

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# BigPond Broadband 500GB Ultimate<sup>®</sup> – Velocity<sup>®</sup>

## Information about the service

BigPond Velocity<sup>®</sup> uses Fibre to the Home technology (FTTP) for the connection of telecommunication services to residential homes. The Telstra Velocity<sup>®</sup> network provides for broadband and multiple Voice or Home Phone services.

If you have a full Telstra Voice or Home Phone service on a Single Bill with your BigPond Broadband plan, you are eligible for a discount of \$10 per month.

If you take up a 24-month BigPond Broadband plan and have a full Telstra Voice or Home Phone service on a Single Bill, you are eligible for a further discount of \$20 per month with the BigPond Broadband Benefit.

### Minimum plan term

- **\$79.95/mth plan** – 24 month minimum term.
- **\$99.95/mth plan** – no minimum term.
- **\$109.95/mth plan** – no minimum term.

### What's included

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

You can use your monthly usage allowance at any time (day or night). Any unused monthly allowance expires at the end of your billing cycle.

### What's not

If you exceed your 500GB monthly usage allowance in a month, your broadband service will be slowed down to **256kbps** for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for use).

## Information about pricing

### Monthly charge

Below are the monthly charges that apply to your BigPond plan, depending on whether you have other Telstra services:

- **\$79.95** when you also have a full Telstra Voice or Home Phone service and are eligible for the BigPond Broadband Benefit. Your Monthly Data Allowance on this plan is 0.016¢/MB
- **\$99.95** when you also have a full Telstra Voice or Home Phone service. Your Monthly Data Allowance on this plan is charged at 0.02¢/MB
- **\$109.95** when you don't have a full Telstra Voice or Home Phone service. Your Monthly Data Allowance on this plan is charged at 0.022¢/MB.

To get the **BigPond Broadband Benefit** pricing, you need a full Telstra Voice or Home Phone service on a Single Bill with your BigPond Broadband service on a 24-month plan. If you're an existing customer, you may need to recontract to get the BigPond Broadband Benefit.

The total monthly credit you'll receive when eligible for the BigPond Broadband Benefit is \$30 per month (\$10 for having your home phone with Telstra plus an additional \$20 for the BigPond Broadband Benefit). Your bill may show this as a separate monthly credit of \$20 and \$10 or three separate \$10 credits.

All Telstra Voice and Home Phone plans are **full Telstra Voice or Home Phone services**, except Telstra Voice Part.

In addition to your Monthly Charge, the following charges also apply:

### Connection and Home Network Gateway (Wi-Fi modem router)

- For new BigPond Broadband customers a **\$99** connection charge applies to get you up and running. Standard Professional Installation is included at no extra cost if we determine that it is mandatory at your premises, otherwise you will receive a self-installation kit (SIK) as part of this charge.
- If you take up a Casual Plan there is an additional \$120 upfront Casual Plan Fee.
- If you're an existing BigPond Broadband customer and would like a new modem you can take up a Telstra Gateway package for \$264.
- If you'd like a technician to come out and install your broadband service an additional \$240 charge will apply (available with 12 or 24 month repayment options).
- Home Network Gateways professionally installed or purchased directly from us are configured to work only with a Telstra broadband service.

### The total minimum plan cost

If you take up the \$79.95 plan, the total minimum amount you'll pay over 24 months is **\$2,977.80** (\$119.95 per month based on your broadband plan with Telstra Home Phone Local and a \$99 connection charge for new BigPond customers).

If you take up the \$99.95 plan, the total minimum amount you'll pay is **\$358.95** (\$139.95 for one month of your broadband plan with Telstra Home Phone Local, a \$99 connection charge for new BigPond customers and a \$120 casual plan fee).

If you take up the \$109.95 plan, the total minimum amount you'll pay is **\$328.95** (\$109.95 for one month of your broadband plan, a \$99 connection charge for new BigPond customers and a \$120 casual plan fee).

If you are moving home, find out about the service installation options and pricing available to you at [telstra.com.au/moving-home/move/](https://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 Charge and other charges

If your BigPond plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan. Your maximum ETC at the start of your plan is \$360.

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.

## Changing plans

To view the plans that you may switch to, click the My BigPond tab at [bigpond.com](http://bigpond.com) to log into your My BigPond account. You'll need your user name and password to log in.

You may change your Plan once every billing cycle at no charge and without having to restart your Minimum Plan term.

## Other information

### Broadband speeds

- BigPond Ultimate® Velocity can provide typical minimum speeds between 7pm-11pm of 60Mbps.
- Actual speeds vary, including due to your location/equipment/software, data source, and internet traffic. Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable or if you're a Telstra Air member and you're using your home broadband service at the same time as a hotspot user.

### Transferring to the nbn™ network

Your 24 month contract could overlap with the rollout of the nbn network. If you wish to transfer to the nbn network with Telstra, please contact us. If you don't wish to transfer to the nbn network we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the nbn network, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

## Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

### Your monthly bill

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Your bill will show the highest monthly plan price. If you have a full Telstra Voice or Home Phone service or are eligible for the BigPond Broadband Benefit, you'll then receive a discount each month which will appear in the 'Credit & discounts' section of your bill.

### 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.

### Track your data usage between bills

To track your data usage, you can:

- click the My BigPond tab at [bigpond.com](http://bigpond.com) to log into your My BigPond account. You'll need your user name and password to log in
- once you have logged into your My BigPond account you'll see the Usage Meter that tells you the percentage of data you've used in the current billing cycle, eg '27% of 500GB'
- click 'View' for more details.

### We're here to help

Please visit [telstra.com/contactus](http://telstra.com/contactus) if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 133 677 (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, visit [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/customer-terms](http://telstra.com/customer-terms)