

# Critical information summary

## Belong ADSL2+ Bundle (Extended Network)

**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 a bundle which includes:

- a limited phone service
- an ADSL2+ broadband internet service

Within the Belong Extended Network there is a higher cost to connect and maintain ADSL services. Extended Network areas are typically rural and outer suburbs where prices are higher.

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.

Your phone service and broadband service must be connected at the same physical address.

There is a limit of one Belong service per household.

#### What is my data allowance?

Your initial monthly data allowance is:

- Regular: 100GB
- Large: Unlimited

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 12 month fixed term.

If you choose the 12 month fixed term, you'll revert to month by month at the end of your term.

If you're on a 12 month fixed term and require your service to be moved to a different area, you'll need to restart your 12 month term to avoid any Early Termination Charge (ETC).

If you're on a 12 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 data allowance at a later date?

You can change your data allowance to another size available to your month-by-month or fixed term plan at any time but only once a month.

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

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

### INFORMATION ABOUT PRICING

#### MONTH BY MONTH

##### How much will I pay upfront?

You'll pay \$60 for your new modem when you sign up and nothing for standard activation.

##### How much will I pay?

The minimum cost for your service is:

Service	Monthly Fee	Minimum Cost
Regular (100GB)	\$85	\$145 ((\$85 monthly fee + \$60 modem)
Large (Unlimited Data)	\$100	\$160 ((\$100 monthly fee + \$60 modem)

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

#### 12 MONTH FIXED TERM

Service	Monthly Fee	Minimum Cost
Regular (100GB)	\$80	\$960 (12 x \$80 monthly fee)
Large (Unlimited Data)	\$95	\$1,140 (12 x \$95 monthly fee)

The minimum cost covers standard activation and 12 months of service fees. Your modem is free if you stay connected for 12 months.

Note: Bolt-on options such as Belong Voice service and any special offers or promotions which may apply from time to time are not reflected in these fees. Additional costs may apply if trenching or non-standard cabling is required to set up a new line. You will be provided with a quote before any work commences.

##### How will I be billed?

You'll be billed on or about the 1st of each month AEST/AEDT (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 type of calls can I make with my bundle?

You will be able to use your limited phone service to:

- receive calls to your phone service; and
- make outbound local calls and calls to 000, 1223 (free directory assistance), 13, 1300 and 1800 numbers.

The cost of those outbound calls is included in the fixed monthly fee for your bundle. No additional charges will apply for those calls.

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### What calls and other features are not included with my bundle?

You will not be able to use the limited phone service to make other types of calls besides those included in your bundle, such as national (STD) or overseas calls or calls to mobile phones. You can do so using our Belong Voice app with unlimited call options from \$10 per month with no lock in contract and a national phone number for people to call you on.

Besides calling line identification and calling number display (where available), the limited phone service does not include any enhanced calling features.

We don't offer Priority Assistance services with a Belong Bundle. If you require priority assistance, we recommend that you obtain a Telstra phone service.

We also don't offer Silent Lines. We will put you on a No Entry Line so your name, phone number and address won't be listed in the White Pages print, online and mobile directories, but we don't provide the full range of features of a Silent Line such as blocking all call line identification and preventing identification in Directory Assistance databases. Should you require a silent line we recommend that you obtain a Telstra phone service, and then you can sign up to Belong ADSL2+ Broadband.

### 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 fee.

If you're on a 12 month fixed term plan and you cancel your order before activation, we may charge you a \$100 change of mind fee.

If you're on a 12 month fixed term plan and you cancel after activation but before the term has ended, you'll be charged an Early Termination Charge (ETC). The maximum ETC is \$240 and decreases by \$20 each billing month.

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

## OTHER INFORMATION

### How fast is my broadband service?

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

Actual speeds may be slower and will 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](http://belong.com.au). We'll also send you alerts when you are approaching your monthly data usage limit. For Unlimited, we do not offer usage information or alerts.

### What should I do if I need help?

If you've got questions about your plan or service, visit [belong.com.au/contact-us](http://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](http://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](http://tio.com.au/about-us/contact-us).

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