

BIGPOND BROADBAND 100GB FAST – CABLE

INFORMATION ABOUT THE SERVICE

BigPond Cable Broadband connects to the internet using a Telstra cable installed in your house so your phone and fax are unaffected. BigPond Fast Cable Broadband provides fast download speeds which allows multiple users to share the internet connection throughout the home.

If you have a full Telstra Voice or Home Phone service on a Single Bill with your BigPond Broadband plan, you are eligible for a discount of \$10 per month.

If you take up a 24-month BigPond Broadband plan and have a full Telstra Voice or Home Phone service on a Single Bill, you are eligible for a further discount of \$20 per month with the BigPond Broadband Benefit.

Minimum plan term

- **\$49.95/mth plan** – 24 month minimum term.
- **\$69.95/mth plan** – no minimum term.
- **\$79.95/mth plan** – no minimum term.

What's included

100GB of data where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused Monthly Data Allowance expires each month.

You can use your monthly usage allowance at any time (day or night). Any unused monthly allowance expires at the end of your billing cycle.

What's not

If you exceed your 100GB monthly usage allowance in a month, your broadband service will be slowed down to **256kbps** for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for use).

INFORMATION ABOUT PRICING

Monthly charge

Below are the monthly charges that apply to your BigPond plan, depending on whether you have other Telstra services:

- **\$49.95** when you also have a full Telstra Voice or Home Phone service and are eligible for the BigPond Broadband Benefit. Your Monthly Data Allowance on this plan is charged at 0.05¢/MB
- **\$69.95** when you also have a full Telstra Voice or Home Phone service. Your Monthly Data Allowance on this plan is charged at 0.07¢/MB
- **\$79.95** when you don't have a full Telstra Voice or Home Phone service. Your Monthly Data Allowance on this plan is charged at 0.08¢/MB.

To get the **BigPond Broadband Benefit** pricing, you need a full Telstra Voice or Home Phone service on a Single Bill with your BigPond Broadband service on a 24-month plan. If you're an existing customer, you may need to recontract to get the BigPond Broadband Benefit.

The total monthly credit you will receive when eligible for the BigPond Broadband Benefit is \$30 per month (\$10 for having your home phone with Telstra plus an additional \$20 for the BigPond Broadband Benefit). Your bill may show this as separate monthly credits of \$20 and \$10 or three separate \$10 credits.

All Telstra Voice and Home Phone plans are **full Telstra Voice or Home Phone services**, except Telstra Voice Part.

In addition to your Monthly Charge, other charges may also apply as outlined in the Connection and Home Network Gateway (Wi-Fi Modem Router) section.

Connection and Home Network Gateway (Wi-Fi modem router)

- For new BigPond Broadband customers a **\$59** activation fee applies to get you up and running.
- If you take up a Casual Plan there is an additional \$120 up front Casual Plan Fee.
- A self-install Cable Home Network Gateway is \$144 for new BigPond broadband customers.
- If you're an existing BigPond Broadband customer and would like a new modem you can take up a Cable Home Network Gateway package for \$216.
- If you'd like a technician to come out and install your broadband service an additional \$192 charge will apply.
- A \$12 delivery fee may apply to self-install Home Network Gateway kits.
- Home Network Gateways professionally installed or purchased directly from us are configured to work only with a Telstra broadband service.

The total minimum plan cost

If you take up the \$49.95 plan, the total minimum amount you'll pay over 24 months is \$2,361.80 (\$89.95 per month based on your broadband plan with Telstra Home Phone Local, a \$59 activation fee for new BigPond customers and a \$144 self-install Home Network Gateway).

If you take up the \$69.95 plan, the total minimum amount you'll pay is \$432.95 (\$109.95 for one month of your broadband plan with Telstra Home Phone Local, a \$59 activation fee for new BigPond customers, \$144 self-install Home Network Gateway and a \$120 casual plan fee).

If you take up the \$79.95 plan, the total minimum amount you'll pay is \$402.95 (\$79.95 for one month of your broadband plan, a \$59 activation fee for new BigPond customers, \$144 self-install Home Network Gateway and a \$120 casual plan fee).

