

Critical information summary Belong ADSL2+ Broadband

When you're signing up to something new, it's important to know what's what. Here's a summary of all the essential information about your plan.

INFORMATION ABOUT THE SERVICE

Your plan is an ADSL2+ broadband internet service. ADSL2+ is a broadband service that uses your existing phone line and allows you to use your phone or fax line while you're on the internet.

To sign up for a broadband service, you'll need access to an existing landline phone service on the Telstra network at your premises.

What is my data allowance?

Your initial monthly data allowance is:

- Regular: 70GB
- Large: 250GB

Any allowance that you haven't used will expire at the end of each month.

For every 6 months you stay with Belong, we'll add 5GB to your allowance, up to an additional 50GB.

What happens if I exceed my allowance?

If you go over your data allowance in a month, your service will be slowed to 256kbs for the rest of that month, but we won't charge you any extra.

How long do I have to sign up for?

Because Belong is a month-by-month service, you can leave whenever you want.

Can I change my plan at a later date?

You can change your plan once a month.

If you increase your plan, you'll receive the extra data allowance straight away, and the monthly charge for your new plan will apply from the next month.

If you reduce your plan, we'll move you to the new plan at the start of the next month, and your monthly charge and data allowance will change from the next month.

INFORMATION ABOUT PRICING

How much will I pay for sign up?

The following fees apply for your modem and the activation of your service:

- \$99 for your new modem; and
- an \$80 activation fee

Note, this pricing does not reflect any special offers or promotions which may apply from time to time.

How much will I pay?

The minimum cost for your service is as follows:

	Monthly charge	Min cost
Regular	\$50	\$229
Large	\$60	\$239

This covers the modem fee, activation fee and first full month's service fees.

How will I be billed?

Your first bill will include the activation fee and the fee for the modem.

After that, you'll be billed on or about the 1st of each month for the next month's service. You'll need to pay your bill using direct debit from a bank account, credit card or PayPal account.

What happens if I cancel my belong service?

If you want to cancel your service, we won't refund any fees that you've already paid to us, but we also won't charge you any additional fees to cancel your service.

OTHER INFORMATION

How fast is the broadband service?

Our plans provide maximum download speeds of up to 20Mbps with ADSL2+.

Actual speeds vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

How do I keep track of my usage?

You can keep track of your usage online by logging in to your account on our website at belong.com.au. We'll also send you alerts when you are approaching your monthly data usage limit.

What should I do if I need help?

If you've got questions about your plan or service, visit belong.com.au/contact-us.

You can also call us on 1300 BELONG (1300 235 664)

What should I do if I have a complaint?

At belong.com.au/contact-us you'll find details about who to contact if you have a complaint.

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

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