

### Part D – Mobile Broadband

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### Part D – Mobile Broadband

Certain words are used with the specific meanings set out in Part A - General Terms for BigPond services 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](#).

1.3 If you continue to acquire a BigPond wireless broadband service on and after 17 October 2010, this Part D – Mobile Broadband and Part I – Special Offers of the BigPond service section of Our Customers Terms apply to your service as if references to “BigPond Mobile Broadband” are references to “BigPond wireless broadband”.

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## 2 BigPond Mobile Broadband

### What is BigPond Mobile Broadband?

2.1 Mobile broadband uses radio frequency signals to connect to the internet. You do not need a telephone line or access to a cable network to use the service.

2.2 The BigPond Mobile Broadband service allows you to:

- (a) access the world wide web, BigPond broadband web hosting services, electronic mail service and global newsgroups;
- (b) upload and download files to and from the global internet using the file transfer protocol; and
- (c) use other services we may tell you about.

2.3 Your service depends on the equipment you or your group member use.

### Equipment

2.4 To take up the BigPond Mobile Broadband service, you need to connect with:

- (a) a BigPond Mobile Broadband USB;
- (b) a BigPond Broadband Ready Device (including a BigPond Broadband Ready Laptop);
- (c) a BigPond Mobile Broadband Network Gateway; or

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- (d) a BigPond Mobile Broadband Wi-Fi (“BigPond Mobile Broadband Device”).

**Our network**

2.5 The BigPond Mobile Broadband service is provided over our mobile network. Your BigPond Mobile Broadband device only operates on our network with a BigPond plan.

**Your obligations**

- 2.6 You must not use or allow others to use your service:
  - (a) in connection with any machine-to-machine applications (i.e. any automated telemetry, telematics or telemetrics application which links two or more systems or devices with a mobile data connection);
  - (b) to connect to the internet via another internet service provider; or
  - (c) to establish any point to point data connections with another modem.

**Cancelling your service**

- 2.7 You will not have to pay a cancellation fee if you have installed your service and:
  - (a) you or your group member cannot connect to the Next G network with a BigPond Mobile Broadband device (excluding a BigPond Broadband Ready Device) as a result of no coverage or poor coverage, and you meet the requirements of our coverage guarantee policy set out below, fair wear and tear excepted; or
  - (b) we determine that your BigPond Mobile Broadband Device (excluding a BigPond Broadband Ready Device) is faulty.
- 2.8 This is in addition to your rights to cancel the service under Part A - General Terms for BigPond services.

**Cancellation and reconnection**

2.9 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.

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

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Minimum term	Cancellation fee
24 months	\$360.00

#### BigPond Mobile Broadband Devices

2.10 The following devices are compatible with a BigPond Mobile Broadband service:

Device	Typical Customer Download Speeds	Typical Customer Upload Speeds
Standard Mobile Card	550 Kbps -1 Mbps	60 Kbps – 330 Kbps
BigPond Turbo™ USB	550 Kbps – 3 Mbps	330 Kbps – 3 Mbps in capital cities, associated metropolitan areas and selected regional areas 330 Kbps – 1 Mbps in other coverage areas
7.2 Home Network Gateway	550 Kbps – 3 Mbps	330 Kbps – 1 Mbps
BigPond Elite® USB	550 Kbps – 8 Mbps in capital cities, associated metropolitan areas and many regional areas 550 Kbps – 3Mbps in other coverage areas	330 Kbps – 3 Mbps in capital cities, associated metropolitan areas and many regional areas 330 Kbps – 1 Mbps in other coverage areas
BigPond Elite® Network Gateway	550 Kbps – 8 Mbps in capital cities, associated metropolitan areas and many regional areas 550 Kbps – 3Mbps in other coverage areas	330 Kbps – 3 Mbps in capital cities, associated metropolitan areas and many regional areas 330 Kbps – 1 Mbps in other coverage areas
BigPond Ultimate® USB and BigPond Ultimate Mobile Broadband Wi-Fi	1.1 Mbps – 20 Mbps in all capital CBDs*, and selected metropolitan, regional and rural	300kbps to 3Mbps in capital cities, associated metropolitan areas and many regional areas. 300kbps to 1Mbps in

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### Part D – Mobile Broadband

