

Part I – Special Offers

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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. To see these terms [click here](#).

2 Offers no longer available – BigPond Broadband Benefit

- 2.1 The BigPond Broadband Benefit is available to customers who took up a new eligible plan between 18 September 2011 and 25 February 2019.
- 2.2 The BigPond Broadband Benefit is not available with any other offer unless we tell you otherwise.
- 2.3 Customers eligible for and receiving the BigPond Broadband Member Benefit may take up the BigPond Broadband Benefit, but must re-contract with Telstra for a further 24 month period to do so. Customers who do so will no longer be eligible to receive the BigPond Broadband Member Benefit.

What is the BigPond Broadband Benefit

- 2.4 The BigPond Broadband Benefit provides to eligible customers a \$20 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity service.
- 2.5 To receive the BigPond Broadband Benefit:
 - (a) you must have a Telstra full service fixed phone (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 broadband service);
 - (b) you must take up a current standard BigPond Broadband ADSL, Cable or Velocity plan with a new 24 month term; and
 - (c) your full service fixed phone and broadband service must be on a Telstra Single

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Bill.

- 2.6 If we determine at any time that you are not eligible for the BigPond Broadband Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$20 per month discount and charge you the standard price for your services. Your minimum term will still apply.
- 2.7 If you have more than one BigPond Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Broadband Benefit on **one** BigPond Broadband service.

3 T-Box

Exit notification

- 3.1 On and from **31 March 2018**, the functionality of T-Box will be restricted and we will no longer be able to provide updates or technical support for your T-Box. Foxtel on T-Box, BigPond Movies, SBS On Demand, Plus 7, YouTube, AFL, NRL, My Media, Tune-In Apps will be removed as well as the T-Box Remote Application from Google Play and the Apple App Store.

What is T-Box?

- 3.2 The T-Box is a digital set-top box that connects to a television for streaming of digital free-to-air television channels, BigPond internet content and eligible internet content.
- 3.3 To access the BigPond internet content and eligible internet content you must have:
- (a) a BigPond Cable, ADSL2+ Fast or Velocity plan (“**Eligible Broadband Service**”) and you must pass our video service qualification check;
 - (b) a 802.11 g/n wireless access point (such as a Home Network Gateway wireless modem) or Ethernet connection at your premises;
 - (c) computer with internet access to the Eligible Broadband Service; and
 - (d) compatible television with either HDMI, composite or component input.

Internet connection

- 3.4 To enjoy all the features of the Telstra T-Box device, you must be connected to the right

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BigPond or Telstra broadband plan. The speed that you experience on your broadband service will have an impact on the features of the T-Box device you could enjoy and better customer experience is more likely on our higher speed plans. Most customers on BigPond Cable, ADSL2+ Fast and Velocity plans should be able to enjoy all the features on offer but features that can be enjoyed will depend on the actual speeds experienced and this is dependant on a number of factors including your location, the distance of the wireless modem from the T-Box, network congestion, number of internet connections in the household and other factors.

- 3.5 If your T-Box is not registered and is not connected to an Eligible Broadband Service, features will be limited to:
- (a) Digital free-to-air channels;
 - (b) Basic TV program guide like “now and next”; and
 - (c) Basic recording features such as manual timed recordings.
- 3.6 If you are a BigPond plan customer and the speed of your service has been reduced because you have exceeded the monthly allowance for your BigPond plan, your access to T-Box features will be limited until the next billing cycle.

Installation and set-up

- 3.7 The installation procedure for your T-Box must be completed by:
- (a) the legal lessee/account holder or authorised representative of the Eligible Broadband Service; or
 - (b) any person with the express consent of the legal lessee/account holder of the Eligible Broadband Service, and after each has read the T-Box Offer terms and conditions and the Getting Started Guide and User Guide provided with the T-Box.
- 3.8 During the T-Box set up process, you must be connected to your Eligible Broadband Service. You will also need to register the T-Box online so you can access all the features of the T-Box. Only when registered and connected to an Eligible Broadband Service will the following features of the T-Box work:
- (a) Movie rentals on demand from BigPond[®] Movies (after initial registration)

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process);

- (b) Full program on-screen guide, seven days in advance;
- (c) Access to BigPond® TV channels;
- (d) Access to YouTube videos on T-Box;
- (e) Access to BigPond® Videos on Demand (VoD) on T-Box; and
- (f) All recording features via My Recordings including Series Record

Charges

- 3.9 In addition to the cost of the T-Box device, charges apply to use the T-Box, in accordance with the prices specified in OCT for the Eligible Broadband Service and any other value added or relevant services you may access or use via your T-Box device (such as BigPond Movies).
- 3.10 Where you use the T-Box device to access and browse the available internet content (such as YouTube), the relevant charges (including any excess usage charges) will be applied to the bill for your Eligible Broadband Service.

