

## Want to know more?

If you would like to know more about Telstra Smart Community, please call us on **1800 008 994**.



- \* Welcome gift from Telstra Smart Community to the eligible customers may vary in content.
- ^ Eligible products and services may vary and should be discussed with the Telstra consultant.
- † Subject to routine maintenance.
- \*\* FOXTEL Digital not available in all areas.

Smart Wiring™ and Smart Wired™ are trade marks of the Copper Development Centre, Australia.

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THIS BROCHURE IS RECYCLABLE



WOOD FIBRE FROM SUSTAINABLE FOREST



WATERLESS PRINTING



**Telstra Smart Community<sup>®</sup> is a Telstra initiative where Telstra works with the property developer to ensure that your new home is provided with communication and entertainment services that aim to satisfy your needs, now and into the future.**

Telecommunication and entertainment services that can be made available on Telstra Velocity<sup>™</sup>

- ✓ High-Speed Broadband
- ✓ Fixed Line services
- ✓ FOXTEL from Telstra
- ✓ Digital Free-to-Air TV services
- ✓ Other products and services as they become available



## WHAT DOES TELSTRA SMART COMMUNITY<sup>®</sup> MEAN FOR YOUR NEW HOME?

### PERSONALISED CUSTOMER CARE

Telstra understands that your family time is invaluable to you and, with the dedicated customer care that a Telstra Smart Community<sup>®</sup> offers you, including such things as Telstra calling you, the customer, you no longer have to wait long periods for service connections. This saves you precious time and energy, which you can then spend with your family and friends.

Telstra Smart Community customers receive a 1800 number to call a dedicated Telstra Smart Community Customer Service staff member, should you have any queries.

When you move into your new home you will receive a Welcome Pack\* which includes a portable home phone handset, a welcome letter, copies of information on Telstra products and how to contact the Telstra Smart Community Customer Service staff.

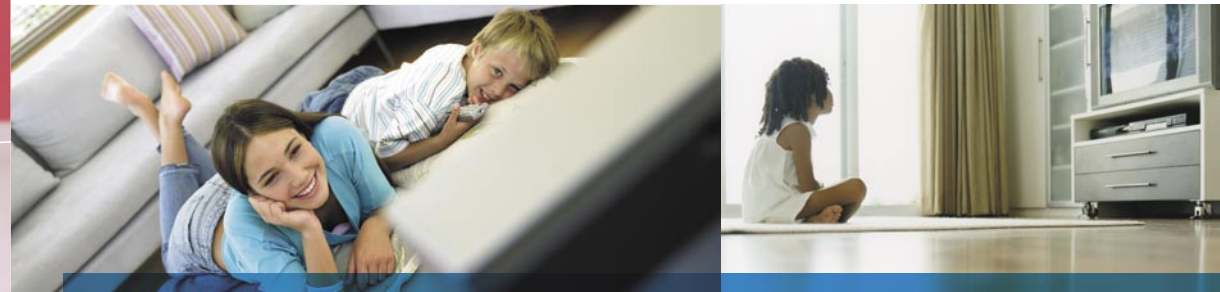
Telstra takes away the hassle often involved in obtaining telecommunication services. In a Telstra Smart Community estate, you will not have to worry about connecting the communication and entertainment services for your home. It is already considered, connected and completed when you move in. Plus, the customer rebate should help alleviate some of the financial stress involved in moving home. Having access to services from the first day in your new home saves you time and energy, leaving you to enjoy the most important aspects of your life – you, your family and your friends.

The customer rebate is received in full on your second Telstra account and can be used on a range of Telstra products and services<sup>^</sup>. This rebate takes some of the pressure off your new home purchase and allows you to experience products and services that may have been considered too expensive, not important or you simply wouldn't have thought of using. The rebate is our 'Thank You' to you.



WHAT DOES  
TELSTRA VELOCITY™  
MEAN FOR YOUR  
NEW HOME?

THINK ABOUT  
WHAT YOU WANT.  
WE HAVE!



IT SAVES TIME, SO YOU CAN SPEND  
MORE TIME WITH YOUR FAMILY!

#### READY TO EMBRACE THE FUTURE

Entertainment and telecommunication services and products are constantly evolving and improving. Once installed, Telstra Velocity™ allows you to access future advancements in technology for products and services, with little or no disruption to existing services and your home. This is possible due to the wiring of the Optical Network Terminator (ONT) and the patch panel in your house. It is as simple as changing a setting on the panel to alter the direction of a service.