Device	Typical Customer Download Speeds	Typical Customer Upload Speeds
	<p>areas.</p> <p>550 Kbps – 8Mbps in the remaining metropolitan areas of all capital cities and many other regional and rural locations</p> <p>550 Kbps – 3Mbps in other coverage areas</p> <p>If multiple users access the Wi-Fi device the typical speed range per user may be reduced</p>	<p>other coverage areas</p> <p>If multiple users access the Wi-Fi device the typical speed range per user may be reduced</p>
<p>BigPond USB 4G BigPond Mobile Wi-Fi 4G and BigPond Wi-Fi 4G Advanced</p>	<p>2 Mbps – 50 Mbps in all capital CBDs, associated airports, and selected, regional locations.</p> <p>1.1 Mbps – 20 Mbps in all capital CBDs*, and selected metropolitan, regional and rural areas.</p> <p>550 Kbps – 8Mbps in the remaining metropolitan areas of all capital cities and many other regional and rural locations</p> <p>550 Kbps – 3Mbps in other coverage areas</p> <p>If multiple users access the Wi-Fi</p>	<p>1Mbps to 10Mbps in all capital CBDs*, associated airports and selected regional locations</p> <p>300kbps to 3Mbps in capital cities, associated metropolitan areas and many regional areas.</p> <p>300kbps to 1Mbps in other coverage areas</p> <p>If multiple users access the Wi-Fi device the typical speed range per user may be reduced.</p>

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Device	Typical Customer Download Speeds	Typical Customer Upload Speeds
	device the typical speed range per user may be reduced.	
BigPond Wi-Fi 4G Advanced II (Cat 6)	<p>Typical download speeds of between 2 Mbps to 100 Mbps are available in 4GX areas.<sup>^</sup> Outside 4GX areas, you'll switch to our fastest available 4G or 3G speeds.</p> <p>If multiple users access the Wi-Fi device the typical speed range per user may be reduced</p>	<p>Typical upload speeds between 1 Mbps to 10 Mbps are available in 4GX and 4G areas</p> <p>If multiple users access the Wi-Fi device the typical speed range per user may be reduced.</p>

\*Capital CBDs means within 5kms of the GPO of a capital city.

<sup>^</sup> As at 25 November, the Telstra Mobile Network offers 4GX in selected areas of Perth, Sydney, Darwin, Adelaide and selected regional areas and is progressively rolling out to more places. In other coverage areas around Australia, you'll automatically switch to our fastest available 4G which is offered in all capital CBD's and associated airports, many surrounding suburban areas and in over 330 regional areas or our 3G. Check coverage at [telstra.com/coverage](http://telstra.com/coverage)

We may make other BigPond Mobile Broadband Devices available from time to time.

2.11 Actual speeds may be slower and will vary due to factors such as location, distance from the mobile base station, local conditions, user numbers, hardware, software, download source and other factors.

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**3 10 Day Coverage Guarantee**

3.1 If you are connected to BigPond Mobile Broadband using a BigPond Mobile Broadband device, have no or poor coverage, and there is no problem with your setup, you are eligible to take advantage of our coverage guarantee.

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- 3.2 To take advantage of our coverage guarantee, you must return your mobile broadband kit within 10 days from the date you bought it, along with the receipt and all components in their original condition.

#### **Returning your kit**

- 3.3 If you bought your kit over the phone from BigPond or via bigpond.com, please call BigPond Technical Support on 133 933 to arrange the return of your kit.
- 3.4 If you bought your kit from a BigPond retailer, please return it to them and let them know if you have activated your account.

#### **Cancelling your service**

- 3.5 If you bought your kit from a BigPond retailer and you have activated your account and started using the service, you will need to cancel your service by contacting BigPond on 133 933 and saying “Cancel BigPond Mobile Broadband”. Service charges will continue to apply if you do not do this (even if you have returned your kit).
- 3.6 You may need to pay service charges for your use of the service prior to cancellation if usage exceeds 10MB.
- 3.7 The coverage guarantee does not limit or affect any rights you may have under law in relation to the kit or the service.

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## **4 BigPond Mobile Broadband plans**

### **General**

- 4.1 All BigPond Mobile Broadband plans come with free network anti-virus & anti-spam security, a BigPond email address, webmail access and a mailbox quota of 20MB.

