



# 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

We offer ADSL2+ broadband plans wherever possible. If an ADSL2+ broadband internet service isn't available at your location, you will be offered an ADSL broadband internet service on the same terms if available.

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. There is a limit of one Belong service per household.

#### What is my data allowance?

Your initial monthly data allowance is:

- Regular: **100 GB**
- Large: **500 GB**

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

#### 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?

You can take up a Belong service month by month or for a 6 month fixed term.

If you choose the 6 month fixed term, you'll revert to month by month at the end of your term.

If you're on a 6 month fixed term and require your service to be moved to a different area, you'll need to restart your 6 month term.

If you're on a 6 month fixed term plan and your service isn't available in the area to which you would like it moved, your service will be cancelled and the ETC for that service will apply.

#### Can I change my plan at a later date?

If you're on a month to month plan, you can change to another month by month plan size once a month.

If you're on a 6 month fixed term plan, you can change to another 6 month fixed term plan size once per month.

If you increase your plan size, 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 size, 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 upfront?

You'll pay \$60 for your new modem and nothing for standard activation of your service.

#### How much will I pay?

The minimum cost for your service is:

##### Month by month:

Service	Monthly Charge	Min Cost	Data Allowance
Regular	\$50	\$110	100GB (0.05¢ per MB)
Large	\$60	\$120	500GB (0.01¢ per MB)

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

##### 6 Month Fixed Term:

If you sign up to a 6 month fixed term you'll receive a \$10 off your monthly plan charge for 6 months.

Service	Monthly Charge	Min Cost	Data Allowance
Regular	\$50	\$300 ( $\$60$ modem + $6 \times \$50$ monthly charge - $6 \times \$10$ monthly credit)	100GB (0.04¢ per MB)
Large	\$60	\$360 ( $\$60$ modem + $6 \times \$60$ monthly charge - $6 \times \$10$ monthly credit)	500GB (0.01¢ per MB)

This covers the upfront modem fee, standard activation and 6 months service fees.

Note: Any special offers or promotions which may apply from time to time are not reflected in these charges.

#### How will I be billed?

You'll pay for your modem when you sign up for your service.

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

#### What happens if I cancel my Belong service?

If you cancel your service, we won't refund any fees that you've already paid to us,

If you're on a month to month plan and you cancel it after activation but before your first monthly bill you'll be charged one month's plan charge.

If you're on a 6 month fixed term plan and you cancel after activation but before the 6 month term has ended, you'll be charged an Early Termination Charge (ETC), The maximum ETC is \$180 and decreases by \$30 each billing month.

Any ETC incurred will be deducted from your credit card or PayPal account on the date you cancel your service or shortly thereafter.



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Note, once you are connected to a service on the NBN, you won't be able to move to the Telstra copper network.

### OTHER INFORMATION

#### How fast is my broadband service?

Our plans provide maximum download speeds of up to 20Mbps with ADSL2+ and 8Mbps with ADSL.

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 by signing in to your Belong account on our website at [belong.com.au](https://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](https://belong.com.au/contact-us). You can also call us on 1300 235 664.

#### What should I do if I have a complaint?

At [belong.com.au/contact-us](https://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](https://tio.com.au/about-us/contact-us).

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