A \$12 delivery fee applies if you have your gateway and/or self install kit delivered.

If you are moving home, find out about the service installation options and pricing available to you at telstra.com.au/moving-home/move/

Speed boost

If you pass our eligibility check, you can purchase a Super Fast Speed Boost for an additional \$20 per month. Your bill will show an additional charge each month for your speed upgrade. For information about the speeds you can achieve with the Super Fast Speed Boost, see 'Broadband Speeds'.

Hardware Repayment Option

A Hardware Repayment Option allows you to get new hardware and make monthly interest free payments. If you cancel your plan or your Hardware Repayment Option early, you'll need to pay any remaining hardware payments.

Early Termination Charge and other charges

If your BigPond plan is cancelled before your minimum term has ended, you will need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan. Your maximum ETC at the start of your plan is \$360.

If one of our suppliers raises its prices in the future, this may result in the cost of your services increasing. We will let you know before this happens.

Changing plans

To view the plans that you may switch to, click the My BigPond tab at bigpond.com to log into your My BigPond account. You will need your user name and password to log in.

You may change your Plan once every billing cycle at no charge and without having to restart your Minimum Plan term.

OTHER INFORMATION

Telstra Air®

You can join Telstra Air but you may need to buy a compatible gateway. For details visit telstra.com/joinair

As a Telstra Air member with a connected compatible gateway, you get access to Telstra Air Wi-Fi hotspots in Australia and millions of hotspots overseas powered by our partner Fon.

When you use a Telstra Air or Fon hotspot, all your usage counts towards your home broadband data allowance, including usage at sites that are unmetered from your home broadband service such as BigPond Movies, Presto, Foxtel Go and our BigPond unmetered sites. If you reach your allowance, you can't access the hotspots until you top up your allowance or your next billing cycle starts.

Your gateway creates a Wi-Fi hotspot that others can use and shares a small amount of your home broadband bandwidth. When others use the hotspot, it doesn't impact your home broadband data allowance. There may be a small impact to your broadband speeds if you're using your broadband service at the same time as a hotspot user. However, we have rules in place to help protect your speeds.

Telstra Air Network™ and Fon coverage maps will indicate the location of each Telstra Air hotspot.

The Telstra Air Network is open and public. We recommend that you don't send or receive sensitive personal information or carry out activities like Internet banking.

You can choose to opt in and out of Telstra Air once a month.

Broadband speeds

- BigPond Fast Cable can provide download speeds up to a maximum of 30Mbps when downloading from capable sites or across multiple sites but average speeds will be lower.
- If you have taken up a Super Fast Speed Boost, it can provide download speeds up to a maximum of 100Mbps into the home for sharing across multiple users in a household. Existing customers may need to purchase a compatible Home Network Gateway to access these speeds.

- Actual speeds vary, including due to your location/equipment/software, data source and content type, the number of users and internet traffic.
- Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable or if you're a Telstra Air member and you're using your home broadband service at the same time as a hotspot user.

Transferring to the National Broadband Network (NBN)

Your 24 month contract could overlap with the rollout of the NBN. If you wish to transfer to the NBN with Telstra, please contact us. If you don't wish to transfer to the NBN we'll continue to provide your service up until the date on which we're required to disconnect it as part of the migration to the NBN, when we'll cancel your service and your access to existing networks. No ETC will be charged in these circumstances.

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Your monthly bill

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

Your bill will show the highest monthly plan price. If you have a full Telstra Voice or Home Phone service or are eligible for the BigPond Broadband Benefit, you will then receive a discount each month which will appear in the 'Credit & discounts' section of your bill.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

Track your data usage between bills

To track your data usage, you can:

- click the My BigPond tab at bigpond.com to log into your My BigPond account. You will need your user name and password to log in
- once you have logged into your My BigPond account you will see the Usage Meter that tells you the percentage of data you've used in the current billing cycle, eg '27% of 100GB'
- click 'View' for more details.

We're here to help

If you have any questions about your offer, technical support, service or connection please log onto telstra.com which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or 1800 808 981 (TTY).

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at telstra.com.au/customer-terms