### **Changing your plan**

- 4.2 Unless a clause expressly prohibits you from doing so, you can change to a higher or lower plan with the same group of plans at anytime by contacting us or accessing MyBigPond.
- 4.3 If you wish to change to a current group of in market plans, you will be required to recontract for a new 12 or 24 month period, and may be required to pay a cancellation fee.
- 4.4 If you change to a new group of plans, you may not be able to return to your existing family of plans.
- 4.5 If you connect prior to 25 November 2012, once you have chosen to connect to your BigPond Mobile Broadband plan with

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- (a) a BigPond Mobile Broadband USB;
- (b) a BigPond Broadband Ready Device;
- (c) a BigPond Mobile Broadband Network Gateway; or
- (d) A BigPond Mobile Broadband Wi-Fi;

you may not change the type of BigPond Mobile Broadband Device you use to connect to your service. If you connect from 25 November 2012, you can change between different BigPond devices.

#### Minimum term

- 4.6 If you connect to a mobile broadband plan on and from 25 November 2012, you can choose between a BigPond Mobile Broadband plan with a 12 or 24 month minimum term.
- 4.7 If you connected to a mobile broadband plan on or before 24 November 2012, unless we tell you otherwise, your mobile broadband plan has a 12 month minimum term.

#### Charges – 5 August 2014 pricing

- 4.8 From 5 August 2014 if you connect a new mobile broadband plan or recontract an existing service, we charge you the following for your BigPond Mobile Broadband service. If you change from an earlier pricing plan to a plan in this clause, you cannot change back to your earlier pricing plan. Any unused usage allowance expires at the end of each month.

Usage allowance(1)	Monthly price on plans with a 12 month minimum term	Minimum package cost over 12 months with a 4G USB (2)	Monthly price on plans with a 24 month minimum term	Minimum package cost over 24 months with a 4G USB (2)	Additional usage charges
BigPond Mobile Broadband 1GB*	<b>\$40.00</b>	\$480.00	<b>\$35.00</b>	\$840.00	NIL
BigPond Mobile Broadband 4GB*	<b>\$50.00</b>	\$600.00	<b>\$45.00</b>	\$1080.00	NIL
BigPond Mobile Broadband 8GB*	<b>\$70.00</b>	\$840.00	<b>\$65.00</b>	\$1560.00	NIL
BigPond Mobile Broadband 15GB*	<b>\$120.00</b>	\$1440.00	<b>\$115.00</b>	\$2760.00	NIL



### Part D – Mobile Broadband

Usage allowance(1)	Monthly price on plans with a 12 month minimum term	Minimum package cost over 12 months with a 4G USB (2)	Monthly price on plans with a 24 month minimum term	Minimum package cost over 24 months with a 4G USB (2)	Additional usage charges
BigPond Mobile Broadband 25GB*	<b>\$180.00</b>	\$2160.00	<b>\$175.00</b>	\$4200.00	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Mobile Broadband plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes
2. Minimum costs exclude a delivery charge of \$9.95 for standard delivery or \$14.95 for premium delivery for telephone and online sales.

#### Electronic Billing and Payment

- 4.9 A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 4.10 Exemptions from this fee are available for:
- (a) Telstra Pensioner Discount customers;
  - (b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
  - (c) Australian Government Health Care Card Holder customers; and
  - (d) customers who do not have an email address or internet access.
- 4.11 Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on Telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the General Terms for Consumer Customers section of Our Customer Terms.
- 4.12 Electronic Payment: You may pay your paper bill** via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.) \* Registered to BPAY Pty Ltd ABN 69 079 137 518
- 4.13 We charge you the following for our mobile broadband devices purchased on and from 25 November 2012 in conjunction with a new 12 or 24 month BigPond Mobile Broadband plan.

