







## Critical Information Summary

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

Plan		Essential (available for new connections until 24 June 2019)	Unlimited
 <b>Monthly Charge</b> Casual month to month		\$70/mth	\$90/mth
 <b>Monthly Data Allowance</b>		100GB	Unlimited
 <b>Speed</b> Included on nbn technology types only		Standard Evening Speed	Standard Plus Evening Speed
 <b>Calls</b> To standard Australian numbers	Local calls - Unlimited		
	National calls – Unlimited (excludes certain premium numbers including 19xx numbers)		
	Mobile calls – Unlimited		
	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="https://www.telstra.com/international-rates">telstra.com/international-rates</a> )	
 <b>Telstra Wi-Fi Modem</b>		Included for new Telstra customers who stay connected for 24 months	
<b>What's Included</b>		<ul style="list-style-type: none"> <li><b>Family Calls Benefit</b> - For details, visit <a href="https://www.telstra.com/customer-terms">telstra.com/customer-terms</a></li> <li><b>MessageBank®</b></li> <li><b>Calling Number Display</b></li> <li><b>Telstra Air®</b> - Included for customers with an eligible service type and Telstra Wi-Fi Modem. For details, visit <a href="https://www.telstra.com/air">telstra.com/air</a></li> <li><b>Telstra Broadband Protect</b> – Included at no charge while you remain on an eligible plan. For details, visit <a href="https://www.telstra.com/broadbandprotect">telstra.com/broadbandprotect</a></li> </ul>	
<b>Minimum Cost</b> Includes set up costs	Casual month to month	\$1,779	\$2,259

Minimum cost based on you staying connected to this plan for 24 months and may change if month-to-month plan price changes. If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your Telstra Wi-Fi Modem calculated based on the modem cost of \$9/mth and the number of months remaining in your 24 month commitment.

The Essential Internet Plan is incompatible with any Speed Boosts.

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
- A Home Broadband service

### Service availability

Service not available to all areas, homes or customers. The type of service offered may need further qualification checks to determine what's available at your location.

We'll try to contact you if not all of your services can be connected, however if we can't get in touch you'll be connected to a suitable alternative plan. You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

### Broadband speeds

Broadband speeds vary due to 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
- The number of users online, including if a Telstra Air member is visiting your homespot

Typical nbn Fixed Wireless speeds will be lower than other nbn access types. For information on nbn speeds, visit [telstra.com/nbn-speeds-explained](https://www.telstra.com/nbn-speeds-explained). If your plan doesn't include unlimited data and you exceed your monthly data allowance, your broadband speed will slow to 256Kbps until the next billing cycle.

### Changes to your plan

From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can change your plan once a month or leave. If you leave, just pay out your device, accessories or services in full. If we change your plan or move you to a new plan:

- We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- If you don't like the changes or the new plan, you can choose a new plan (once a month) or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories or services in full.

## Information about pricing

Refer to the Plan Cost table.

## Other charges

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

Connection charge	\$99 for new Telstra Home Phone or Home Broadband customers. 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.
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.
Non-standard installations	Separate charges apply for non-standard installations such as complex or remote area Foxtel from Telstra installations and additional connection points.
Telstra Wi-Fi Modem	\$216 if you wish to purchase a modem.
Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware such as a Telstra Wi-Fi Modem or Telstra TV®.

## Speed Boost charges

Premium Evening Speed (nbn)	\$30/mth for customers on the nbn (excluding nbn Fixed Wireless).
Already have a Speed Boost?	You will continue to receive your Speed Boost and be charged for it each month unless you cancel it.

## Changing or cancelling your plan

You can change to another plan within your plan range once a month while the plan range remains available to new Telstra customers.

There are no Early Termination Charges if you cancel your plan. However, you will need to payout the remaining cost of your Telstra Wi-Fi Modem (if you received a modem included in your plan) if you cancel your plan within 24 months of connecting, and any outstanding Hardware Repayment Option repayments will be payable in full.

## Bill payment charges

- Paper bills and electronic payments – **Free**
  - Payments made in person or by mail – **Extra \$1.00**
  - Set up Email Bill at [telstra.com/emailbill](https://telstra.com/emailbill)
- Some exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

## Pensioner discount

If you have an eligible Pensioner Concession card, you can apply to receive:

- 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 Payment Processing and Late Payment fees

## 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.

## Moving to the nbn network

Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Telstra Wi-Fi Modem device payout fee will be charged in these circumstances.

## 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](https://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.

## 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

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges. If you receive an Order Estimate, your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

## 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)