

### Part B – Cable

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### Part B – Cable

Certain words are used with the specific meanings set out in Part A - General Terms for BigPond Services section of Our Customer Terms.

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## 1 About this Part

1.1 This is part of the BigPond service section of Our Customer Terms.

1.2 Provisions in other parts of the BigPond service section apply.

See clause 1 of Part A - General Terms for BigPond Services section for more detail on how the various parts of the BigPond service section should be read together. To see these terms [click here](#).

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## 2 BigPond Cable service

### What is the BigPond Cable service?

2.1 The BigPond Cable service is a broadband service which gives you:

- (a) access to the world wide web, BigPond Broadband web hosting services, email service and global newsgroups;
- (b) the ability to upload and download files to and from the global internet using the file transfer protocol; and
- (c) access to Telnet and native HTTP access to global gopher services; and
- (d) other services we may advise to you from time to time.

2.2 The BigPond Cable service is not available in all areas or to all premises or buildings. To check if you can get the BigPond Cable service, please [click here](#). All BigPond Cable plans include a free BigBlog, a BigPond email address, webmail access

### Minimum term

2.3 You can choose between a Casual Plan which has no minimum term or a plan with a 24 month minimum term.

### Casual plan fee

2.4 You'll have to pay a \$120 Casual Plan fee when you take up or move to a Casual Plan

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## 3 BigPond Cable plans are no longer available

3.1 We no longer supply BigPond Cable plans. See the Home Broadband Plans section of Our Customer Terms for our current home broadband plans.



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#### 4 Out of market BigPond Cable plans

**Charges – Telstra full service fixed phone customers – for customers who signed up on and from 1 October 2013 and before 26 February 2019 and have not moved to a new plan or customers who have received an invite from Telstra or customers who have been placed on these plans by Telstra after cancelling their bundle early**

- 4.1 If you are a full service fixed phone customer (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your cable service), we charge you the following charges for your BigPond Cable service.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan with Telstra Home Phone Local for one month and a self-install Home Network Gateway modem (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond Turbo Cable	50GB, then slowed	<b>\$29.95</b>	\$392.95
BigPond Fast (previously Elite) Cable	50GB, then slowed	<b>\$39.95</b>	\$402.95
	50GB, then slowed	<b>\$49.95</b>	\$412.95
	50GB, then slowed	<b>\$59.95</b>	\$422.95
	100GB then slowed	<b>\$69.95</b>	\$432.95
	200GB, then slowed	<b>\$79.95</b>	\$442.95
	500GB then slowed	<b>\$89.95</b>	\$452.95
	1000GB, then slowed	<b>\$109.95</b>	\$472.95

- 4.2 Any unused usage allowance expires at the end of each month. Once you have reached your usage allowance, speeds will be slowed to 256kbps. No additional usage charges



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apply. Monthly usage allowance means monthly combined upload and download data transfer (1 Gigabyte = 1000 Megabytes).

- 4.3 The BigPond Fast (50GB) and (200GB) plans (Previously 25GB & 100GB) and from 18 September 2011, the BigPond Turbo (50GB) and the BigPond Fast (50GB) plans (previously 2GB) are only available to customers invited by Telstra and are not generally available. If you choose a BigPond Fast (50GB) or (200GB) plan (Previously 25GB and 100GB) and then you change plans to one of our generally available plans, you will not be able to move back to these plans. If you choose a BigPond Turbo (50GB) or BigPond Fast (50GB) plan, (previously 2GB), prior to 18 September 2011, and then you change plans to one of our generally available plans, you will be able to move back to these plans, but only during the minimum term.
- 4.4 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.

**Charges – customers without a Telstra full service fixed phone – for customers who signed up on and from 1 October 2013 and before 26 February 2019 and have not moved to a new plan or customers who have received an invite from Telstra or customers who have been placed on these plans by Telstra after cancelling their bundle early**

- 4.5 If you do not have a Telstra full service fixed phone, we charge you the following charges for your BigPond Cable service.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan for one month and a self-install Home Network Gateway modem(including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond Turbo Cable	50GB, then slowed	<b>\$39.95</b>	\$362.95
BigPond Fast (previously Elite) Cable	50GB, then slowed	<b>\$49.95</b>	\$372.95
	50GB, then slowed	<b>\$59.95</b>	\$382.95
	50GB, then slowed	<b>\$69.95</b>	\$392.95
	200GB, then slowed	<b>\$79.95</b>	\$402.95



