



TELSTRA HOME PHONE BUDGET ON THE NBN

INFORMATION ABOUT THE SERVICE

Your Telstra Home Phone plan is for a Telstra Voice Standard home phone service on the NBN.

Minimum term

There is no minimum term for your Telstra Home Phone Budget on the NBN plan. It's a month to month contract with no fixed term.

Installation

- A minimum of two appointments are needed to connect your service on the NBN, one with NBN Co and one with us. We'll arrange both appointments.
- A standard installation of the NBN Co equipment is included. This includes the installation of NBN Co's network terminating equipment and a Power Supply Unit (PSU) with first battery. If your NBN Co installation is non-standard, the attending NBN Co technician will discuss and obtain your agreement to any additional charges before starting the work – these charges will appear on your Telstra bill.
- We'll professionally install your Telstra Voice Standard service on the NBN. If you don't have a broadband or telephone service with Telstra an additional activation fee of \$59 may also be charged.
- A telephone handset is not included. Additional charges apply for a non standard installation or if you require a new telephone handset.
- If you're not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment and any Telstra equipment, including its location.

What's Included

Calling Number Display, MessageBank®, Call Waiting and Call Forward are included at no additional charge in your plan. Call charges apply when you use Call Forward.

What's Not

You'll be charged for the calls made each month on your telephone as per the call charges in the 'Your call charges' section.

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$23.95 per month for your telephone service. Minimum cost for one month including \$59 activation fee \$82.95.

Your call charges

These are the main charges for calls under your Telstra Home Phone Budget on the NBN service:

- **local calls** – 30¢ per local call
- **call connection fee** – 49¢ per call (for standard national calls to fixed line numbers, calls to mobiles and international numbers)
- **national calls to fixed line numbers** – 25¢ per minute, capped at \$3 for the first three hours per call, 7pm – midnight
- **calls to 13 numbers** – 35¢ per call, except for calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663, which are free
- **calls to standard Telstra mobiles** – 36¢ per minute, \$3 for first 20 minutes per call, 7pm – midnight
- **calls to non-Telstra mobiles** – 36¢ per minute
- **standard national SMS** – 1¢ per message sent, per recipient.

These call types 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

Call charges to international numbers

International call rates vary depending on which country you are calling. For all international call rates, see telstra.com.au/international-rates. Calls are charged per minute block.

If you make a lot of international calls, we have two packs with discounted rates for you to choose from.

1. International Ultimate

If you make a lot of international calls per month International Ultimate may provide the best value. For an extra \$15 per month you can get unlimited calls to fixed lines in 35 countries and to mobiles in 16 countries, including UK, USA, China and India. Plus get reduced rates to another 37 countries.

2. International Saver

International Saver provides reduced rates to home phones and mobile numbers in over 70 countries for an extra \$5 per month, starting from 1¢ per minute plus call connection fee.

To find out more about which pack suits you, see telstra.com.au/international-rates

International Saver and International Ultimate are incompatible with each other and some other offers.

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 Charge

You can move to another in-market Telstra Voice Standard on the NBN plan as your needs change, free of charge. There is no Early Termination Charge.

OTHER INFORMATION

Silent Line

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 a Silent Line. You'll be charged **\$2.93** per month.

Pensioner Discount

If you hold an eligible Pensioner Concession card, you can apply for a Pensioner Discount. This provides you with a 100% discount on Local calls and Calls to 019 Numbers, up to a maximum monthly discount of \$3.50. The monthly discount is not compatible with some offers. The Telstra Pensioner Discount is unavailable for business customers.

Call and data usage information

If you want to check your usage, you can register and login to My Account at telstra.com/myaccount

Installation timeframes

Once we've accepted your application, we'll try to connect your telephone service on the date you ask for, but this might not always be possible.

All new Telstra Voice Standard service connections on the NBN will require a Telstra professional installation.

If you or someone living in your home has a diagnosed life threatening medical condition and your/their life may be at risk without access to a telephone service, you can request to be a Priority Assistance customer. We aim to connect Priority Assistance customers' telephone services within 24 hours of being asked in urban and rural areas, or within 48 hours in remote areas.

Billing

We bill you in advance for the minimum monthly charge and in arrears for calls and SMS. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Your home phone service and power outages

Your Telstra Voice Standard service will be delivered via the NBN, and will include a Power Supply with Battery Backup. During a power outage, the battery will provide power for a limited time (approximately five hours), allowing you to make and receive calls on your home phone if it doesn't also depend on mains power. For information please refer to the user guide supplied by NBN Co at the time of installation, or visit nbnco.com.au/battery

Incompatible equipment

Most existing devices will be supported by a telephone service on the NBN. However, some older landline telephone handsets (such as a dial/rotary phone), back to base alarm systems, personal response systems (medical alert/emergency call systems) and fax machines may not work. Please check with the manufacturer/provider to check if your device is compatible.

Service and plan changes

Once you take up a telephone service on the NBN, you can't move back to Telstra services on the existing copper network.

We're here to help

You'll find more information at telstra.com including 24/7 live chat support. If you have questions about your bill, technical support service or connection, 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 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, visit 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