

Part C – ADSL

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

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.

2 BigPond ADSL service

What is the BigPond ADSL service?

2.1 The BigPond ADSL 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;
- (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.

Availability

2.2 To connect to our ADSL service, you must:

- (a) be the owner of the standard Telstra basic telephone service that the service will be connected to; or
- (b) have obtained the owner's permission to connect the service if you or your group member are not the owner of the relevant telephone service.

Limitations of the service

2.3 The service works off a fixed telephone line and can sometimes affect the fixed telephone line. You may also notice minor disruptions to your service. Installing your service may cause minor disruptions to your fixed line telephone service.

2.4 If your fixed line telephone service is disconnected, your ADSL service will also be disconnected (and your service may be terminated). If this happens, you may have to pay us a cancellation fee.

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- 2.5 You may not be able to access some other products and services that are incompatible with your service.
- 2.6 In some cases, where we reasonably consider it necessary to improve network performance, we may need to reduce the maximum achievable speed on a high speed ADSL service (but not below 1500/256kbps download/upload) for a period we reasonably consider necessary. If this happens (other than for routine maintenance, restoration, improvement work or short term network outages affecting the service for 48 hours or less), we will give you notice as soon as practicable and if we believe or have reasonable grounds to believe that you are materially worse off from the change, you may terminate your service by giving us notice within 42 days of the date we notify you of the change. If you terminate your service:
- (a) your service will be terminated from the date the change takes effect; and
 - (b) you will not have to pay us a cancellation fee but you will need to pay us for any installation fees and cost of equipment we have provided to you that you have not paid us for (as long as the equipment can be used in connection with services supplied by another provider).
- 2.7 All BigPond ADSL plans include a BigPond email address (with up to 14 additional email addresses) and webmail access.

Minimum term

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

Casual plan fee

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

3 BigPond ADSL plans are no longer available

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

4 Out of market BigPond ADSL plans

Charges – Telstra full service fixed phone customers – for customers who signed up on and from 25 July 2010 and before 26 February 2019 and have not moved to a new plan

- 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 ADSL service), we charge you the following charges for your BigPond ADSL service.

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BigPond ADSL plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan with Telstra Home Phone Local for one month and a self-install Premium Home Network Gateway modem (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond® Elite/Fast Turbo ADSL (previously Turbo)	50GB, then slowed	\$29.95	\$392.95
BigPond® Fast (previously Elite) ADSL	50GB, then slowed	\$39.95	\$402.95
	50GB, then slowed	\$49.95	\$412.95
	50GB, then slowed	\$59.95	\$422.95
	100GB, then slowed	\$69.95	\$432.95
	200GB, then slowed	\$79.95	\$442.95
	400GB, then slowed	\$89.95	\$452.95
	1000GB, then slowed	\$109.95	\$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 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 and 100GB) and from 18 September 2011, the BigPond Turbo ADSL (50GB) and the BigPond Fast ADSL (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 15GB 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 ADSL (50GB) or BigPond Fast ADSL (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 ADSL 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 – customers without a Telstra full service fixed phone – for customers who signed up on and from 25 July 2010 and before 26 February 2019 and have not moved to a new plan

- 4.5 If you do not have 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 ADSL service), we charge you the following charges for your BigPond ADSL service.

BigPond ADSL plan	Usage allowance	Monthly price	Minimum cost on a Casual Plan for one month and a self-install Premium Home Network Gateway modem (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond® Elite/Fast ADSL (previously Turbo)	50GB, then slowed	\$39.95	\$362.95
BigPond® Fast (previously Elite) ADSL	50GB, then slowed	\$49.95	\$372.95
	50GB, then slowed	\$59.95	\$382.95
	50GB, then slowed	\$69.95	\$392.95
	200GB, then slowed	\$79.95	\$402.95
	200GB, then slowed	\$89.95	\$412.95
	400GB, then slowed	\$99.95	\$422.95
	1000GB, then slowed	\$119.95	\$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) plans (previously 25GB and 100GB) and from 18 September 2011, the BigPond Turbo ADSL (50GB) and the BigPond Fast ADSL (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) 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 ADSL (50GB) or

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BigPond Fast ADSL (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.