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BigPond Cable plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan for one month and a self-install Home Network Gateway modem(including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
	200GB, then slowed	<b>\$89.95</b>	\$412.95
	500GB, then slowed	<b>\$99.95</b>	\$422.95
	1000GB, then slowed	<b>\$119.95</b>	\$442.95

- 4.6 Any unused usage allowance expires at the end of each month. Once you have reached your usage allowance speeds will be slowed to 256kbps. No additional usage charges apply. Monthly usage allowance means monthly combined upload and download data transfer (1 Gigabyte = 1000 Megabytes).
- 4.7 The BigPond Fast (50GB) and (200GB) (previously 25GB & 100GB) and from 18 September 2011, the BigPond Turbo (50GB) and the BigPond Fast (50GB) plans (previously 2GB) are only available to customers invited by Telstra and are not generally available. If you choose a BigPond Fast (50GB) or (200GB) plan (previously 25GB & 100GB) and then you change plans to one of our generally available plans, you will not be able to move back to these plans. If you choose a BigPond Turbo (50GB) or BigPond Fast (50GB) plan, prior to 18 September 2011, and then you change plans to one of our generally available plans, you will be able to move back to these plans, but only during the minimum term
- 4.8 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.

**Charges – Telstra full service fixed phone customers – for customers who signed up prior to 1 October 2013 and have not moved to a new plan or customers who have received an invite from Telstra or customers who have been placed on these plans by Telstra after cancelling their bundle early**

- 4.9 If you are a full service fixed phone customer (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your cable service) and you signed up prior to 1 October 2013 and have not moved to one of our new plans or Bundles or customers who have received an invite or customers who have been placed on these plans by Telstra after



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cancelling their bundle early, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan with Telstra Voice (previously HomeLine) Plus for one month and a self-install Home Network Gateway modem (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond Cable with Speed Boost or BigPond Ultimate Cable	50GB, then slowed	<b>\$59.95</b>	\$344.90
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	50GB, then slowed	<b>\$69.95</b>	\$354.90
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	200GB, then slowed	<b>\$79.95</b>	\$364.90
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	200GB, then slowed	<b>\$89.95</b>	\$374.90
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	500GB, then slowed	<b>\$99.95</b>	\$384.90
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	1000GB, then slowed	<b>\$119.95</b>	\$404.90

- 4.10 Any unused usage allowance expires at the end of each month. Once you have reached your usage allowance, speeds will be slowed to 256kbps. No additional usage charges apply. Monthly usage allowance means monthly combined upload and download data transfer (1 Gigabyte = 1000 Megabytes).
- 4.11 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.

**Charges – customers without a Telstra full service fixed phone – for customers who signed up prior to 10 September 2013 and have not moved to a new plan, or customers who have received an invite from Telstra or customers who have been placed on these plans by Telstra after cancelling their bundle early**



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- 4.12 If you do not have a Telstra full service fixed phone and you signed up prior to 1 October 2013 and have not moved to one of our new plans or customers who have received an invite from Telstra or customers who have been placed on these plans by Telstra after cancelling their bundle early, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan for one month and a self-install Home Network Gateway modem(including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	50GB, then slowed	<b>\$69.95</b>	\$320.95
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	200GB, then slowed	<b>\$79.95</b>	\$330.95
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	100GB, then slowed	<b>\$89.95</b>	\$340.95
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	200GB, then slowed	<b>\$99.95</b>	\$350.95
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	500GB, then slowed	<b>\$109.95</b>	\$360.95
BigPond Cable with Speed Boost or BigPond Ultimate Cable)	1000GB, then slowed	<b>\$129.95</b>	\$380.95

- 4.13 Any unused usage allowance expires at the end of each month. Once you have reached your usage allowance speeds will be slowed to 256kbps. No additional usage charges apply. Monthly usage allowance means monthly combined upload and download data transfer (1 Gigabyte = 1000 Megabytes).
- 4.14 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.