#### AESTHETICALLY PLEASING ENVIRONMENT

Provided the associated content is made available for re-transmission, Telstra Velocity largely supports entertainment and telecommunication services without the need for unsightly external antennas and satellite dishes on houses. Many additions to the home entertainment and telecommunication services can be made using the existing wiring systems, especially where Smart Wiring™ has been utilised.

Through the Smart Wiring home wiring system and the Telstra Velocity network, installing new technologies is as simple as changing a setting on the home wired control panel. No more digging up gardens, nature strips, pulling off roofs or destroying plaster. The home and the surrounds are perfectly maintained as new technologies are connected.

Please visit [www.smartwiredhouse.com.au](http://www.smartwiredhouse.com.au) for more information on Smart Wired or, talk to your estate consultant.



## ENTERTAINMENT

It's all about choice, flexibility and home lifestyle, the ability to enjoy games, movies, and TV shows on all channels, on multiple television sets throughout the home.

While your children are watching the latest movie on FOXTEL, you can be watching the news, weather and current affairs on Digital Free-To-Air television. No more fights over the remote or arguments over which show to watch – everyone can view their favourite programs all at the same time.

Home learning is available for all the family, from children completing online homework, high school assignments and university degrees, to simply learning for personal interest.

The internet is a convenient, popular and effective use of time in an increasingly busy world. Access to multiple internet services and phone lines with no loss of speed – the Telstra Velocity network makes this possible. This is just one of the benefits of Telstra Velocity that makes continued learning in your home easy, accessible and convenient.

Tele-working or connecting to the workplace from home is becoming even more possible and functional as the speed of broadband, multiple phone lines and mobile services through the Telstra Velocity network provide faster, smoother connections to the workplace.



## LEARNING MADE EASY FOR THE WHOLE FAMILY.

### WHY HIGH-SPEED INTERNET?

#### BANDWIDTH

The delivery of High-Speed Internet (HSI) on the Telstra Velocity network allows multiple users to access the internet and internet-related services at the same time, significantly reducing the risk of drop outs and disconnections, and without loss of speed<sup>†</sup> due to line sharing. With the added bonus of increased bandwidth with Telstra Velocity, studying from home has never been more convenient and accessible for the whole family. Your family can have access to a world of information and learning, available in an instant and in multiple points around the home.

#### SPEED

The delivery of BigPond® Velocity on the Telstra Velocity network allows you to access online shopping, online banking, online learning, movie downloads, work and much more from the comfort of your home, at speeds that provide convenience, efficiency and suit the needs of the modern lifestyle. As a result of Smart Wiring™ and the Telstra Velocity network, the online functions that once consumed hours of precious time, such as sending family photos, online chatting and downloading of home learning content, can now be reduced to minutes.



**BE ENTERTAINED!**

## ACCESSIBILITY

BigPond Velocity has the potential to open the world of multimedia - text, graphics, audio and video can be transformed into TV shows, movies and radio formats, plus new forms of multimedia, new generation high technology entertainment options, interactive TV, three dimensional games, emails carrying live video and sound, and video conferencing services.

This provides an opportunity to plan your digital home, automating security, comfort (heating and cooling), online ordering, home services and waste management.

## THE FUTURE

Future services such as Video-on-Demand, Video Telephony and IP TV have been considered. Pre-connect using the Smart Wiring™ system and your home is ready as soon as the technology catches up. Plus, there is no need to purchase additional modems, as the BigPond Broadband connection is built into the Telstra network. This means that you won't have to spend extra money in the future in order to receive new technologies and services.

## DELIVERING DIGITAL FREE-TO-AIR TV

With no reticulation networks and an aesthetically pleasing community, the Telstra Velocity network can offer real value to you. With Telstra Velocity you won't have to purchase additional external antennas for your roof in order to receive the Free-To-Air TV signal allowing your home and community to have a more natural look and feel.

**THE NEXT GENERATION IN DIGITAL HOMES IS A VERY REAL OPTION ON THE TELSTRA VELOCITY NETWORK.**

## STAY IN TOUCH WITH FAMILY AND FRIENDS!

### BE ENTERTAINED WITH FOXTEL\*\*

With an amazing choice of channels that cover sport, movies, entertainment, news and education, there's always something worth watching! Complete with digital picture and sound quality, it's available now on your existing TV. You have the choice of various entertainment packages and features all from the comfort of your new home.

