

Part H – Velocity

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Certain words are used with the specific meanings set out in Part A - General Terms for BigPond Services section 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 Velocity service

What is the BigPond Velocity service?

2.1 The BigPond Velocity service uses a passive fibre optic cable network to provide a high speed BigPond 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.

Availability

2.2 To connect to a BigPond Velocity service, you must:

- (a) be the owner of a fixed line telephone service that the BigPond Velocity service can and 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.

2.3 The BigPond Velocity service is only available in areas where Telstra has deployed its fibre to the premises network. To check if you can get the BigPond Velocity service, please call 1800 008 994 or click here <http://my.bigpond.com/check-availability/default.do>

2.4 The BigPond Velocity service is not available if you are a Telstra wholesale customer or an end user of a Telstra wholesale customer.



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3 BigPond Velocity plans are no longer available

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

4 Out of market BigPond Velocity plans

- 4.1 All BigPond Velocity plans include:

- (a) a BigPond email address with webmail access (mailbox quota of 1GB);
- (b) 20MB storage space on BigPond Photos and 10MB storage space on BigBlog;
- (c) network anti-virus and anti-spam security; and
- (d) access to a range of unmetered sites.

Minimum term

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

Casual plan fee

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

Charges - Telstra full service fixed phone customers - for customers signing up on and from 25 July 2010 and before 26 February 2019

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



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BigPond Velocity Plan	Usage allowance	Monthly access fee	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 Velocity	2GB, then slowed	\$29.95	\$392.95
BigPond® Fast (previously Elite) Velocity	2GB, then slowed	\$39.95	\$402.95
	5GB, then slowed	\$49.95	\$412.95
	25GB, then slowed	\$59.95	\$422.95
	200GB, then slowed	\$69.95	\$432.95
	200GB, then slowed	\$79.95	\$442.95
	200GB, then slowed	\$89.95	\$452.95
	500GB, then slowed	\$109.95	\$472.95

- 4.5 The BigPond Fast (25GB) and (100GB) plans and from 18 September 2011, the BigPond Turbo Velocity (2GB) and the BigPond Fast Velocity (2GB) are only available to customers invited by Telstra and are not generally available. If you choose a BigPond Fast (25GB) or (100GB) plan 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 Velocity (2GB) or BigPond Fast Velocity (2GB) 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.



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- 4.6 If you have an existing BigPond Velocity 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 signing up on and from 25 July 2010 and before 26 February 2019

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

BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum cost on a Casual Plan with self-install Home Network Gateway (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond® Turbo Velocity	2GB, then slowed	\$39.95	\$362.95
BigPond® Fast (previously Elite) Velocity	2GB, then slowed	\$49.95	\$372.95
	5GB, then slowed	\$59.95	\$382.95
	25GB, then slowed	\$69.95	\$392.95
	200GB, then slowed	\$79.95	\$402.95
	100GB, then slowed	\$89.95	\$412.95
	200GB, then slowed	\$99.95	\$422.95
	500GB, then slowed	\$119.95	\$442.95



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- 4.8 The BigPond Fast (25GB) and (100GB) plans and from 18 September 2011, the BigPond Turbo Velocity (2GB) and the BigPond Fast Velocity (2GB) are only available to customers invited by Telstra and are not generally available. If you choose a BigPond Fast (25GB) or (100GB) plan 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 Velocity (2GB) or BigPond Fast Velocity (2GB) 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.

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 BigPond Velocity service), and you 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, we charge you the following charges for your BigPond Velocity service. 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).

BigPond Velocity Plan	Usage allowance	Monthly access fee	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® Velocity with Speed Boost or BigPond Ultimate Velocity)	2GB, then slowed	\$49.95	\$334.90
	5GB, then slowed	\$59.95	\$344.90
	25GB, then	\$69.95	\$354.90



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	slowed		
	200GB, then slowed	\$79.95	\$364.90
	200GB, then slowed	\$89.95	\$374.90
	200GB, then slowed	\$99.95	\$384.90
	500GB, then slowed	\$119.95	\$404.90

- 4.10 If you have an existing BigPond Velocity 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.
- 4.11 If you remove your Speed Boost and add it again at a later date you will be charged the standard in market price per month.
- 4.12 If you have a Speed Boost and you move to a plan that's eligible for Speed Boost but does not include it, you will continue to receive it and be charged separately for your Speed Boost unless you cancel it.

