

PAID EMAIL

INFORMATION ABOUT THE SERVICE

This is a stand-alone Paid Email service being made available to enable existing email customers to retain their current email account without having any associated eligible Telstra services.

Minimum term

12-month minimum term (paid upfront and non refundable).

What's included?

Paid Email:

- 1 mailbox with a @bigpond.com or @bigpond.net.au or @telstra.com username.

INFORMATION ABOUT PRICING

Your minimum monthly charge

You will be charged \$79 (incl. GST) per mailbox for a 12-month subscription, paid upfront and non refundable.

Installation and set up

Your mailbox will continue to work when moving from your existing consumer broadband email service to Paid Email. If you take up the Paid Email service, your email will continue to operate as usual.

If you need further assistance setting up or amending your email please visit telstra.com/emailsetup

Early Termination Charge

There's no Early Termination Charge, however, your annual charge of \$79 (incl. GST) will not be refunded if you cancel within the 12-month subscription period.

OTHER INFORMATION

Manage your service online

You can manage your Paid Email service online at telstra.com/myaccount

Billing

The figures in this Critical Information Summary are for a 12-month period of the contract term.

For more information on other bill payment options, go to telstra.com/billpay

Data Allowance

Paid Email has no data allowance included. Data usage charges may apply.

We're here to help

You'll find more information at telstra.com/email

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- visit telstra.com

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

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com.au/customer-terms