

# BigPond® Broadband - Invite Only



## Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

When you also have a full Telstra Voice or Home Phone service and are eligible for the BigPond Broadband Benefit	200GB Fast	Unlimited Data Fast
<b>Monthly Charge</b> 24 month term	\$39.95/mth	\$59.95/mth
<b>Total Minimum Cost</b>	\$2,017.80 (\$79.95 per month based on your broadband plan with Telstra Home Phone Local + a \$99 connection charge for new BigPond customers)	\$2,497.80 (\$99.95 per month based on your broadband plan with Telstra Home Phone Local + a \$99 connection charge for new BigPond customers)
<b>Maximum Early Termination Charges (ETC)</b>	\$360	\$360
When you also have a full Telstra Voice or Home Phone service	200GB Fast	Unlimited Data Fast
<b>Monthly Charge</b> Casual month to month	\$59.95/mth	\$79.95/mth
<b>Total Minimum Cost</b>	\$318.95 (\$99.95 for one month of your broadband plan with Telstra Home Phone Local + a \$99 connection charge for new BigPond customers + a \$120 casual plan fee)	\$338.95 (\$119.95 for one month of your broadband plan with Telstra Home Phone Local + a \$99 connection charge for new BigPond customers + a \$120 casual plan fee)
When you don't have a full Telstra Voice or Home Phone service	200GB Fast	Unlimited Data Fast
<b>Monthly Charge</b> Casual month to month	\$69.95/mth	\$89.95/mth
<b>Total Minimum Cost</b>	\$288.95 (\$69.95 for one month of your broadband plan + a \$99 connection charge for new BigPond customers + a \$120 casual plan fee)	\$308.95 (\$89.95 for one month of your broadband plan + a \$99 connection charge for new BigPond customers + a \$120 casual plan fee)

## Information about the service

This is a BigPond® Broadband service that uses ADSL, Cable or Telstra Velocity® to connect your home to the internet. 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.

### Service availability

Service not available to all areas, homes or customers. The type of service offered may need further qualification checks to determine what's available at your location.

### BigPond Broadband Benefit

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 are an existing customer, you may need to recontract to get the BigPond Broadband Benefit.

The total monthly credit you'll 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.

### What's included?

**Telstra Air®** – Included for customers with an eligible service type and Telstra Wi-Fi Modem. For details, visit [telstra.com/air](https://telstra.com/air)

### Broadband speeds

Broadband speeds vary due to a number of factors, including:

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your home (such as location of your modem and how the internet is used in your home)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- If you have a Telstra Air® member visiting your homespot while you are using your broadband service

Please refer to [telstra.com.au/broadband/velocity](https://telstra.com.au/broadband/velocity) for information about expected Velocity service speeds.

If your plan doesn't include unlimited data and you exceed your monthly data allowance, your broadband speed will slow to 256Kbps until the next billing cycle.

## Information about pricing

Refer to the Plan Cost table.

### Other charges

In addition to the monthly charge, you may pay the following connection and installation charges:

Connection charge	\$99 for new BigPond Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises.
Standard Professional Installation	\$240 if you request a technician at your premises (available with 12 or 24 month repayment options).
Casual plan fee	\$120 for customers taking up a casual plan.
Telstra Wi-Fi Modem	\$216 if required.

### Speed Boost charges

Speed Boost is only available for Cable customers.

Premium Speed (Cable)	\$20/mth for Cable customers.
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### Bill payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at [telstra.com/emailbill](https://telstra.com/emailbill)

Some exemptions may apply. For details, visit [telstra.com/billpay](https://telstra.com/billpay). To set up Direct Debit or for details on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

### Telstra Wi-Fi Modems

Telstra Wi-Fi Modems professionally installed or purchased directly from us are configured to work only with a Telstra broadband service.

### 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'll need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month you stay on the plan.

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

### Changing plans

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

This plan is a special invitation only plan and if you change to another plan, you won't be able to change back to this plan.

## Other Information

### Moving to the nbn network

Your 24 month contract could overlap with the rollout of the nbn network. Contact us if you wish to transfer to Telstra on the nbn network. If you don't, we'll continue to provide your service up until the date on which we're required by law to disconnect your services. No Early Termination Charge (ETC) will be charged in these circumstances.

### How can I check and manage my usage?

Register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount) or get the Telstra 24x7® App on iPhone and Android.

### Understanding my bill

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period. If you receive an Order Estimate, your charges will be broken down for you, and it will provide you with your ongoing monthly charges after your first bill.

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'll then receive a discount each month which will appear in the 'Credit & discounts' section of your bill.

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### Need help? We're here for you.

Visit [telstra.com/contactus](https://telstra.com/contactus) for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

### Complaints

If there's something you're not happy with and you wish to make a complaint, visit [telstra.com/complaints](https://telstra.com/complaints). We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

This is a summary only – the full legal terms for this plan are available at [telstra.com/customer-terms](https://telstra.com/customer-terms)