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**Charges - Telstra full service fixed phone customers - for customers who signed up on and from 29 November 2009 and before 25 July 2010 and have not moved to a new plan**

- 4.15 If you are a full service fixed phone customer (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your cable service) and you signed up on and from 29 November 2009 and before 25 July 2010 and have not moved to one of our new plans, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost over 12-months (with Telstra Voice (previously HomeLine) Plus with self-install 1 port modem)	Additional usage charges (per MB)
BigPond® Turbo Cable	50GB	<b>\$39.95</b>	\$1,051.80	\$0.15*
	100GB, then slowed <sup>#</sup>	<b>\$59.95</b>	\$1,291.80	NIL
	200GB, then slowed <sup>#</sup>	<b>\$79.95</b>	\$1,531.80	NIL
	100GB, then slowed <sup>#</sup>	<b>\$99.95</b>	\$1,771.80	NIL
	200GB, then slowed <sup>#</sup>	<b>\$119.95</b>	\$2,011.80	NIL
	500GB, then slowed <sup>#</sup>	<b>\$169.95</b>	\$2,611.80	NIL
BigPond® Fast (previously Elite) Cable	50GB	<b>\$49.95</b>	\$1,171.80	\$0.15*
	200GB, then slowed <sup>#</sup>	<b>\$69.95</b>	\$1,411.80	NIL
	50GB, then slowed <sup>#</sup>	<b>\$89.95</b>	\$1,651.80	NIL
	100GB, then slowed <sup>#</sup>	<b>\$109.95</b>	\$1,891.80	NIL
	200GB, then slowed <sup>#</sup>	<b>\$129.95</b>	\$2,131.80	NIL



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BigPond Cable plan	Usage allowance	Monthly price	Minimum cost over 12-months (with Telstra Voice (previously HomeLine) Plus with self-install 1 port modem)	Additional usage charges (per MB)
	400GB, then slowed <sup>#</sup>	<b>\$179.95</b>	\$2,731.80	NIL

<sup>#</sup> Once you reach your usage allowance, until your next billing cycle starts the speed of your service will slow to 256kbps. No additional usage charges apply to these plans.

\* Excess usage charges for the Turbo 50GB (previously 50GB) and Fast 50GB (previously 50GB) plans are capped at \$300 per bill cycle. Your speed will not be slowed if you reach this amount.

- 4.16 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.

**Charges - customers without a Telstra full service fixed phone - for customers who signed up on and from 29 November 2009 and before 25 July 2010 and have not moved to a new plan**

- 4.17 If you do not have a Telstra full service fixed phone and you signed up on and from 29 November 2009 and before 25 July 2010 and have not moved to one of our new plans, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

BigPond Cable plan	Usage allowance	Monthly price	Minimum cost over 12-months (with self-install 1 port modem)	Additional usage charges (per MB)
BigPond® Turbo Cable	50GB	<b>\$49.95</b>	\$788.40	\$0.15*
	200GB, then slowed <sup>#</sup>	<b>\$69.95</b>	\$1,028.40	NIL
	50GB, then slowed <sup>#</sup>	<b>\$89.95</b>	\$1,268.40	NIL
	100GB, then slowed <sup>#</sup>	<b>\$109.95</b>	\$1,508.40	NIL



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BigPond Cable plan	Usage allowance	Monthly price	Minimum cost over 12-months (with self-install 1 port modem)	Additional usage charges (per MB)
	200GB, then slowed <sup>#</sup>	<b>\$129.95</b>	\$1,748.40	NIL
	500GB, then slowed <sup>#</sup>	<b>\$179.95</b>	\$2,348.40	NIL
BigPond® Fast (previously Elite) Cable	50GB	<b>\$59.95</b>	\$908.40	\$0.15*
	200GB, then slowed <sup>#</sup>	<b>\$79.95</b>	\$1,148.40	NIL
	100GB, then slowed <sup>#</sup>	<b>\$99.95</b>	\$1,388.40	NIL
	100GB, then slowed <sup>#</sup>	<b>\$119.95</b>	\$1,628.40	NIL
	200GB, then slowed <sup>#</sup>	<b>\$1349.95</b>	\$1,868.40	NIL
	400GB, then slowed <sup>#</sup>	<b>\$189.95</b>	\$2,468.40	NIL

# Once you reach your usage allowance, until your next billing cycle starts the speed of your service will slow to 256kbps. No additional usage charges apply to these plans.