**Part D – Mobile Broadband**

<b>Mobile Broadband</b>	<b>Price</b>
BigPond® USB 4G	<b>\$0.00</b>
BigPond® Mobile Wi-Fi 4G	<b>\$48.00</b>
BigPond® Mobile WiFi 4G Advanced	<b>\$48.00</b>
BigPond® Mobile WiFi 4G Advanced II	<b>\$48.00</b>

**Charges - BigPond Mobile Broadband Devices outright purchase**

4.14 We charge you the following for our mobile broadband devices purchased outright on and from 25 November 2012.

<b>Mobile Broadband</b>	<b>Price</b>
BigPond® USB 4G	<b>\$192.00</b>
BigPond® Mobile Wi-Fi 4G	<b>\$216.00</b>
BigPond® Mobile WiFi 4G Advanced	<b>\$216.00</b>
BigPond® Mobile WiFi 4G Advanced II	<b>\$240.00</b>

**Charges – 25 November 2012 pricing**

4.15 If you:

- (a) connected to a BigPond Mobile Broadband plan between 25 November 2012 and 4 August 2014; or
- (b) Change your plan from a pre-25 November 2012 pricing plan to a plan in this clause,

we charge you the following for your BigPond Mobile Broadband service. If you change to a plan in this clause, you cannot change back to your earlier pricing plan. Any unused usage allowance expires at the end of each month.

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### Part D – Mobile Broadband

Usage allowance(1)	Monthly price on plans with a 12 month minimum term	Minimum package cost over 12 months with a 4G USB (2)	Monthly price on plans with a 24 month minimum term	Minimum package cost over 24 months with a 4G USB (2)	Additional usage charges
BigPond Mobile Broadband 1GB*	<b>\$40.00</b>	\$480.00	<b>\$35.00</b>	\$840.00	NIL
BigPond Mobile Broadband 4GB*	<b>\$50.00</b>	\$600.00	<b>\$45.00</b>	\$1080.00	NIL
BigPond Mobile Broadband 8GB*	<b>\$65.00</b>	\$780.00	<b>\$60.00</b>	\$1440.00	NIL
BigPond Mobile Broadband 15GB*	<b>\$110.00</b>	\$1320.00	<b>\$105.00</b>	\$2520.00	NIL
BigPond Mobile Broadband 25GB*	<b>\$165.00</b>	\$1980.00	<b>\$160.00</b>	\$3840.00	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Mobile Broadband plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes

#### Charges – 18 September 2011 pricing

4.16 If you:

- (a) connected to a mobile broadband plan between 18 September 2011 and 24 November 2012; or
- (b) Change your plan from a pre-18 September 2011 pricing plan to a plan in this clause,

we charge you the following for your BigPond Mobile Broadband service. If you change to a plan in this clause, you cannot change back to your earlier pricing plan. Any unused usage allowance expires at the end of each month.

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Usage allowance(1)	Monthly price	Minimum package cost over 12 months with a 4G USB (2)	Additional usage charges
BigPond Liberty® 400MB*	<b>\$29.95</b>	\$ 428.40	NIL
BigPond Liberty® 1GB*	<b>\$39.95</b>	\$ 548.40	NIL
BigPond Liberty® 4GB*	<b>\$49.95</b>	\$ 668.40	NIL
BigPond Liberty® 8GB*	<b>\$59.95</b>	\$ 788.40	NIL
BigPond Liberty® 15GB*	<b>\$109.95</b>	\$ 1388.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty® plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes
2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

#### Charges – 17 October 2010 pricing

- 4.17 If you connected to a mobile broadband plan or changed plans on and from 17 October 2010 until 17 September 2011, we charge you the following for your BigPond Mobile Broadband service. Any unused usage allowance expires at the end of each month. If you change plans on and from 18 September 2011, you cannot change back to the plans below.

**Part D – Mobile Broadband**

<b>Usage allowance(1)</b>	<b>Monthly price</b>	<b>Minimum package cost over 12 months with BigPond Elite® USB, BigPond Ultimate® USB or BigPond Elite® Network Gateway (2)</b>	<b>Additional usage charges</b>
BigPond Liberty® 400MB*	<b>\$29.95</b>	\$658.40	NIL
BigPond Liberty® 1GB*	<b>\$39.95</b>	\$778.40	NIL
BigPond Liberty® 3GB*	<b>\$49.95</b>	\$898.40	NIL
BigPond Liberty® 7GB*	<b>\$59.95</b>	\$1018.40	NIL
BigPond Liberty® 12GB*	<b>\$89.95</b>	\$1378.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty® plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes
2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

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## **5 Mobile wireless broadband plans**

### **General**

- 5.1 These plans are no longer available for new customers.
- 5.2 All mobile wireless broadband plans come with free network anti-virus & anti-spam security, a BigPond email address (with up to 14 additional email addresses), webmail access and a mailbox quota of 1GB.

