



# TELSTRA HOME BUNDLE – XL ON THE NBN

**\$150/mth**

Contract term: 24-months  
Upfront cost: \$59  
Minimum cost: \$3,659

**500GB/mth**

Telstra Home Broadband on the NBN

**Home Phone**

## INFORMATION ABOUT THE SERVICE

Your plan is a bundle which includes:

- a home phone service
- Telstra home broadband on the NBN for your internet service.

### Minimum term

24-month minimum term.

### Your home broadband allowance

**500GB** 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

**\$150** for your Telstra Home Bundle – XL on the NBN.

The minimum amount you'll pay over 24 months is **\$3,659**, including a T-Gateway, and a **\$59** broadband activation fee if you don't have a broadband or home phone service with Telstra.

### 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 T-Gateway® needed to support your home phone and broadband services.

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.

### 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 Ultimate, New Ultimate or Ultimate II plans. Mobiles with a 10-digit account number are not eligible
- **local calls**
- **national calls to fixed line numbers**
- **calls to standard Australian mobiles**
- **Calling Number Display and MessageBank®.**

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

- **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 international numbers** – you can make international calls by dialling 0011 followed by the country code and the number you're calling. International Ultimate is included in your bundle, which gives you unlimited calls to fixed lines in 35 countries and to mobiles in 16 countries. Plus get discounted call rates to another 37 countries. For a full list of international call rates see [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)

### 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 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 **\$504**. The ETC decreases by equal instalments 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
- 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

### Mobile Bundle Bonus

You'll receive the Mobile Bundle Bonus on up to four eligible mobiles on the same Single Bill as your bundle. 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 doesn't include unlimited calls to standard Australian numbers. The Mobile Bundle Bonus includes **\$50** additional allowance for standard calls, MMS and SMS in Australia per month on your eligible mobile service. Excludes use overseas and any unused allowance expires each month.

### Broadband speeds

- Fast broadband on the NBN offers download line speeds into the home up to 25Mbps and upload speeds from the home up to 5Mbps (25/5Mbps).
- 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.

For more information on the speeds available please visit [telstra.com/speeds](http://telstra.com/speeds). If you're on NBN Fibre you can purchase a Super Fast Speed Boost for an additional **\$20** per month or a Very Fast Speed Boost for **\$10** 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.

### 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](http://telstra.com/emailbill). To set up Direct Debit or for information on other bill payment options, visit [telstra.com/billpay](http://telstra.com/billpay)

## Changing bundles

You can change to a Telstra Home Bundle – S, M, L 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).

## 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 [www.nbnco.com.au/battery](http://www.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 phone service on the NBN. However, some older phone 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 phone and broadband service on the NBN fibre network, 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](http://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](http://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](http://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](http://telstra.com.au/customer-terms)