\* Additional usage charges for the Turbo 2GB and Fast 2GB plans are capped at \$300 per bill cycle. Your speed will not be slowed if you reach this amount.

- 4.18 If you have an existing BigPond Cable service and you take up a full service fixed phone, you will be charged the monthly access fee for customers without a full service fixed phone until your next billing cycle starts.

#### **Charges - Telstra full service fixed phone customers – for customers who signed up prior to 29 November 2009 and have not moved to a new plan**

- 4.19 If you are a full service fixed phone customer (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your cable service) and you signed up prior to 29 November 2009 and have not moved to one of our new plans, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.



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BigPond Cable plan	Usage allowance	Monthly price	Minimum package cost over 12-months (with Telstra Voice (previously HomeLine) Plus with self-install 1 port modem)	Additional usage charges (per MB)
Fast Up to 8Mbps/256kbps	50GB	<b>\$29.95</b>	\$931.80	\$0.15
	50GB	<b>\$39.95</b>	\$1,051.80	\$0.15
	BigPond 100GB <sup>#</sup>	<b>\$59.95</b>	\$1,291.80	NIL
	BigPond 200GB <sup>#</sup>	<b>\$79.95</b>	\$1,561.80	NIL
Fastest BigPond Cable Extreme <sup>^</sup>	50GB	<b>\$39.95</b>	\$1,045.80	\$0.15
	50GB	<b>\$49.95</b>	\$1,171.80	\$0.15
	BigPond 200GB <sup>#</sup>	<b>\$69.95</b>	\$1,411.80	NIL
	BigPond 50GB <sup>#</sup>	<b>\$89.95</b>	\$1,651.80	NIL
	200GB	<b>\$129.95</b>	\$2,131.80	\$0.15

# Once you've reached your usage allowance, until your next billing cycle starts the speed of your service will slow to 256kbps. No additional usage charges apply to BigPond plans.

<sup>^</sup> BigPond Fast Cable plans can provide download speeds of up to a maximum of 100Mbps when downloading from capable sites or across multiple sites. Average speeds will be lower and actual speeds vary due to factors including your location, your plan, internet traffic, your equipment/software and the way data is transmitted. Some modems are not compatible with these speeds. With a Home Network Gateway, download speeds on devices connected by Wi-Fi will be slower than on devices connected by Ethernet cable.

#### **Charges - customers without a Telstra full service fixed phone - for customers who signed up prior to 29 November 2009 and have not moved to a new plan**

- 4.20 If you do not have a Telstra full service fixed phone and you signed up prior to 29 November 2009 and have not moved to one of our new plans, we charge you the following charges for your BigPond Cable service. Any unused usage allowance expires at the end of each month. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.



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BigPond Cable plan	Usage allowance	Monthly price	Minimum package cost over 12-months (with self-install 1 port modem)	Additional usage charges (per MB)
Fast Up to 8Mbps/256kbps	50GB	<b>\$29.95</b>	\$548.40	\$0.15
	50GB	<b>\$49.95</b>	\$788.40	\$0.15
	BigPond 200GB <sup>#</sup>	<b>\$69.95</b>	\$1,028.40	NIL
	BigPond 200GB <sup>#</sup>	<b>\$89.95</b>	\$1,268.40	NIL
Fastest BigPond Cable Extreme <sup>^</sup>	50GB	<b>\$39.95</b>	\$668.40	\$0.15
	50GB	<b>\$59.95</b>	\$908.40	\$0.15
	BigPond 200GB <sup>#</sup>	<b>\$79.95</b>	\$1,148.40	NIL
	BigPond 50GB <sup>#</sup>	<b>\$99.95</b>	\$1,388.40	NIL
	200GB	<b>\$139.95</b>	\$1,868.40	\$0.15

<sup>#</sup> Once you've reached your usage allowance, the speed of your service will slow to 256kbps. No additional usage charges apply to BigPond plans.

<sup>^</sup> BigPond Fast Cable plans can provide download speeds of up to a maximum of 100Mbps when downloading from capable sites or across multiple sites. Average speeds will be lower and actual speeds vary due to factors including your location, your plan, internet traffic, your equipment/software and the way data is transmitted. Some modems are not compatible with these speeds. With a Home Network Gateway, download speeds on devices connected by Wi-Fi will be slower than on devices connected by Ethernet cable.