- 4.8 If you have an existing BigPond ADSL 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 on and from 29 November 2009 and before 25 July 2010 and have not moved to a new plan

- 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 ADSL 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 ADSL 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 ADSL 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® Elite/Fast ADSL (previously Turbo)	50GB	\$39.95	\$1,051.80	\$0.15*
	100GB, then slowed [#]	\$59.95	\$1,291.80	NIL
	200GB, then slowed [#]	\$79.95	\$1,531.80	NIL
	100GB, then slowed [#]	\$99.95	\$1,771.80	NIL
	200GB, then slowed [#]	\$119.95	\$2,011.80	NIL
	500GB, then slowed [#]	\$169.95	\$2,611.80	NIL
BigPond® Fast (previously Elite) ADSL	50GB	\$49.95	\$1,171.80	\$0.15 [#]
	100GB, then slowed [#]	\$69.95	\$1,411.80	NIL
	50GB, then	\$89.95	\$1,651.80	NIL

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BigPond ADSL 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)
	slowed [#]			
	100GB, then slowed [#]	\$109.95	\$1,891.80	NIL
	200GB, then slowed [#]	\$129.95	\$2,131.80	NIL
	500GB, then slowed [#]	\$179.95	\$2,731.80	NIL

*Additional usage charges for the Turbo 50GB and Fast 50GB (previously 2GB) plans are capped at \$300 per bill cycle. Your speed will not be slowed if you reach this amount.

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.

- 4.10 If you have an existing BigPond ADSL 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

- 4.11 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 ADSL 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 ADSL plan	Usage allowance	Monthly price	Minimum cost over 12-months (with self-install 1 port modem)	Additional usage charges (per MB)
BigPond® Elite/Fast ADSL (previously Turbo)	50GB	\$49.95	\$788.40	\$0.15 [#]
	200GB, then slowed [#]	\$69.95	\$1,028.40	NIL
	50GB, then	\$89.95	\$1,268.40	NIL

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BigPond ADSL plan	Usage allowance	Monthly price	Minimum cost over 12-months (with self-install 1 port modem)	Additional usage charges (per MB)
	slowed [#]			
	200GB, then slowed [#]	\$109.95	\$1,508.40	NIL
	200GB, then slowed [#]	\$129.95	\$1,748.40	NIL
	500GB, then slowed [#]	\$179.95	\$2,348.40	NIL
BigPond® fast (previously Elite) ADSL	50GB	\$59.95	\$908.40	\$0.15*
	50GB, then slowed [#]	\$79.95	\$1,148.40	NIL
	50GB, then slowed [#]	\$99.95	\$1,388.40	NIL
	200GB, then slowed [#]	\$119.95	\$1,628.40	NIL
	200GB, then slowed [#]	\$139.95	\$1,868.40	NIL
	500GB, then slowed [#]	\$189.95	\$2,468.40	NIL

*Additional usage charges for the Turbo 50GB and Fast 50GB (previously 2GB) plans are capped at \$300 per bill cycle. Your speed will not be slowed if you reach this amount.

- 4.12 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. If you have an existing BigPond ADSL 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

- 4.13 If you are a current Telstra 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 ADSL service) and you signed up prior to 29 November 2009 and have not moved to one of our new plans, we will charge you the following fees for your BigPond ADSL service. Any unused usage allowance

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expires at the end of each billing period. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

BigPond ADSL 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)
BigPond® Elite/Fast ADSL (previously 256/64kbps#)	50GB	\$29.95	\$931.80	\$0.15
	BigPond 100GB	\$59.95	\$1,291.80	NIL
BigPond® Elite/Fast ADSL (previously 1500/256kbps#)	50GB	\$39.95	\$1,051.80	\$0.15
	BigPond 100GB ^	\$69.95	\$1,411.80	NIL
	BigPond 200GB ^	\$79.95	\$1,531.80	NIL
Fastest High-Speed*	50GB	\$59.95	\$1,291.80	\$0.15
	BigPond 100GB ^	\$89.95	\$1,651.80	NIL
	BigPond 50GB ^	\$99.95	\$1,771.80	NIL
	200GB	\$149.95	\$2,371.80	\$0.15

* Not available to all customers in all areas. BigPond high-speed broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL-enabled exchanges. 20Mbps plans not available to all members or in all areas. Speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software. About 70% of members on the 8Mbps plan can access speeds around 6Mbps or more. About 50% of members on the 20Mbps plan can access speeds around 10Mbps or more. Some existing members may need to purchase a new modem to achieve speeds in excess of 8Mbps.