### COMMUNICATE WITH FIXED LINE TELEPHONES

A Smart Wired™ home within a Telstra Velocity estate provides you with multiple access points to fixed line telephone services, minimising line sharing and waiting. Secure fixed lines, home security, Smart Homes and futuristic home services are a real possibility. Multiple phone lines, emails and more time to stay in contact with your family and friends is made easier with Telstra Smart Community and the services it offers.

If you want to work from home, making phone calls and downloading files, whilst your children are on the internet and your partner is chatting with friends – even while a movie is being downloaded for the family, this is all possible with Telstra Velocity.

### SMART WIRING™

Smart Wiring™ is the home wiring solution that enables you to maximise the Telstra Velocity network and all the technology that Telstra's fibre-based product delivers. Smart Wiring your home at the building stage will enable you to not only connect to great services and products easily and efficiently, but also allow future products to be more easily connected to your home. Connections to new services would result in minimal disruption to your home, existing services and the community. When you Smart Wire your home, you ensure that your home maximises access to great products and services and the benefits to your family. Smart Wiring makes sense and can make life easier.

Smart Wired accredited building contractors ensure that they deliver the highest quality service. Ask your builder to use Smart Wired accredited contractors to ensure that your home is wired to suit your needs, the capability of the Telstra Velocity infrastructure and your future requirements.

For more information go to [www.smartwiredhouse.com.au](http://www.smartwiredhouse.com.au)



*"I want to make life harmonious for my family and myself."*

## FREQUENTLY ASKED QUESTIONS...

### WHY IS TELSTRA VELOCITY BETTER THAN ADSL OR ADSL2+?

Telstra Velocity offers similar performance to the best available ADSL2+ services today with the added bonus that, unlike ADSL, how far you live from the telephone exchange does not impact on the performance of your service.

### WHY IS TELSTRA VELOCITY IMPORTANT TO THE HOME WHEN THE NEXT G™ NETWORK IS AVAILABLE?

The Next G™ network is more than just a new mobile network - it's a whole new mobile experience. It brings your family, friends, work and the world closer, and lets you do so much more with the advantage of mobility.

The Next G™ network is the mobile solution and Telstra Velocity is the home-based solution, both offering great services and products, accessibility and connectivity to give you the ultimate experience both outside and within the home.

Check with us at [www.telstra.com](http://www.telstra.com) for coverage of our Next G™ network.



*The Next G™ network is more than just a new mobile network - it's a whole new mobile experience.*



