



# TELSTRA HOME BUNDLE – S

**\$80/mth**

Contract term: 24-months  
Upfront cost: \$59  
Minimum cost: \$1,979

**10GB/mth**

Telstra Home Broadband

**Home Phone**

## INFORMATION ABOUT THE SERVICE

Your plan is a bundle which includes:

- a home phone service
- Telstra home broadband for your internet service.

### Phone and broadband availability

Service not available to all areas, homes or customers. The broadband service offered will be determined by what is available at your location. The services offered are Cable, Velocity, ADSL and ADSL2+.

### Minimum term

24-month minimum term.

### Your home broadband allowance

**10GB** monthly data allowance – where 1GB = 1,000MB. Your unused allowance expires each month.

If you exceed your monthly data allowance your broadband speed will slow to 256kbps until the next month.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge and total minimum plan cost

**\$80** per month for your Telstra Home Bundle – S.

The minimum amount you'll pay over 24 months is **\$1,979** including a **\$59** broadband activation fee for new Telstra home broadband customers. A **\$12** delivery fee applies if you have your modem and/or self install kit delivered.

### Home broadband connection and modem

If you're a new Telstra home broadband customer a **\$59** broadband activation fee applies and a self-install Home Network Gateway is included. Our Home Network Gateway only works with a Telstra home broadband service. If you choose a professional installation a **\$192** charge also applies.

### Home phone call rates and features

Included in your Bundle are:

- **Family Calls Benefit** – voice calls in Australia between up to four mobile services, plus your home phone, on your Single Bill. Our Responsible Use Policy applies. Excludes calls from mobiles on Ultimate, New Ultimate or Ultimate II plans. Mobiles with a 10-digit account number are not eligible

- local calls

- **Calling Number Display and MessageBank®.**

These are the main charges for calls under your bundle:

- **national calls to fixed line numbers** – 30¢ per minute plus 49¢ call connection fee. The most you'll pay for a call is **\$2**, anytime
- **calls to standard Australian mobiles** – 30¢ per minute plus 49¢ call connection fee. The most you'll pay for a call is **\$2**, anytime
- **calls to 13 numbers** – 35¢ per call, except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663
- **calls to international numbers** – you can make international calls by dialling 0011 followed by the country code and the number you're calling. The call rate varies depending on which country you're calling. Our discounted International Saver rates are included in your Bundle. To see our call rates visit [telstra.com.au/international-rates](http://telstra.com.au/international-rates)

Some of the call types listed above exclude some usage. For example:

- national calls to fixed line numbers do not include calls to premium numbers (eg 19xx numbers), 1234 and 12456 numbers
- calls to satellite numbers are charged differently from standard mobile call rates and charges for these calls can be found at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

### Home phone connection

The following connection charges apply to your home phone service:

#### a) Standard Connection

The \$59 standard home phone connection fee for new Telstra customers is waived. If a technician is required additional charges apply:

- telephone line with a technician visit – **\$125**
- new telephone line connection or cabling work – **\$299**.

A temporary connection charge will also apply if your service is connected for three months or less.

#### b) Temporary Connection

If your service is connected for three months or less, the connection charge is as above plus an additional **\$100**.

Separate charges apply for each additional connection point and for more complex connections.

## Moving Home

If you are moving home, find out about the service installation options and pricing available to you at [telstra.com.au/moving-home/move/](https://telstra.com.au/moving-home/move/)

## 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 and other charges

If you cancel your home phone or home broadband or transfer one (or more) of these services to another service provider, your bundle will be cancelled. If your bundle is cancelled early and you don't agree with us otherwise:

- you will be charged an Early Termination Charge (ETC) of up to **\$504**. The ETC decreases each month you stay on your bundle
- any remaining home phone service will be placed on a monthly plan with the lowest monthly charge of our generally available plans
- any remaining home broadband service that has not been cancelled will be placed on a month to month 5GB plan, or if that plan is no longer available to new customers, a month to month plan with the lowest amount of included data that is available to new customers
- your other bundle benefits will be removed.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

## OTHER INFORMATION

### Broadband speeds

For more information on broadband types and the speeds available please visit [telstra.com/speeds](https://telstra.com/speeds). If you are a Cable or Velocity customer you can purchase a Super Fast Speed Boost for an additional \$20 per month. Your bill will show an additional charge each month for your speed upgrade. If you already have a Speed Boost then you will continue to receive your Speed Boost and be charged for it each month unless you cancel it.

## Transferring to the National Broadband Network (NBN)

Your 24 month contract could overlap with the rollout of the NBN. If you wish to transfer to the NBN with Telstra, please contact us. If you don't wish to transfer to the NBN we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the NBN, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

## Mobile Bundle Bonus

You'll receive the Mobile Bundle Bonus on up to four eligible mobiles on the same Single Bill as your Bundle. It includes \$50 additional allowance for calls, MMS and SMS to standard Australian numbers per month on your eligible mobile service. Eligible mobiles are mobiles with a 13 digit account number on a Next G® Cap, Freedom Connect, Every Day Connect plan, Telstra No Lock-In plan or Mobile Accelerate plan with a minimum monthly charge of at least \$45 per month, which don't include unlimited calls to standard Australian numbers. Excludes use overseas. Unused allowance expires each month.

## Billing

Your bill is issued on the same date each month. Each bill includes the Minimum Monthly Charge in advance plus usage charges.

On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may be charged for individual services until all those in your bundle are connected. This means your first few bills may be higher or lower than expected.

This bundle requires paperless billing and electronic payment. A \$2 fee will be applied a month in arrears if you receive a paper bill and/or make a bill payment in person or via mail. Some exemptions apply. To set up Email Bill, visit [telstra.com/emailbill](https://telstra.com/emailbill). To set up Direct Debit or for information on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

## Changing bundles

You can change to a Telstra Home Bundle – M, L, XL or Global plan once a month during your plan term.

If you move to another Bundle Range before the end of your minimum term you'll need to restart your 24 month term and pay a \$50 Early Recontracting Fee in addition to any ETCs (where applicable).

## Call and data usage information

To check your usage, register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount)

### We're here to help

If you have any questions about your offer, technical support, service or connection please log onto [telstra.com](https://telstra.com) which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or 1800 808 981 (TTY).

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://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 online at [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)