## 5 Cancellation and Reconnection

- 5.1 If your service is cancelled before the end of your minimum term, you may need to pay the following cancellation fee. The cancellation fee is pro-rated for the months remaining on your minimum term. If you cancel a Casual Plan no cancellation fees apply.

Minimum term	Cancellation fee
24 months	<b>\$360.00</b>

- 5.2 If you choose to reconnect to your BigPond Cable service after it has been disconnected (for example, if you are moving house) or after it has been temporarily suspended for non-



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payment, we charge you the following fees. The amount of the charge may vary depending on whether you receive a standalone BigPond bill or a Telstra Single Bill.

Service	Fee
Reconnection charge after temporary suspension for non-payment (for customers who receive a standalone BigPond bill)	<b>\$40.00</b>
Reconnection charge after temporary suspension for non-payment (for customers who receive a Telstra Single Bill)	<b>Please refer to Part A - General of the <a href="#">Basic Telephone Service Section of Our Customer Terms</a></b>
Moving home	<b>See the Telstra Platinum section of Our Customer Terms</b>

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## 6 Modems, connection and installation

6.1 A \$99 connection charge applies to new BigPond broadband customers. This fee will cover the work required to activate the broadband service to your address, and will appear as a separate charge on your bill. A standard installation charge of \$240 applies if you chose to purchase for professional installation. The professional installation charge and other additional installation charges may also apply for non-standard installations. Examples of whether this may apply include where your premises does not have any lead-in or you require other in-home wiring work in order to connect your service(s), or you require the installation of non-standard equipment.

6.2 We charge you the following charges to purchase and install a BigPond cable modem for Casual Plans.

Modem	Self-Installation	Professional Installation
Cable Home Network Gateway & connection for a single computer (available to new BigPond broadband customers only)	<b>\$168.00</b>	<b>If you choose Professional Installation - \$408</b>

All connected computers must meet the minimum system requirements. To view these requirements, please [click here](#).

6.3 If you are migrating from a BigPond Turbo Cable or BigPond Fast Cable plan to a BigPond Fast Cable plan with Speed Boost, you may need to purchase a new modem for the following fee:



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Modem	Self-Installation
Cable Home Network Gateway (Wi-Fi Modem) & Wi-Fi extender package	<b>\$216.00</b> (PC or MAC)

6.4 A \$9.95 delivery fee applies for self-install modems. A premium delivery option with a fee of \$14.95 may be available upon request.

#### Self-installation

6.5 You will be able to self-install your BigPond Cable service as long as the following apply:

- (a) you have a Foxtel by cable (not satellite) outlet with two or less wallplates; and
- (b) the cable outlet is active, or has been active, since July 2001.

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## 7 Optional extras

7.1 If you choose to purchase one of our cable optional extras, we charge you the following charges.

Optional extra	Price
Standard additional outlet at the same time as the broadband installation (additional outlet must be ordered when the main broadband installation is ordered)	<b>\$55.00</b>
Standard additional outlet ordered after the main broadband installation	<b>\$82.50</b>
Non-standard installation and connection	<b>Quote upon request</b>
Multiple Outlet Amplifier	<b>\$330.00</b>
Replacement or upgrade self install Cable Home Network Gateway (Wi-Fi Modem) & Wi-Fi extender package	<b>\$216.00 + delivery fee</b>
Single USB Wi-Fi adaptor for wireless desktop or laptop connection to Home Network Gateway	<b>\$60.00</b>
Additional mailbox (up to 14)	<b>Prior to 30 August 2010, \$1 per month</b>  <b>On and from 30 August 2010, \$0 per month</b>

#### Speed Boost

7.2 Speed Boost is not available to Cable to customers



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#### Standard Speed on Cable

- 7.3 From the 30<sup>th</sup> of April 2019, for eligible Telstra Cable customers, standard maximum download speeds on Cable is up to 100Mbps when downloading from capable sites or across multiple sites. Average speeds will be lower and actual speeds vary due to factors including your location, your plan, internet traffic, your equipment/software and the way data is transmitted. Some modems are not compatible with these speeds. With a Home Network Gateway, download speeds on devices connected by Wi-Fi will be slower than on devices connected by Ethernet cable.
- 7.4 We may change the maximum attainable download line speed on Telstra Cable at any time.

