



# TELSTRA HOME BROADBAND 500GB – ADSL

## INFORMATION ABOUT THE SERVICE

Your plan is a bundle which includes:

- a home phone service
- Fast ADSL Broadband for your internet service.

Your home phone and home broadband services must be connected at the same physical address and you must pass our eligibility check.

### Minimum term

This plan is available on a 24-month minimum term or casual term.

### Your home broadband allowance

**500GB** monthly usage allowance – where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused allowance expires each month.

If you exceed 500GB in a monthly billing period, you won't be charged extra for use. Your broadband speed will be slowed down to **256kbps** for all usage until your next billing period begins.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$113** for your Telstra Broadband 500GB Plan.

### Total minimum plan cost

The minimum amount you'll pay over 24-month is **\$2,915** including a **\$59** activation fee and a **\$144** self-install T-Gateway.

If you take up a casual plan, the total minimum amount you'll pay for one month is **\$436** including a **\$59** activation fee, a **\$120** Casual Plan Fee and a **\$144** self-install T-Gateway.

A **\$12** delivery fee may apply to self-install Home Network Gateway kits.

### Home broadband connection and Home Network Gateway (Wi-Fi modem router)

- For new Telstra home broadband customers a \$59 activation fee applies to get you up and running.
- If you take up a casual plan, an additional \$120 upfront Casual Plan Fee applies.
- A self-install T-Gateway is \$144 for new Telstra home broadband customers.
- If you're an existing Telstra home broadband customer and would like a new modem you can take up a T-Gateway Package for \$216.
- If you'd like a technician to come out and install your broadband service, an additional **\$192** charge will apply.
- A \$12 delivery fee may apply to self-install Home Network Gateway kits.
- Our Home Network Gateways are configured to work only with a Telstra broadband service.

## Home phone call rates and features

The following calls and features are included at no additional charge in your bundle:

- **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 an Ultimate, New Ultimate or Ultimate II plan. Mobiles with a 10-digit account number are not eligible
- **Calling Number Display and MessageBank®.**

Additional charges apply for other call types. These are the main charges for calls under your bundle:

- **call connection fee** – **50¢** per call (for national calls to fixed line numbers, calls to mobiles and international numbers)
- **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)
- **local calls** – **50¢** per call
- **national calls to fixed line numbers** – **50¢** per minute
- **calls to standard Australian mobiles** – **50¢** per minute
- **calls to international numbers** – international call rates vary depending on which country you're calling.

Different rates apply to calls to international mobile numbers. Calls are charged per minute block. International Saver is included in your bundle which gives you discounted call rates to fixed lines and mobiles to over 70 countries. For all international call rates, see [telstra.com.au/long-distance-rates](http://telstra.com.au/long-distance-rates)

Some of these call types listed above exclude some usage. For example, national calls to fixed line numbers doesn't include calls to premium numbers (eg 19xx numbers), 1234 and 12456 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)

## 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 take up a 24-month plan and your bundle, or one of the services within your bundle is cancelled early or moved to another service provider, your bundle will be cancelled. If your bundle is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- you'll be charged an Early Termination Charge (ETC) of up to \$360. The ETC decreases by equal instalments each month you stay on your bundle.

If you take up either a 24-month plan or a casual plan and your bundle, or one of the services within your bundle is cancelled early or moved to another service provider:

- your other bundle benefits will be removed and any remaining home phone service that has not been cancelled will be placed on a month to month 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
- you may need to pay any outstanding balance for your T-Box® Hardware Repayment Option (if you have one).

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

## OTHER INFORMATION

### Home broadband speeds

Fast ADSL plans provide maximum download speeds up to 20Mbps to eligible customers in selected areas (ADSL 2+) and up to 8Mbps in many other areas (ADSL) but average speeds will be lower.

Actual speeds vary due to a number of factors such as your location, your plan, internet traffic, your equipment/software and the way data is transmitted. Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

### 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.

## T-Box

If you've chosen a T-Box on a Hardware Repayment Option (HRO) with your bundle, your bill will show separate charges for your bundle and for the T-Box.

## Billing

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

On your first bill, you'll also be charged for the days left until your next billing cycle begins. You may also 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

If you have taken up this bundle on a 24-month minimum term, you can change to another Telstra Broadband Range plan once a month during your minimum term. You'll need to restart your 24 month term and pay a \$50 Early Recontracting Fee if you move to another Bundle Range before the end of your minimum term.

## Call and data 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)

### 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 go 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)