### Part D – Mobile Broadband

#### Changing your plan

- 5.3 You can change to a higher or lower plan anytime by contacting us or accessing MyBigPond.

#### Minimum term

- 5.4 Unless we tell you otherwise, your mobile wireless broadband plan has a 12 month minimum term.

#### Charges - Next G network

- 5.5 If you connected to a mobile wireless broadband plan or changed plans on and from 25 July 2010 until 16 October 2010, we charge you the following for your BigPond mobile wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on and from 17 October 2010, you cannot change back to the plans below.

Usage allowance(1)	Monthly price	Minimum package cost over 12 months with a BigPond Turbo™ USB or BigPond Elite® USB (2)	Additional usage charges
BigPond Liberty® 400MB*	<b>\$29.95</b>	\$658.40	NIL
BigPond Liberty® 1GB*	<b>\$39.95</b>	\$778.40	NIL
BigPond Liberty® 3GB*	<b>\$49.95</b>	\$898.40	NIL
BigPond Liberty 6GB*	<b>\$79.95</b>	\$1258.40	NIL
BigPond Liberty 10GB*	<b>\$119.95</b>	\$1738.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty® plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes

### Part D – Mobile Broadband

2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

5.6 If you connected to a mobile wireless broadband plan or changed plans on and from 17 January 2010 until 24 July 2010, we charge you the following for your BigPond mobile wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on and from 25 July 2010, you cannot change back to the plans below.

Usage allowance(1)	Monthly price	Minimum package cost over 12 months with a BigPond Turbo™ USB (2)	Minimum package cost over 12 months with BigPond Elite® USB(2)	Additional usage charges
BigPond Liberty® 400MB*	<b>\$29.95</b>	\$658.40	\$758.40	NIL
BigPond Liberty® 1GB*	<b>\$39.95</b>	\$778.40	\$878.40	NIL
BigPond Liberty® 3GB*	<b>\$49.95</b>	\$898.40	\$998.40	NIL
BigPond Liberty 6GB*	<b>\$79.95</b>	\$1258.40	\$1358.40	NIL
BigPond Liberty 10GB*	<b>\$119.95</b>	\$1738.40	\$1838.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty® plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes

2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

5.7 If you connected to a mobile wireless broadband plan on the Next G network prior to 17 January 2010, but on or after 19 October 2008 we charge you the following for your BigPond mobile wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on and from 17 January 2010, you cannot change back to the plans below.

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Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Mobile Card, Express Mobile Card, USB Mobile Card, 7.2 Mobile Card or a 7.2 USB Mobile Card (2)	Minimum package cost over 12 months with BigPond Elite® USB (2)	Additional usage charges
200MB	<b>\$29.95</b>	\$658.40	\$758.40	\$0.25 per MB
1GB	<b>\$59.95</b>	\$1018.40	\$1118.40	\$0.25 per MB
BigPond Liberty® 5GB*	<b>\$89.95</b>	\$1378.40	\$1478.40	NIL
BigPond Liberty® 10GB*	<b>\$129.95</b>	\$1858.40	\$1958.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty plans.

- Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes.
- Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

5.8 If you connected to a mobile wireless broadband plan on the Next G network prior to 19 October 2008, but on or after 24 August 2008 we charge you the following for your BigPond mobile wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on and from 19 October 2008, you cannot change back to the plans below.

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Mobile Card, Express Mobile Card, USB Mobile Card, 7.2 Mobile Card or a 7.2 USB Mobile Card (2)	Additional usage charges
<b>Super G Fast</b>	400MB	<b>\$39.95</b>	\$778.40	\$0.25 per MB



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BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Mobile Card, Express Mobile Card, USB Mobile Card, 7.2 Mobile Card or a 7.2 USB Mobile Card (2)	Additional usage charges
Turbo Mobile Cards 7.2 Mobile Cards Standard Mobile Card and Built in Devices	1GB	<b>\$59.95</b>	\$1018.40	\$0.25 per MB
	3GB	<b>\$89.95</b>	\$1378.40	\$0.25 per MB
	10GB	<b>\$129.95</b>	\$1858.40	\$0.25 per MB

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes.

