



Critical information summary

Belong Broadband on the NBN

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 broadband internet service on the National Broadband Network (NBN).

There is a limit of one Belong service per household.

What do I need in order to sign up for Belong on the NBN?

To sign up for Belong on the NBN, you must be in an area which is serviced by NBN Co's Fibre Network.

When you sign up, we'll organise with NBN Co for a technician to install the NBN Co equipment if it's not already installed.

If you are taking up a Belong service on the NBN using Fibre to the Basement (FTTB) technology, the NBN Co equipment will already be installed in your building. If your line is not connected to the NBN Co equipment an NBN technician will require access the communications infrastructure in your building to get you connected. You will need to notify your building manager to ensure they have access. When the line is connected the technician will visit your home to make sure the service is working at the socket

You'll also be sent a Self-Installation Kit (SIK) and will have to install the Belong service yourself using that SIK. The SIK includes a Wi-Fi modem needed to support your broadband service.

What is my data allowance?

Your initial monthly data allowance is:

- Regular: **100GB**
- Large: **500GB**
- Extra Large: **1000GB**

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 may be slowed to 256kbps 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 to take up a 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.

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Can I change my data allowance or speed 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.

You can increase the speed of your service by purchasing a Speed Boost and you can do this any time during a month.

Once you purchase a Speed Boost, you can decrease the speed of your service after the 1st of the next month, but only twice per calendar year.

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

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

INFORMATION ABOUT PRICING

How much will I pay upfront?

You'll pay \$60 for your new modem and nothing for the 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	\$55	\$115	100GB (0.05¢ per MB)
Large	\$65	\$125	500GB (0.01¢ per MB)
Extra Large	\$75	\$135	1000GB (0.01¢ per MB)

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

12 Month Fixed Term:

If you sign up to a 12 month fixed term you'll receive a \$5 credit off your monthly plan charge for 12 months and you'll only pay \$1 on your modem.

Service	Monthly Charge	Min Cost	Data Allowance
Regular	\$55	\$601 (\$1 modem + 12 x \$55 monthly charge - 12 x \$5 monthly credit)	100GB (0.05¢ per MB)
Large	\$65	\$721 (\$1 modem + 12 x \$65 monthly charge - 12 x \$5 monthly credit)	500GB (0.01¢ per MB)
Extra Large	\$75	\$841 (\$1 modem + 12 x \$75 monthly charge - 12 x \$5 monthly credit)	1000GB (0.01¢ per MB)



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This covers the upfront modem fee, standard activation and 12 months service fees.

You can purchase a 25/5 Speed Boost for an additional \$10 per month or a 100/40 Speed Boost for an additional \$25 per month. Your bill will show an additional charge each month for your Speed Boost. For information about speeds you can achieve with a Speed Boost, see [How Fast is my Broadband Service](#).

Note: Bolt-on options such as Speed Boost or Belong Voice service and 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 12 month fixed term plan and you cancel after activation but before the 12 month term has ended, you'll be charged an Early Termination Charge (ETC). The maximum ETC is \$240 and decreases by \$20 each billing month.

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

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?

Your broadband service offers download line speeds into the home of up to 12Mbps and upload speeds from the home up to 1Mbps.

Our 25/5 Speed Boost provides speeds up to 25/5Mbps into the home and our 100/40 Speed Boost provides speeds up to 100/40Mbps into the home. These speeds exceed the capabilities of some content servers and computers.

Actual speeds may be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of connected devices and the performance of interconnecting infrastructure not operated by Telstra.

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. 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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