



# TELSTRA BROADBAND 500GB ON THE NBN

## INFORMATION ABOUT THE SERVICE

Your plan is a bundle which includes:

- Telstra Voice Essential, which is a home phone service on the NBN that gives you line rental, a telephone number and enables you to make and receive calls
- a Fast broadband service on the NBN to access the internet.

### 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** until your next billing period. Unmetered content such as BigPond Movies or Foxtel on T-Box won't be slowed and you'll maintain your existing speed when accessing those sites.

## 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 months is **\$2,771**, which includes a T-Gateway and a **\$59** Activation Fee if you don't have a broadband or home phone service with Telstra.

If you take up the casual plan, the total minimum amount you'll pay is **\$292** including a **\$59** Activation Fee if you don't have a broadband or home phone service with Telstra and a **\$120** Casual Plan Fee.

### Installation

- If you've been offered and accepted self installation, you'll be sent a Self Installation Kit (SIK).
- If you are eligible for Priority Assistance a standard professional installation by Telstra is included, otherwise a charge of \$192 applies.
- Both professional installation and the SIK include a Wi-Fi modem (the T-Gateway®) needed to support your telephone and broadband.
- Unless already connected, NBN Co will need to install its equipment in your premises. Standard installations of NBN equipment are done without charge to you.

### Speed boost

You can purchase a Super Fast Speed Boost for an additional **\$20** per month (not available on Fixed Wireless). Your bill will show an additional charge each month for your speed upgrade. For information about the speeds you can achieve with the Super Fast Speed Boost, see 'Home Broadband Speeds'.

### 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®, Call Waiting, Call Return and Call Forward.** Call charges apply when you use Call Return and Call Forward.

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

- **call connection fee** – **50¢** per call (to 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. Calls are charged per minute block. International Saver is included in your bundle and gives you discounted rates to fixed lines and mobiles in 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)

### 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/](http://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 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 not due to our fault) and you don't agree with us otherwise:

- you'll be charged an Early Termination Charge (ETC) of up to \$360 if you were on a 24 month plan. The ETC decreases by equal installment each month you stay on your bundle
- any remaining home phone service that hasn't been cancelled will be placed on a month to month plan, from our generally available plan range, at your request
- your remaining home broadband service will be cancelled
- you may need to pay any outstanding balance for your T-Box® Hardware Repayment Option
- your other bundle benefits will be removed.

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

## OTHER INFORMATION

### Home broadband speeds

- Your service on the NBN offers download line speeds into the home up to 25Mbps and upload speeds from the home up to 5Mbps.
- If you've purchased a Telstra Super Fast Speed Boost (not available over Fixed Wireless), it can provide speeds up to 100/40Mbps into the home. These speeds exceed the capabilities of some content servers and computers.
- Actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Telstra.

### 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've 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 will 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)

### Your home phone service and power outages

Your bundle includes a Telstra Voice Advanced service. During a power outage you won't be able to make or receive phone calls, including calls to Emergency '000' services.

If you're registered for Priority Assistance, or you advise us that you have a back to base alarm or medi-alert (personal response system) you intend to connect to your phone service on the NBN, you'll be provided with a Telstra Voice Standard service. This service 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](https://nbnco.com.au/battery)

Telstra Voice Standard is not available over NBN Fixed Wireless connections. You'll need to retain or add a traditional home phone service in NBN Fixed Wireless areas, as this continues to work during a power outage.

### Incompatible equipment

Most existing devices will be supported by a home phone 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 home phone and broadband service on the NBN, you can't move back to Telstra services on the existing copper network.

### 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 1800 834 273 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)

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