## Terms and Conditions

1. As the first owner, the first occupier or the first tenant of the Property, you can take advantage of being in a Telstra Smart Community by taking up a Telstra Smart Community Package. The following Terms and Conditions are the general terms and conditions for the Telstra Smart Community Package Offer. The terms and conditions may change for a particular development. To the extent of any inconsistency between these general terms and the specific terms provided for a development, the terms and conditions for that development take precedence over these general terms.
2. You are eligible for a Telstra Smart Community Package if:
  - (a) you are the first owner, the first occupier or the first tenant of the Property; and
  - (b) you apply, at the same time you acquire, move in or rent the Property (whichever is relevant), for a Fixed Line Service (see clause 5(a)) and a BigPond Broadband Service (see clause 5(b)) to be connected to the Property within 24 months of the first of either settlement, the day you rent or the day you move into the Property (whichever is relevant); and
  - (c) you meet any eligibility requirements for all Eligible Services when you apply, including our credit requirements; and
  - (d) no one else has applied for and received the Eligible Services for the Property in question.
3. If you sell the Property or you give possession of it to someone else, you are no longer eligible to receive a Telstra Smart Community Package.
4. Only one Telstra Smart Community Package can be claimed for the Property.
5. You must acquire both of the following services for a period of 12 months (**Service Period**):
  - (a) **Fixed Line Service:** a Basic Telephone Service on a Telstra HomeLine® Plus pricing plan; and
  - (b) **BigPond Broadband Service:** any Telstra BigPond Broadband pricing plan.
6. You may also acquire any FOXTEL from Telstra package (**Pay-TV Service**) and/or any Telstra mobile pricing plan (except any pre-paid Telstra mobile pricing plan) (**Mobile Service**) during the Service Period.
7. Fixed Line Service, BigPond Broadband Service, Pay-TV Service and Mobile Services are collectively referred to as "**Eligible Services**" in these terms and conditions.
8. If you are eligible for and take up a Telstra Smart Community Package, we will apply the Customer Contribution to your bill as follows:
  - (a) the Contribution will be paid in full on your second Telstra account. This amount will be offset against the monthly charges that you incur for your Eligible Services; and
  - (b) as we may otherwise advise you in writing from time to time but on terms no less favourable than as set out in subparagraph (a) above.
9. The Service Period commences on the date your Fixed Line Service or BigPond Broadband Service is connected (whichever is earlier).
10. You will be responsible for all charges you incur for your Eligible Services in excess of the Customer Contribution amount during the Service Period.
11. The Contribution cannot be redeemed for cash.
12. At the end of the Service Period, we will continue to supply the Eligible Services to you. You will be solely responsible for paying all charges for your Eligible Services (including any early termination fees which may apply if you cancel your Eligible Services before the end of any minimum contract term).
13. You become ineligible for a Telstra Smart Community Package if:
  - (a) you cancel or suspend the Fixed Line Service or BigPond Broadband Service before the end of the Service Period (for any reason); or
  - (b) you stop living at the Property (including because you sell it, vacate it or give possession of it to someone else); or
  - (c) you transfer any Eligible Services to another customer.
14. If you become ineligible for a Telstra Smart Community Package before the end of the Service Period (for any reason), you are not entitled to claim or receive any amounts that would have been used towards paying your charges for the remainder of the Service Period.
15. If you become ineligible for a Telstra Smart Community Package under clause 13, these Telstra Smart Community Package terms and conditions will come to an end and the Eligible Services will be provided to you in accordance with Telstra's standard terms and conditions referred to in clause 20.
16. We will supply the Eligible Services to you in accordance with:
  - (a) Telstra's standard terms and conditions as set out in clause 17; and
  - (b) these terms and conditions; and to the extent that there is any inconsistency between the terms and conditions listed in clause (a) and (b), the terms and conditions set out in clause (b) will apply.
17. The terms and conditions, including pricing, that apply to the Eligible Services are:
  - (a) **Fixed Line Service:** the relevant terms set out in Our Customer Terms (including the General Terms and the Basic Telephone Service section), a copy of which can be viewed at [www.telstra.com.au/customerterms/](http://www.telstra.com.au/customerterms/);
  - (b) **BigPond Broadband Service:** our BigPond Broadband Cable and ADSL Terms and Conditions, a copy of which can be viewed at [www.bigpond.com/internet-plans/broadband/adsl/termsandconditions/](http://www.bigpond.com/internet-plans/broadband/adsl/termsandconditions/) or obtained by calling 13 1282;
  - (c) **Pay-TV Service:** FOXTEL from Telstra terms and conditions, a copy of which can be viewed at [www.telstra.com.au/foxtel](http://www.telstra.com.au/foxtel) or by calling 1800 008 994; or
  - (d) **Mobile Service:** the relevant terms set out in Our Customer Terms (including the General Terms and the Telstra Mobile section), a copy of which can be viewed at [www.telstra.com.au/customerterms/](http://www.telstra.com.au/customerterms/); and
  - (e) any other terms notified to you as part of the application process for Eligible Services.
18. Some Eligible Services may require you to agree to a minimum service term. You will be liable to pay any early termination charges if you cancel the Eligible Service before the end of that minimum service term for any reason.
19. You may take advantage of any special offers, discounts, capped charges or promotions we may offer in relation to your Fixed Line Service, BigPond Broadband Service, Pay-TV Service or Mobile Service as advised by us during the Service Term (including Telstra's Reward Options). However, you must be otherwise eligible to acquire those services and be eligible for those offers and discounts.
20. "Our Customer Terms" is Telstra's standard form of agreement formulated for the purposes of Part 23 of the Telecommunications Act 1997, as varied by Telstra from time to time in accordance with that Act.
21. The following words have these meanings in this agreement unless the contrary intention appears:

**Development** means a property development where the Telstra Smart Community Package Offer is available.

**Property** means a Property in the Development.

**You** means either one of the first purchaser, first tenant or occupier of a Property.