### Access technology

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change, unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.

### 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/guarantee](http://telstra.com/guarantee)

### How can I check and manage my usage?

Register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount) or get the Telstra 24x7® App on iPhone and Android.

### When will my service be ready?

We'll make our best attempts to connect your Home Phone service on your requested date.

This may occur within two working days if:

- There was a previous working Home Phone service to your property
- We can reconnect the service without visiting the property, local telephone exchange, or anywhere in between

Otherwise, it could take 5 to 15 days.

### Priority Assistance

Available for diagnosed, life-threatening medical conditions where access to a Home Phone service is essential.

Connection will occur within 24 hours for urban and rural areas, or 48 hours for remote areas.

### Understanding my bill

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period.

### 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.

### Need help? We're here for you.

Visit [telstra.com/contactus](https://telstra.com/contactus) for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only. The full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)