^ Once you have reached your usage allowance, until your next billing cycle starts the speed of your service will slow to 256kbps. No additional usage charges apply.

Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software.

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

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- 4.14 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 will charge you the following fees for your BigPond ADSL service. Any unused usage expires at the end of each billing period. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.

Speed	Usage allowance	Monthly price	Minimum package cost over 12 months with Self-Install 1 Port Modem	Additional usage charges (per MB)
BigPond® Elite/Fast ADSL (previously 256/64kbps#)	50GB	\$29.95	\$548.40	\$0.15
	BigPond 100GB	\$59.95	\$908.40	NIL
BigPond® Elite/Fast ADSL (previously 1500/256kbps#)	50GB	\$49.95	\$788.40	\$0.15
	BigPond 200GB ^	\$79.95	\$1,148.40	NIL
	BigPond 50GB ^	\$89.95	\$1,268.40	NIL
Fastest High-Speed*	50GB	\$69.95	\$1,028.40	\$0.15
	BigPond 100GB ^	\$99.95	\$1,388.40	NIL
	BigPond 50GB ^	\$109.95	\$1,508.40	NIL
	200GB	\$159.95	\$2,108.40	\$0.15

* Not available to all customers in all areas. BigPond high-speed broadband will deliver speeds of up to 20Mbps at selected exchanges where ADSL2+ is available, and up to 8Mbps/384kbps in all remaining ADSL-enabled exchanges. 20Mbps plans not available to all members or in all areas. Speeds based on Telstra tests. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software. About 70% of members on the 8Mbps plan can access speeds around 6Mbps or more. About 50% of members on the 20Mbps plan can access speeds around 10Mbps or more. Some existing members may need to purchase a new modem to achieve speeds in excess of 8Mbps.

^ Once you have reached your usage allowance, the speed of your service will slow to 256kbps. No additional usage charges apply.

Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software.

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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	\$360.00

- 5.2 If you choose to reconnect to your BigPond ADSL service after it has been disconnected (for example, if you are moving house), we will 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
Moving home	See the Telstra Platinum section of Our Customer Terms
Reconnection charge after temporary suspension for non-payment (for customers who receive a Telstra Single Bill)	Please refer to Part A - General of the Basic Telephone Service Section of Our Customer Terms

6 HiBIS, Broadband Connect and the Australian Broadband Guarantee

Charges

- 6.1 If you are a current Telstra 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 ADSL service), we will charge you the following fees for your ADSL 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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Speed	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)
256/64kbps#	500MB	\$29.95	\$907.80	\$0.15
1500/256kbps#	1GB	\$49.95	\$1147.80	\$0.15

BigPond standard ADSL plans whose monthly plan fee is \$59.95 or more are also available to Australian Broadband Guarantee-eligible customers.

Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software.

- 6.2 If you do not have a Telstra full service fixed phone, we will charge you the following fees for your BigPond ADSL 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.

Speed	Usage Allowance	Monthly Price	Minimum package cost over 12 months with Self-Install 1 Port Modem	Additional usage charges (per MB)
256/64kbps#	500MB	\$29.95	\$548.40	\$0.15
1500/256kbps#	1GB	\$59.95	\$908.40	\$0.15

BigPond standard ADSL plans with a monthly plan fee of \$59.95 or more are also available to Australian Broadband Guarantee eligible customers.

Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, exchange type, member premises interference, traffic and hardware and software.

7 Modems, activation and installation

- 7.1 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-

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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.

7.2 Not used.

7.3 To connect to your chosen ADSL plan you need a modem. You can choose to purchase a BigPond ADSL modem or bring your own (BYO).

7.4 BigPond ADSL modems and Home Network Gateways which are professionally installed or are purchased directly from us (online or over the phone) by you or on your behalf may be configured to work only with a BigPond or Telstra Business Broadband service at the time of purchase or at a later date.

7.5 If you choose to bring your own modem, it must be on the list of ADSL modems we approve.

The current list is available at <http://www.telstra.com.au/adsl/equipmnt.htm>.

7.6 A \$9.95 delivery fee may apply if you receive or purchase hardware from us. A premium delivery option with a fee of \$14.95 may be available upon request.

7.7 We will charge you the following fees for installation of your ADSL service to the boundary of our telecommunications network for broadband plans.

