



T-BROADBAND® 500GB ON THE NBN

\$100/mth

Contract term: 24-months
Minimum cost: \$2,459

500GB/mth
Broadband on the NBN

Home Phone

INFORMATION ABOUT THE SERVICE

Your plan is a bundle which includes:

- a Telstra broadband service on the NBN to access the internet;
- Telstra Voice Essential, which is a home phone service on the NBN with no included calls – you only pay if you use it.

Minimum term

- **Fixed term plan** – 24-month term.
- **Casual plan** – no minimum term.

Your Monthly Data Allowance

500GB – where 1GB (Gigabyte) = 1,000MB (Megabytes).
Your unused Monthly Data Allowance expires each month.

If you exceed your 500GB usage allowance 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 begins. Unmetered content such as BigPond Movies or Foxtel on T-Box will not be slowed and you will maintain your existing speed when accessing those sites. Your unused monthly usage allowance expires each month.

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.

Entertainment options

If you've chosen to add any of the following devices or services to your bundle, your bill will show separate charges for those devices and/or services:

- T-Box® on a Hardware Repayment Option (HRO);
- Foxtel from Telstra or Foxtel on T-Box.

What's included

The following features are included with your home phone service on the NBN at no additional charge:

- **MessageBank®, Call Return, Call Waiting, Call Forward, and Calling Number Display** – call charges apply when you use Call Return and Call Forward.

What's not

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

INFORMATION ABOUT PRICING

Your minimum monthly charge

\$100 for broadband service and home phone.

The total minimum plan cost

The minimum amount you'll pay over 24 months is **\$2,459**, which includes a T-Gateway and a \$59 Activation Fee for customers who do not have a broadband or telephone service with Telstra.

If you take the bundle up on a casual plan, the total minimum amount you'll pay is **\$351** including a \$59 activation fee and a \$192 standard professional installation fee.

This activation fee may apply for customers who do not have a broadband or home phone service with Telstra.

Telstra Speed Boosts

You can purchase a Telstra Speed Boost 1 for an additional \$5 per month or Telstra Speed Boost 2 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 a Telstra Speed Boost, see 'Broadband Speeds'.

Your call charges

These are the main charges for calls under your Telstra Voice Essential service:

- **local calls** – 50¢ per local call
- **call connection fee** – 50¢ per call (to national calls to fixed line numbers, calls to mobiles and international numbers)
- **national calls to fixed line numbers** – 50¢ per minute
- **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 Australian mobiles** – 50¢ per minute
- **calls to international numbers** – You'll be charged a call connection fee plus the international per minute rate for calls overseas. Calls are charged per minute block. For all international call rates, see telstra.com.au/long-distance-rates

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

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 you move to another plan outside of the Right Fit Guarantee before your bundle has ended:

- you'll be charged an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on your bundle. Your maximum ETC at the start of your bundle is **\$360**.

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 you move to another plan outside of the Right Fit Guarantee:

- you may need to pay any outstanding balance for your T-Box® Hardware Repayment Option
- your bundle benefits will be removed and standard charges will apply to your remaining services.

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

Call and data usage information

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

Broadband speeds

- Your broadband service on the NBN offers download line speeds into the home up to 12Mbps and upload speeds from the home up to 1Mbps.
- If you have purchased a Telstra Speed Boost your bill will show additional per month charges for your speed upgrade. Telstra Speed Boost 1 provides speeds up to 25/5Mbps into the home for an extra \$5 per month and Telstra Speed Boost 2 (not available over Fixed Wireless) provides speeds up to 100/40Mbps into the home for an extra \$20 per month. 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

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.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

You'll receive a proportion of your Monthly Data Allowance based on the number of days left in the billing period, and your full Monthly Data Allowance in the next month.

Paperless billing

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. To set up Direct Debit or for information on other bill payment options, visit telstra.com/billpay

Changing bundles

If you've taken up this bundle on a 24-month minimum term, you can change to another T-Broadband on the NBN 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.

A \$15 Service Assistance Fee applies unless you request the change online. Some exemptions apply.

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

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

If your telephone and broadband service on the NBN is delivered by a fibre connection, 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 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 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