4 Offers no longer available – BigPond Broadband Offer

Offer availability

- 4.1 The BigPond Broadband Member Benefit and the BigPond Broadband Multiple Product Benefit is not available to new or recontracting BigPond broadband customers who sign up, or recontract on or after 18 September 2011, or to existing BigPond broadband customers who apply for the BigPond Broadband Member Benefit or the BigPond Broadband Multiple Product Benefit, on or after this date.
- 4.2 The BigPond Broadband Offer is not available with any other offer unless we tell you otherwise.

What is the BigPond Broadband Offer

- 4.3 The BigPond Broadband Offer consists of:

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- (a) the BigPond Broadband Member Benefit; and
- (b) the BigPond Broadband Multiple Product Benefit.

4.4 Under this offer you can receive up to \$20 off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity service. If you are a new BigPond customer, you may also receive a discount on the cost of your BigPond broadband installation or device.

BigPond Broadband Member Benefit

4.5 The BigPond Broadband Member Benefit gives you a \$10 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity plan.

4.6 To receive the BigPond Broadband Member Benefit:

- (a) you must have a Telstra full service fixed phone (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 broadband service);
- (b) you must take up a current standard BigPond Broadband ADSL, Cable or Velocity plan with a new 24 month term; and
- (c) your full service fixed phone and broadband service must be on a Telstra Single Bill; and
- (d) the combined monthly access fee of your full service fixed phone and broadband service must be at least \$59.00.

4.7 If we determine at any time that you are not eligible for the BigPond Broadband Member Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$10 per month discount and charge you the standard price for your services. Your minimum term will still apply.

4.8 If you have more than one BigPond Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Broadband Offer on **one** BigPond Broadband service.

BigPond Broadband Multiple Product Benefit

4.9 The BigPond Broadband Multiple Product Benefit gives you an additional \$10 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity

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service.

- 4.10 To receive the BigPond Broadband Multiple Product Benefit:
- (a) you must be eligible for the BigPond Member Benefit;
 - (b) in addition to your full service fixed phone and eligible broadband service, you must also have either:
 - (i) a post-paid BigPond Mobile Broadband service;
 - (ii) a post-paid Telstra mobile service; or
 - (iii) a FOXTEL from Telstra service,
 - (c) (“**Additional Service**”);
 - (d) your full service fixed phone, broadband service and Additional Service must be on a Telstra Single Bill; and
 - (e) the combined monthly access fee of your full service fixed phone, broadband service and Additional Service must be at least \$89.00.
- 4.11 If we determine at any time that you are not eligible for the BigPond Broadband Multiple Product Benefit (for example, because you don’t have a full service fixed phone or an Additional Service, or have never had one), we may remove the \$10 per month discount. Your minimum term will still apply.
- 4.12 If you have more than one BigPond Broadband service, each Telstra full service fixed phone and Additional Service you have only qualifies you for the BigPond Broadband Offer on **one** BigPond Broadband service.
- 4.13 If you have more than one BigPond Broadband service (including Mobile Broadband, Cable, ADSL and Velocity services), the maximum monthly access discount you can receive across **all** of your BigPond Broadband services under the BigPond Broadband Offer and BigPond Mobile Broadband Offer is \$20 in total per Telstra Single Bill.

5 Offers no longer available – BigPond Mobile Broadband Offer

Offer availability

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5.1 The BigPond Mobile Broadband Offer is not available to new or recontracting BigPond Mobile Broadband customers who sign up or recontract on or after 25 November 2012, or to existing BigPond Mobile Broadband customers who apply for the BigPond Mobile Broadband Offer on or after this date.

5.2 The BigPond Mobile Broadband Offer is not available with any other offer unless we tell you otherwise.

What is the BigPond Mobile Broadband Offer

5.3 The BigPond Mobile Broadband Offer consists of:

- (a) BigPond Mobile Broadband Device Rebate;
- (b) the BigPond Mobile Broadband Member Benefit; and
- (c) the BigPond Mobile Broadband Multiple Product Benefit.

5.4 Under this offer you can receive up to \$20 off the monthly access fee for your eligible BigPond Mobile Broadband service. If you are purchasing a new BigPond Mobile Broadband Device, you can also receive a rebate on the cost of that device.

BigPond Mobile Broadband Device Rebate

5.5 If you take up a new 12 month BigPond Mobile Broadband plan and you purchase a new BigPond Mobile Broadband Device, you may be eligible for a rebate on your device, as set out in the table below.