Charges – customers without a Telstra full service fixed phone – 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

- 4.13 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 BigPond Velocity service) and you 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, we charge you the following charges for your BigPond Velocity service. 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 (1Gigabyte = 1000 Megabytes).



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BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum cost on a Casual Plan with self-install Home Network Gateway (including \$59 activation fee for new BigPond broadband customers and \$120 Casual Plan fee) plus delivery fee
BigPond® Velocity with Speed Boost or BigPond Ultimate Velocity)	2GB, then slowed	\$59.95	\$310.95
	5GB, then slowed	\$69.95	\$320.95
	25GB, then slowed	\$79.95	\$330.95
	200GB, then slowed	\$89.95	\$340.95
	200GB, then slowed	\$99.95	\$350.95
	200GB, then slowed	\$109.95	\$360.95
	500GB, then slowed	\$129.95	\$380.95

4.14 If you remove your Speed Boost and add it again at a later date, you will be charged the standard in market price

4.15 If you have a Speed Boost and you move to a plan that's eligible for Speed Boost but does not include it, you will continue to receive it and be charged separately for your Speed Boost unless you cancel it.

Charges - Telstra full service fixed phone customers - for customers who signed up on and from 1 December 2009 and before 25 July 2010 and have not moved to a new plan

4.16 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 BigPond Velocity service) and you signed up on and from 1 December 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 Velocity service. Any unused usage allowance expires at the end of each month. Monthly usage allowance



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

BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum Package Cost [^]
BigPond® Turbo Velocity	2GB#	\$39.95	\$1,111.80
	12GB, then slowed*	\$59.95	\$1,351.80
	25GB, then slowed *	\$79.95	\$1,591.80
	200GB, then slowed *	\$99.95	\$1,831.80
	200GB, then slowed*	\$119.95	\$2,071.80
	200GB, then slowed *	\$169.95	\$2671.80
BigPond® Fast (previously Elite) Velocity	2GB#	\$49.95	\$1,231.80
	12GB, then slowed *	\$69.95	\$1,471.80
	25GB, then slowed *	\$89.95	\$1,711.80
BigPond® Velocity with Speed Boost included (previously Ultimate Velocity)	200GB, then slowed *	\$119.95	\$2,071.80
	200GB, then slowed *	\$149.95	\$2,431.80
	200GB, then slowed *	\$199.95	\$3031.80

[^] Minimum cost includes Home Network Gateway Self-Installation, monthly BigPond Velocity plan fees and Telstra Voice Plus over 12 months.

* Once you have reached your usage allowance until your next billing cycle starts, speeds will be slowed to 256kbps. No additional usage charges

Additional usage charges of 15 cents per megabyte apply for the Turbo 2GB and Fast 2GB plans. These charges are capped at \$300 per bill cycle. Your speed will not be



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slowed if you reach this amount If you have an existing BigPond Velocity 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 December 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 1 December 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 Velocity service. Any unused usage allowance expires at the end of each month. Monthly usage allowance means monthly combined upload and download data transfer (1 Gigabyte = 1000 Megabytes).

BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum Package Cost [^]
BigPond® Turbo Velocity	2GB#	\$49.95	\$848.40
	12GB, then slowed*	\$69.95	\$1,088.40
	25GB, then slowed *	\$89.95	\$1,328.40
	200GB, then slowed *	\$109.95	\$1,568.40
	200GB, then slowed *	\$129.95	\$1,808.40
	200GB, then slowed *	\$179.95	\$2408.40
BigPond® Fast (previously Elite) Velocity	2GB#	\$59.95	\$968.40
	12GB, then slowed *	\$79.95	\$1,208.40
	25GB, then slowed *	\$99.95	\$1,448.40
BigPond® Velocity with Speed Boost included (previously Ultimate Velocity)	200GB, then slowed *	\$129.95	\$1,808.40
	200GB, then	\$159.95	\$2,168.40



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	slowed *		
	200GB, then slowed *	\$209.95	\$2768.40

^ Minimum cost includes Home Network Gateway Self-Installation, monthly BigPond Velocity plan fees over 12 months.

* Once you have reached your usage allowance until your next billing cycle starts, speeds will be slowed to 256kbps.

Excess usage charges of 15 cents per megabyte apply for the Turbo 2GB and Fast 2GB plans. These charges are capped at \$300 per bill cycle. Your speed will not be slowed if you reach this amount.