Modem	Self-Installation	Professional Installation
T-Gateway (available to new BigPond broadband customers only)	\$168.00	If you choose Professional Installation - \$408
BYO Modem	\$0	Not applicable

The charges other than “BYO modem” are inclusive of up to 4 in line filters required for your telephone equipment for self installations, or up to 4 in line filters or a central filter (if required) for professional installations. All connected computers must meet the minimum system requirements. To view these requirements, please [click here](#).

BYO modem

7.8 We offer only limited technical support for BYO Modem Members.

8 Optional extras

8.1 If you choose to purchase one of our ADSL optional extras, we will charge you the following fees.

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Optional extra	Price
Non-standard installation and connection	Quote upon request
Multiple Outlet Amplifier	\$119.00
Single USB Wi-Fi adaptor for wireless desktop or laptop connection to Home Network Gateway	\$60.00
Additional mailbox (up to 14)	Prior to 30 August 2010, \$1 per month On and from 30 August 2010, \$0 per month

9 Fast Fix

What is Fast Fix?

- 9.1 Fast Fix is an enhanced fault restoration service that is available to eligible BigPond ADSL customers.
- 9.2 If you request Fast Fix for a fault and we agree to provide it, we will, subject to technician availability:
- (a) try to repair your BigPond ADSL service within 24 hours of you notifying us of the fault in accordance with clause 9.8 below; and
 - (b) provide you with a 2 hour appointment window if we need to attend your premises to repair the fault.
- 9.3 If we do not repair your BigPond ADSL service within 24 hours of you notifying us of the fault in accordance with clause 9.8 below, and the fault is in our network or our equipment, then unless one of the exceptions in clause 9.9 apply we will waive the charge for that Fast Fix request.
- 9.4 Your BigPond ADSL service will be considered repaired on the earlier to occur of:
- (a) the BigPond ADSL service being returned to full working order; and
 - (b) a temporary repair being implemented that allows the BigPond ADSL service to be used.

Eligibility

- 9.5 You are only eligible to acquire Fast Fix for your BigPond ADSL service if you:
- (a) are a home and family customer (also known as a 'consumer customer') or a small business customer; and

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- (b) live in an urban area.

9.6 You are not eligible to acquire Fast Fix if:

- (a) you are a Priority Assistance customer (see the Priority Assistance Section of Our Customer Terms); or
- (b) we notify you that the relevant fault is part of a volume hold queue, a mass service disruption, a local service disruption or any other disruption that is affecting more than one customer.

For a list of mass service disruptions, see <http://www.telstra.com.au/abouttelstra/commitments/mass-service-disruption/index.htm>.

How do you request Fast Fix?

9.7 You can request Fast Fix on a fault by fault basis.

9.8 To request Fast Fix for a fault, you must call us on 137663. You may call us on this number 24 hours a day.

Fast Fix exclusions

9.9 We will not waive the Fast Fix charge under clause 9.3 if our ability to repair the fault is affected by:

- (a) a fault with your product or service that is caused by you;
- (b) the cutting of cable or fibre which is needed to provide your product or service by you or someone on your behalf;
- (c) interference or damage to our equipment or network by you or by a third party on your behalf; or
- (d) you not giving us sufficient and timely access to your premises and equipment so that we can carry out the repair or restoration.

Charges

9.10 We will charge you the following fee for each Fast Fix request you make, unless we waive the charge in accordance with clause 9.3.

	GST excl.	GST incl.
Charge for each Fast Fix request	\$53.64	\$59.00

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Faults you cause

- 9.11 In addition to the charge specified in clause 9.10, we can charge you for repairing a fault if it is caused by something you or someone else using your BigPond ADSL service do (or do not do) wilfully, recklessly or negligently.
- 9.12 In addition to the charge specified in clause 9.10, if you request Fast Fix for a fault in your BigPond ADSL service and ask us to come to your premises to repair it, and once at your premises we determine on reasonable grounds that the fault is not in the Telstra network (for example, the fault may be in your equipment), we will charge you an incorrect callout charge. The incorrect callout charge is a fee-for service charge as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms - for home and family customers [click here](#); business and government customers [click here](#). We will tell you about this charge at the time you ask us to attend your premises.

If you are unsure whether the fault is in the Telstra network, please describe the problem to us when you report the fault. We will make a reasonable attempt to advise you whether the fault is in the Telstra network.