2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

5.9 If you connected to a mobile wireless broadband plan on the Next G network prior to 24 August 2008, we charge you the following for your BigPond mobile wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans to one of the plans listed above, you cannot change back to the plans below.

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Mobile Card, Express Mobile Card, USB Mobile Card, 7.2 Mobile Card or a 7.2 USB Mobile Card	Additional usage charges
<b>G Fast</b>	10 hours**	<b>\$34.95</b>	\$718.40	\$0.80 per 5 min block

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BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Mobile Card, Express Mobile Card, USB Mobile Card, 7.2 Mobile Card or a 7.2 USB Mobile Card	Additional usage charges
<b>Super G Fast</b> 7.2 Mobile Cards	200MB	<b>\$54.95</b>	\$958.40	\$0.30 per MB
Standard Mobile Card and Built in Devices	1GB	<b>\$84.95</b>	\$1318.40	\$0.30 per MB
	3GB	<b>\$114.95</b>	\$1678.40	\$0.30 per MB

\*\* Hourly plans charged in 5 minute blocks.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes.

## 6 Relocatable wireless broadband plans

### General

- 6.1 These plans are no longer available for new customers.
- 6.2 All relocatable wireless broadband plans come with free network anti-virus & anti-spam security, a BigPond email address (with up to 14 additional email addresses), webmail access and a mailbox quota of 1GB.

### Changing your plan

- 6.3 You can change to a higher or lower plan anytime, by contacting us or accessing MyBigPond.

### Minimum term

- 6.4 Unless we tell you otherwise, your relocatable wireless broadband plan has a 12 month minimum term.

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#### Charges - relocatable wireless broadband plans

6.5 If you connected to a relocatable wireless broadband plan or changed plans on and from 25 July 2010 until 16 October 2010, we charge you the following for your BigPond relocatable wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on or after 17 October 2010, you cannot change back to the plans below.

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with BigPond Elite® Network Gateway(2)	Additional usage charges
BigPond Elite® Network Gateway 7.2 Home Network Gateway	BigPond Liberty® 400MB*	<b>\$29.95</b>	\$658.40	NIL
	BigPond® Liberty 1GB*	<b>\$39.95</b>	\$778.40	NIL
	BigPond® Liberty 3GB*	<b>\$49.95</b>	\$898.40	NIL
	BigPond® Liberty 6GB*	<b>\$79.95</b>	\$1258.40	NIL
	BigPond Liberty® 10GB*	<b>\$119.95</b>	\$1738.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes.

2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

6.6 If you connected to a relocatable wireless broadband plan or changed plans on and from 17 January 2010 until July 24 2010, we charge you the following for your BigPond relocatable wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on or after 25 July 2010, you cannot change back to the plans below.

# Our Customer Terms

## BigPond service section

### Part D – Mobile Broadband

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with BigPond Elite® Network Gateway(2)	Additional usage charges
<b>Super G Fast</b> BigPond Elite® Network Gateway 7.2 Home Network Gateway	BigPond Liberty® 400MB*	<b>\$29.95</b>	\$758.40	NIL
	BigPond® Liberty 1GB*	<b>\$39.95</b>	\$878.40	NIL
	BigPond® Liberty 3GB*	<b>\$49.95</b>	\$998.40	NIL
	BigPond® Liberty 6GB*	<b>\$79.95</b>	\$1358.40	NIL
	BigPond Liberty® 10GB*	<b>\$119.95</b>	\$1838.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty plans.

1. Usage means monthly combined upload and download data transfer. 1 Gigabyte = 1000 Megabytes.

2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

6.7 If you connected to a relocatable wireless broadband plan prior to 17 January 2010 but on or after 19 October 2008, we charge you the following for your BigPond wireless broadband service. Any unused usage allowance expires at the end of each month. If you change plans on or after 17 January 2010, you cannot change back to the plans below.