Charges - Telstra full service fixed phone customers - for customers who signed up prior to 1 December 2009 and have not moved to a new plan

- 4.18 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 BigPond Velocity service) and you signed up prior to 1 December 2009 and have not moved to one of our new plans, we charge you the following charges for your BigPond Velocity service. Any unused usage allowance expires at the end of each month. Monthly usage allowance means monthly combined upload and download data transfer (1Gigabyte = 1000 Megabytes).

BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum Package Cost[^]
BigPond® Velocity Standard - Up to 8000/384kbps#	200MB	\$39.95	\$862.30
	600MB	\$69.95	\$1,222.80
	12GB, then slowed*	\$99.95	\$1,582.80
	25GB	\$129.95	\$1,942.80
BigPond® Velocity - Up to 20000/512kbps#	600MB	\$79.95	\$1,342.80
	12GB, then slowed *	\$109.95	\$1,702.80
BigPond® Velocity - Up to	25GB	\$139.95	\$2,062.80



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20000/1000kbps#	60GB	\$169.95	\$2,422.80
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^ Minimum cost includes monthly BigPond Velocity plan fees and with Telstra Voice Plus over 12 months.

* Once you have reached your usage allowance speeds will be slowed to 256kbps. No additional usage charges apply.

Maximum download speeds are based on Telstra tests. Average speeds will be lower and actual speeds will vary due to a number of factors including router, network configuration, member premises interference, traffic and hardware and software.

Charges - customers without a Telstra full service fixed phone - for customers who signed up prior to 1 December 2009 and have not moved to a new plan

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

BigPond Velocity Plan	Usage allowance	Monthly access fee	Minimum Package Cost[^]
BigPond® Velocity Standard - Up to 8000/384kbps#	200MB	\$49.95	\$599.40
	600MB	\$79.95	\$959.40
	12GB, then slowed*	\$109.95	\$1,319.40
	25GB	\$139.95	\$1,679.40
BigPond® Velocity - Up to 20000/512kbps#	600MB	\$89.95	\$1,079.40
	12GB, then slowed *	\$119.95	\$1,439.40
BigPond® Velocity - Up to 20000/1000kbps#	25GB	\$149.95	\$1,799.40
	60GB	\$179.95	\$2,159.40



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^ Minimum cost includes monthly BigPond Velocity plan fees over 12 months.

* Once you have reached your usage allowance speeds will be slowed to 256 kbps. No additional usage charges apply.

Maximum download speeds are based on Telstra tests. Average speeds will be lower and actual speeds will vary due to a number of factors including router, network configuration, member premises interference, traffic and hardware and software.

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 Velocity service after it has been disconnected (for example, if you are moving house) or after it has been temporarily suspended for non-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	\$40.00
Moving home	See the Telstra Platinum Section of Our Customer Terms
When transferring an existing BigPond Broadband ADSL or Cable service to BigPond Velocity, standard installation fees apply	See section 6 below



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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 standard work required to activate the broadband service to your address, and will appear as a separate charge on your bill.
- 6.2 We charge you the following charges to purchase and install a BigPond Velocity modem for broadband plans.

Equipment / work	Self-Installation	Professional Installation
Entry-level home network gateway	\$168	If you choose Professional Installation - \$408
Upgrade from External ONT to Internal ONT, including connecting the Internal ONT to your existing home cabling	N/A	\$660.00
For any cabling work required on your side of the service boundary point	N/A	<p>Fee-for-service, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms (click here)</p> <p>We may charge you the \$240 Professional Installation Fee for such work in some circumstances.</p>

ONT means an Optical Network Termination device. The ONT is marked (in some form) with “network termination device” or “NTD”. The device is used to provide the termination point for our lead-in cable and also to terminate the property’s customer cabling.

- 6.3 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.
- 6.4 If you select Self Installation but require a technician to visit to complete the installation (and such a service is available), you may be charged an additional fee in addition to the Self Installation fee.

7 Optional extras

- 7.1 If you choose to purchase one of our Velocity optional extras, we will charge you the following fees:



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Optional extra	Price
Additional mailboxes	<p>Prior to 30 August 2010, \$1 per month</p> <p>On and from 30 August 2010, \$0 per month</p>

Speed Boost

- 7.2 Speed Boost is available on Velocity to customers with a 13 digit account number in selected areas, for a monthly subscription fee of \$20. We will check if you're eligible when you're taking up Speed Boost
- 7.3 Existing customers may need to purchase a compatible Home Network Gateway modem, depending on what type of modem you already have
- 7.4 You may cancel your Speed Boost by telling us. If you do so part way through a month your monthly subscription fee will be rebated to you on a pro rated basis, calculated on the number of days left in your billing cycle
- 7.5 There is a limit of one Speed Boost per service per month. Your Speed Boost continues to apply unless it is cancelled.

