

Critical Information Summary

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



BigPond Broadband 50GB Ultimate[®] – Naked Cable

Information about the service

BigPond Cable Broadband connects to the internet using a Telstra cable installed in your house so your phone and fax are unaffected. BigPond Ultimate[®] Cable can provide download speeds up to a maximum of 100Mbps into the home for sharing across multiple users in a household.

Minimum plan term

- \$69.95/mth plan – 24 month minimum term.
- \$69.95/mth plan – no minimum term.

What's included

50GB 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 50GB 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

You'll be charged \$69.95 for your BigPond plan. Your Monthly Data Allowance is charged at 0.14¢/MB.

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 Cable Network 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 \$69.95 plan, the total minimum amount you'll pay over 24 months is **\$1,777.80** (based on your broadband plan and a \$99 connection charge for new BigPond customers).

If you take up the \$69.95 plan on a casual basis, the total minimum amount you'll pay is **\$288.95** (based on 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/

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.

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.

Changing plans

To view the plans that you may switch to, click the My BigPond tab at 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.

This plan is a special invitation only plan and if you change to another plan, you won't be able to change back to this plan.

Other information

Telstra Air®

You can join Telstra Air but you may need to buy a compatible gateway. For details visit telstra.com/joinair

As a Telstra Air member with a connected compatible gateway, you get access to Telstra Air Wi-Fi hotspots in Australia and millions of hotspots overseas powered by our partner Fon.

When you use a Telstra Air or Fon hotspot, all your usage counts towards your home broadband data allowance, including usage at sites that are unmetered from your home broadband service such as BigPond Movies, Foxtel Go and our BigPond unmetered sites. If you reach your allowance, you can't access the hotspots until you top up your allowance or your next billing cycle starts.

Your gateway creates a Wi-Fi hotspot that others can use and shares a small amount of your home broadband bandwidth. When others use the hotspot, it doesn't impact your home broadband data allowance. There may be a small impact to your broadband speeds if you're using your broadband service at the same time as a hotspot user. However, we have rules in place to help protect your speeds.

Telstra Air Network™ and Fon coverage maps will indicate the location of each Telstra Air hotspot.

The Telstra Air Network is open and public. We recommend that you don't send or receive sensitive personal information or carry out activities like Internet banking.

You can choose to opt in and out of Telstra Air once a month.

Broadband speeds

- BigPond Ultimate® Cable can provide download speeds up to a maximum of 100Mbps into the home for sharing across multiple users in a household.
- 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™

Your 24 month contract could overlap with the rollout of the nbn. If you wish to transfer to the nbn with Telstra, please contact us. If you don't wish to transfer to the nbn 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, 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.

This plan requires paperless billing and electronic payment. A **\$2.20** charge will be applied a month in arrears if you receive a paper bill; and a **\$1.00** charge will be applied a month in arrears if you make a bill payment in person or via mail. Some exemptions may apply. Visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

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 service Telstra Voice plan 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 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 50GB'
- click 'View' for more details.

We're here to help

Please visit 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 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/customer-terms