Device Type	BigPond Mobile Broadband Device Rebate
BigPond USB 4G	\$230
BigPond Mobile Wi-Fi 4G	\$180

5.6 If you take up a new 24 month BigPond Mobile Broadband plan and you purchase a new BigPond Mobile Broadband Device, you may be eligible for a rebate on your device, as set out in the table below.

Device Type	BigPond Mobile Broadband Device Rebate
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BigPond USB 4G	\$299
BigPond Mobile Wi-Fi 4G	\$250

5.7 The rebate may be discounted from your BigPond Mobile Broadband Device price if you purchase the device and sign up to a 12 or 24 month BigPond Mobile Broadband plan in store. Otherwise, the rebate will be applied to your first bill after the service is activated.

5.8 A customer may only receive one BigPond Mobile Broadband Device Rebate.

BigPond Mobile Broadband Member Benefit

5.9 The BigPond Mobile Broadband Member Benefit is available to new BigPond Mobile Broadband customers, or existing BigPond Mobile Broadband customers whose minimum term has ended or who have less than 3 months remaining on their current plan, who agree to sign up for a new 24 month minimum term on a current standard BigPond Mobile Broadband plan.

5.10 The BigPond Mobile Broadband Member Benefit gives you a \$10 discount off the monthly access fee for your eligible BigPond Mobile Broadband plan.

5.11 To receive the BigPond Mobile Broadband Member Benefit:

- (a) you must have a Telstra full service fixed phone (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 mobile broadband service);
- (b) you must take up a current standard BigPond Mobile Broadband plan with a new 24 month term;
- (c) your full service fixed phone and wireless broadband service must be on a Telstra Single Bill; and
- (d) the combined monthly access fee of your full service fixed phone and wireless broadband service must be at least \$59.00.

5.12 If we determine at any time that you are not eligible for the BigPond Mobile Broadband Member Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$10 per month discount and charge you the standard price for your services. Your minimum term will still apply.



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- 5.13 If you are an existing customer and you take up the BigPond Mobile Broadband Member Benefit, you will begin receiving the \$10 discount off your monthly access fee from your next billing cycle after the discount is activated.
- 5.14 If you have more than one BigPond Mobile Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Mobile Broadband Offer on **one** BigPond Mobile Broadband service.

BigPond Mobile Broadband Multiple Product Benefit

- 5.15 The BigPond Mobile Broadband Multiple Product Benefit is available to new BigPond Mobile Broadband customers, or existing BigPond Mobile Broadband customers whose minimum term has ended or who have less than 3 months remaining on their current plan, who agree to sign up for a new 24 month minimum term on a current standard BigPond Mobile Broadband plan.
- 5.16 The BigPond Mobile Broadband Multiple Product Benefit gives you an additional \$10 discount off the monthly access fee for your eligible BigPond Mobile Broadband service.
- 5.17 To receive the BigPond Mobile Broadband Multiple Product Benefit:
- (a) you must be eligible for the BigPond Mobile Broadband Member Benefit;
 - (b) in addition to your full service fixed phone and eligible wireless broadband service, you must also have either:
 - (i) a BigPond Broadband Cable, ADSL or Velocity service;
 - (ii) a post-paid Telstra mobile service; or
 - (iii) a FOXTEL from Telstra service,**(“Additional Service”)**;
 - (c) your full service fixed phone, wireless broadband service and Additional Service must be on a Telstra Single Bill; and
 - (d) the combined monthly access fee of your full service fixed phone, mobile broadband service and Additional Service must be at least \$89.00.
- 5.18 If we determine at any time that you are not eligible for the BigPond Mobile Broadband Multiple Product Benefit (for example, because you don't have a full service fixed phone or an Additional Service, or have never had one), we may remove the \$10 per month

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discount. Your minimum term will still apply.

- 5.19 If you are an existing customer and you take up the BigPond Mobile Broadband Multiple Product Benefit, you will begin receiving the \$10 discount off your monthly access fee from your next billing cycle after the discount is activated.
- 5.20 If you have more than one BigPond Mobile Broadband service, each Telstra full service fixed phone and Additional Service you have only qualifies you for the BigPond Mobile Broadband Offer on **one** BigPond Mobile Broadband service.
- 5.21 If you have more than one BigPond Broadband service (including Mobile Broadband, Cable, ADSL and Velocity services), the maximum monthly access discount you can receive across **all** of your BigPond Broadband services under the BigPond Broadband Offer and BigPond Mobile Broadband Offer is \$20 in total per Telstra Single Bill.