

# 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 network?

To sign up for Belong on the nbn network, 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 equipment if it's not already installed.

If you are taking up a Belong service on the nbn network using Fibre to the Basement (FTTB) technology, the nbn equipment will already be installed in your building. If your line is not connected to the nbn equipment an nbn technician will require access to 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 and will have to install the Belong service yourself using the instructions provided. The kit includes a Wi-Fi modem needed to support your broadband service.

If you're renting, you'll need to seek approval from the owner for the installation (including location within the home of nbn equipment).

#### What is my data allowance?

Depending on the plan you select, our initial monthly data allowance is:

- Regular: 100GB; or
- 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 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 fixed term plan, you'll revert to month-by-month at the end of your term.

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

If you're on a 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.

If you move or cancel your service during the term, you'll need to pay the outstanding balance of the nbn Connection Charge.

#### 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

#### 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
<b>Regular (100GB)</b>	<b>\$55</b>	<b>\$115</b> (\$55 monthly fee + \$60 modem)
<b>Large (Unlimited data)</b>	<b>\$70</b>	<b>\$130</b> (\$70 monthly fee + \$60 modem)

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

#### 12 MONTH FIXED TERM

Service	Monthly Fee	Minimum Cost
<b>Regular (100GB)</b>	<b>\$50</b>	<b>\$600</b> (12 x \$50 monthly fee)
<b>Large (Unlimited data)</b>	<b>\$65</b>	<b>\$780</b> (12 x \$65 monthly fee)

This covers standard activation and 12 months service fees. Your modem is free if you stay connected for 12 months.

### Do I need to pay an nbn Connection Charge?

An nbn Connection Charge of \$300 (inc GST) may apply if you're in a newly constructed building and not already connected to the nbn. If you choose a month by month plan you'll be charged this upfront when you sign up. If you choose a fixed term plan you may pay this upfront or in monthly instalments.

### Extras

You can purchase a 25/5 Speed Boost for an additional \$10 per month or a 100/40 Speed Boost for an additional \$30 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 [support.belong.com.au/nbn/troubleshooting/nbn-connection-speeds](https://support.belong.com.au/nbn/troubleshooting/nbn-connection-speeds)

Note: Bolt-on options such 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 be billed on or about the 1st day 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 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 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 for your service is \$240 and decreases by \$20 each billing month for a 12 month fixed term plan. If you incur an nbn Connection Charge, any outstanding monthly repayments for that charge will be added to your service ETCs.

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 network, 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 network technology, 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?

On the regular service, you can keep track of your usage online 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. For Unlimited, we do not offer usage information or alerts.

### What happens to my existing services?

If you sign up using Fibre to The Node (FTTN) or Fibre to the Basement (FTTB) and have an existing service on your line (e.g. phone, fax or internet), access to that service will be lost during the connection of your Belong service so you may experience downtime while we complete your order. Your existing provider will be notified by nbn co when your phone line is disconnected. Once your landline phone service is lost, you won't be able to make calls or port your telephone number. We suggest you use a mobile phone to make voice calls in the interim.

If you sign up using Hybrid Fibre Coaxial (HFC) technology and have an existing cable service (e.g. internet or pay TV), access to that service will be lost during the installation of the nbn equipment and activation of your service. During the installation process, they will install an HFC RF splitter to allow your existing services to work after the installation is completed. It is nbn co's responsibility to ensure your existing services still work post-installation. It is your responsibility to disconnect any existing cable services that you no longer require.

If you require a landline phone service at your place due to Priority Assistance, Belong is not a suitable product for you.

### 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 BELONG (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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