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Broadband 7.2 Home Network Gateway (2)	Additional usage charges (per MB)
<b>Super G Fast</b>	200MB	<b>\$29.95</b>	\$658.40	\$0.25 per MB

# Our Customer Terms

## BigPond service section

### Part D – Mobile Broadband

BigPond wireless broadband plan	Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Broadband 7.2 Home Network Gateway (2)	Additional usage charges (per MB)
BigPond Elite™ Network Gateway	1GB	<b>\$59.95</b>	\$1018.40	\$0.25 per MB
7.2 Home Network Gateway	BigPond Liberty 5GB*	<b>\$89.95</b>	\$1378.40	NIL
	BigPond Liberty 10GB*	<b>\$129.95</b>	\$1858.40	NIL

\* Once you have reached your usage allowance, the speed of your service will slow to 64kbps. No additional usage charges apply to BigPond Liberty plans.

1. Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.
2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

6.8 If you connected to a relocatable wireless broadband plan prior to 19 October 2008 but on or after 24 August 2008, we charge you the following for your BigPond wireless broadband service. If you change plans to one of the plans listed above, you cannot change back to the plans below. If you change plans on or after 19 October 2008, you cannot change back to the plans below.

Usage allowance(1)	Monthly price	Minimum package cost over 12 months with Wireless Broadband 7.2 Home Network Gateway(2)	Additional usage charges (per MB)
400MB	<b>\$39.95</b>	\$778.40	\$0.25 per MB
1GB	<b>\$59.95</b>	\$1018.40	\$0.25 per MB
3GB	<b>\$89.95</b>	\$1378.40	\$0.25 per MB
10GB	<b>\$129.95</b>	\$1858.40	\$0.25 per MB

- 1.Usage means monthly combined upload and download data transfer 1 Gigabyte = 1000 Megabytes.
2. Minimum costs exclude a delivery charge of \$9.95 for telephone and online sales.

**Part D – Mobile Broadband**

6.9 If you connected to a relocatable wireless broadband plan prior to 24 August 2008, we charge you the following for your BigPond wireless broadband service. If you change plans to one of the plans listed above, you cannot change back to the plans below.

BigPond wireless broadband plan	Usage allowance	Monthly price	Minimum package cost over 12 months with Wireless Broadband 7.2 Home Network Gateway	Minimum package cost over 12 months with Wireless Broadband Modem	Additional usage charges (per MB)
<b>G Fast</b>	200MB	<b>\$39.95</b>	\$778.40	\$728.40	\$0.15
	1GB	<b>\$49.95</b>	\$898.40	\$848.40	\$0.15
<b>Super G Fast</b>	400MB	<b>\$49.95</b>	\$898.40	\$848.40	\$0.15
	1GB	<b>\$79.95</b>	\$1258.40	\$1208.40	\$0.15
Wireless Broadband Modem 7.2 Home Network Gateway	3GB	<b>\$109.95</b>	\$1618.40	\$1568.40	\$0.15

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**7 International roaming**

**What is International Roaming?**

7.1 International Roaming allows you to use your Next G wireless broadband mobile service when you travel to selected countries overseas.

**Availability**

7.2 International roaming for BigPond Mobile Broadband services is only available in certain countries at broadband speeds.

You can view the list of countries where you will be able to use your service at:  
[http://my.bigpond.com/internetplans/broadband/wireless/international\\_roaming/default.jsp](http://my.bigpond.com/internetplans/broadband/wireless/international_roaming/default.jsp)

7.3 International roaming relies on other companies’ networks which are beyond our control. Because of this, it may be withdrawn from a country at any time without telling you.

**Charges**

7.4 We charge you the following for international roaming.

# Our Customer Terms

## BigPond service section

### Part D – Mobile Broadband

<b>BigPond Mobile Broadband international roaming service</b>	<b>Rate (GST excl)</b>
Usage (per MB)	<b>\$3.00</b>

- 7.5 These charges also apply when accessing BigPond unmetered sites using your international roaming service.

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## 8 Optional extras

- 8.1 If you choose to buy one of our wireless optional extras, we charge you the following charges.

<b>Optional extra</b>	<b>Price</b>
Wireless antenna	<b>Quote upon request</b>
Additional mailbox (up to 14)	<b>Prior to 30 August 2010, \$1 per month On and from 30 August 2010, \$0 per month</b>