

## Critical Information Summary

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

Plan	Control & Monitor Kit	Voice Control & Monitor Multi Room Kit	Voice Control & Monitor Household Suite	
<b>Monthly Charge</b> 24 month term or casual month to month	\$30/mth customers paying for devices	\$45/mth customers paying for devices	\$60/mth customers paying for devices	
<b>Monthly Charge</b> Casual month to month	\$15/mth customers paying for devices upfront (existing Telstra post-paid or Broadband customer pay \$10/mth)	\$15/mth customers paying for devices upfront (existing Telstra post-paid or Broadband customer pay \$10/mth)	\$15/mth customers paying for devices upfront (existing Telstra post-paid or Broadband customer pay \$10/mth)	
<b>What's Included</b>	<ul style="list-style-type: none"> <li>1 x Smart Home hub</li> <li>1 x Indoor Wi-Fi HD Camera</li> <li>1 x Smart Power Plug</li> </ul> The Telstra Smart Home App, Cloud Storage for 100 x 15 second videos and 200 image files per day, saved for 30 days, 200 SMS alerts per day	<ul style="list-style-type: none"> <li>1 x Smart Home hub</li> <li>1 x Indoor Wi-Fi HD Camera</li> <li>1 x Outdoor Wi-Fi HD Camera</li> <li>2 x Smart Power Plug</li> <li>2 x Door Window Sensors</li> <li>1 x Google Mini Home</li> </ul> The Telstra Smart Home App, Cloud Storage for 100 x 15 second videos and 200 image files per day, saved for 30 days, 200 SMS alerts per day	<ul style="list-style-type: none"> <li>1 x Smart Home hub</li> <li>2 x Indoor Wi-Fi HD Camera</li> <li>1 x Outdoor Wi-Fi HD Camera</li> <li>4 x Smart Power Plug</li> <li>3 x Door Window Sensors</li> <li>1 x Google Home</li> </ul> The Telstra Smart Home App, Cloud Storage for 100 x 15 second videos and 200 image files per day, saved for 30 days, 200 SMS alerts per day	
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>Broadband connection or Wi-F, Data usage.</li> <li>Additional devices available for purchase.</li> <li>Permanent cloud storage, Professional install \$180</li> </ul>			
<b>Minimum Cost</b> Includes set up costs	24 month term	\$720 (existing Telstra post-paid or Broadband customer pay \$600)	\$1,080 (existing Telstra post-paid or Broadband customer pay \$960)	\$1,440 (existing Telstra post-paid or Broadband customer pay \$1,320)
<b>Maximum Early Termination Charges (ETC)</b> 24 month term	\$360 (for customers paying devices monthly)	\$720	\$1080	
<b>Maximum Early Termination Charges (ETC)</b> Casual month to month	The Smart Home Cloud & Service plan is charged on a monthly basis with no minimum term lock-in contracts and does not include any Early Termination Charges, however an active Smart Home Cloud & Service plan is required to use the devices in your Telstra Smart Home kit.			
<b>Outright Device Purchase Available</b>	\$360	\$720	\$1080	
Not including any remaining device or accessory payments or waived costs from extra inclusions				

## Information about the service

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Your plan includes a choice of Kit, cloud storage, expert support and access to the Telstra Smart Home App.

### Device information and requirements

Telstra Smart Home requires:

- Telstra Smart Home app using iOS or Android smartphone or tablet
- a home broadband connection (Telstra or otherwise)
- a home Wi-Fi network
- Your Telstra ID

Only devices certified by Telstra as being compatible with Telstra Smart Home will work with your service.

- A maximum of 184 devices (excluding 4 cameras) can be connected to your service.

### Device Repayment Option

You can pay for your devices Plan over 12 or 24 monthly payments on this plan. You must pay any remaining device payments if you cancel early.

## Information about pricing

Refer to the Plan Cost table.

## Other Information

### Understanding my bill

Billing for your service starts when your Telstra Smart Home hub is connected for the first time, or after 21 days if not activated within that time.

This Plan requires paperless billing and electronic payment which are free of charge.

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

- Use the Telstra Smart Home app and web portal to track your daily SMS alerts, videos and images
- Use the Telstra 24x7® app to check your data usage if you're a Telstra Broadband or Mobile customer

### **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)