



# TELSTRA HOME PHONE PINNACLE 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 Pinnacle plan. It is 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

The following calls and features are included at **no additional charge**.

- local calls
- standard national calls
- calls to Australian mobiles
- MessageBank®
- Calling Number Display
- Call Return – call charges may apply when you use Call Return.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

\$85

### Your call charges

These are the main charges for calls under your Telstra Home Phone Pinnacle service:

Call type	Charge
Calls to 13 numbers	35¢ per call except for calls to 13 2000, 13 2200, 13 2203, 13 2999, 13 3933 and 13 7663, which are free
Standard national SMS	You can send SMS from a compatible home phone for 1¢ per message per recipient

These call types exclude some usage. For example, national calls to fixed line numbers don't include calls to premium numbers (eg 19xx numbers), 1234 and 12 456 numbers.

Calls to satellite numbers are charged differently to standard calls to Australian mobiles. Charges for these calls can be found at [telstra.com.au/customer-terms](https://www.telstra.com.au/customer-terms)

### 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 International Saver rates are included in your plan, giving you discounted call rates to fixed lines and mobiles in over 70 countries. To see our call rates visit [telstra.com.au/international-rates](https://www.telstra.com.au/international-rates)

### Unlimited calls to fixed lines in 35 countries

For an extra \$15 per month, with International Ultimate 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. For more information visit [telstra.com.au/international-rates](https://www.telstra.com.au/international-rates)

### 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 Telstra Home Phone plan as your needs change, free of charge. There is no Early Termination Charge.

## Pensioner Discount

If you hold an eligible Pensioner Concession card, you can apply for the Telstra Home Phone Pensioner Discount. This provides you with:

- a \$15 Monthly Call Allowance which can be used for calls to 013 numbers and International calls.

## 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.

## OTHER INFORMATION

### Call 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)

### 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.

### Important information about your first bill

When you take up a new service with Telstra, you're assigned a day of the month as your bill cycle date. This is the day that your bill is issued every month (also known as your billing cycle). The billing date you're assigned isn't normally the same day you connect with us. This means that in addition to your charges for the full month, your first bill will include a part monthly charge for the period from the day you connected your new plan to your first billing date.

For example, if you called us on the 1st day of the month and we assigned the 15th as your billing date, your first bill will cover a period of 45 days. So in this instance, a \$30 per month plan will appear as \$45 on your first bill (plus call charges and features where applicable).

## 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 [nbnc.com.au/battery](https://nbnc.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.

### Managing unwanted calls

To reduce unwanted calls from businesses you have no relationship with, you can register your service on the Do Not Call Register which is managed by the Australian Communications and Media Authority on behalf of the Federal Government. For more details, please visit [donotcall.gov.au](https://donotcall.gov.au)

### 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, visit [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)