8 Equipment

- 8.1 We provide you with the technology needed to connect to our network. This includes installing the following at your premises:
 - (a) an Optical Network Termination device (ONT); and
 - (b) a power supply unit.
- 8.2 We are not responsible for the operation of any equipment or applications connected to your services that you or someone other than us supplies.
- 8.3 BigPond Velocity and equipment that we install does not support extensions to buildings which are outside the premises in which we installed the equipment.
- 8.4 You have to ensure that:



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- (a) except for the equipment listed in clause 6.1(a) above, we can access the equipment we install at your premises at any time we reasonably ask to;
- (b) we can access the equipment listed in clause 6.1(a) above at your premises at any reasonable time after giving you reasonable notice; and
- (c) the equipment we install is not covered in any way that prevents air circulating around the equipment.

Ownership of equipment

- 8.5 The ONT and power supply unit (and the power cable between them) belong to us.
- 8.6 All cabling and your equipment on your side of the service boundary point is your responsibility, including all cabling from the ONT device to your equipment. If your cabling already exists in your premises, we will connect that cabling to our ONT. However, you are responsible for any loss caused by any cabling or other equipment provided by someone other than us.

Service boundary point means the point to which the BigPond Velocity service is provided, being your side of the ONT.

- 8.7 The Customer Service Guarantee Standard (and, in the case of a wholesale customer, any applicable service level) does not apply to the BigPond Velocity service, unless we advise otherwise.

You can find out more information about the Customer Service Guarantee Standard at <http://telstra.com.au/abouttelstra/commitments/csg/>.

9 Minimum recommended system requirements

- 9.1 There are specific minimum recommended system requirements for customers with the BigPond Velocity service who signed up prior to 1 December 2009 and have not moved to one of our new plans or who signed up on or from 1 December 2009 and before 25 July 2010 to one of our BigPond Velocity plans other than the BigPond Velocity plans with Speed Boost (previously BigPond Ultimate Velocity), as listed below:

For IBM-Compatible PCs	For Apple Macintosh PCs
Windows 2000 (SP4), XP (SP1, SP2 & Media Centre Edition, x86/32-bit) and Vista (x86/32-bit)	Mac OS X 10.3.9 and above
256MB RAM minimum	256MB RAM minimum
150MB hard disk space	150MB hard disk space



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For IBM-Compatible PCs	For Apple Macintosh PCs
Spare Ethernet or USB Port	Spare Ethernet or USB Port
CD ROM drive	CD ROM drive
Internal cabling between the optical network termination device and your computer	Internal cabling between the optical network termination device and your computer

- 9.2 There are specific minimum system requirements for customers who signed up to the BigPond Velocity plan with Speed Boost (previously BigPond Ultimate Velocity) plans on or from 1 December 2009 and before 25 July 2010, or who signed up prior to 1 December 2009 and have moved to one of these BigPond Velocity plans with Speed Boost (previously BigPond Ultimate Velocity), as listed below:

For PC	For Apple Macintosh
Windows, XP (SP3, x86/32-bit), Windows Vista (SP1&SP2, x86/32-bit OR x64/64-bit) or Windows 7	Mac OS X 10.4, 10.5 or 10.6
Pentium 600MHz or equivalent (1Ghz or above strongly recommended)	Power PC G4/G5: iMac, iBook, Power Mac, PowerBook, Mac Mini Intel (x86/32-bit): iMac, MacBook, MacBook Pro, MacBook Air, Mac Mini
256 MB RAM (Windows XP) 512 MB RAM (Windows Vista) 1GB RAM (Windows 7)	256 MB RAM
Wi-Fi connection: built-in Intel Centrino, or spare USB port (for Wi-Fi adapter) Wired connection: Spare Ethernet port	Wi-Fi connection: built-in Mac Airport Wired connection: Spare Ethernet port
Internet Explorer version 6.0+	Safari 3.2+
CD-ROM compatible drive	CD-ROM compatible drive
Internal cabling between your computer and the BigPond Velocity Home Network Gateway	Internal cabling between your computer and the BigPond Velocity Home Network Gateway



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10 Technical support

- 10.1 We offer technical support if your system meets the minimum recommended system requirements above in accordance with [Part A of the BigPond service section](#). For technical support for your BigPond Velocity service, call 1800 008 994 between 7am and 12am (midnight), 7 days.

