

When you're signing up to something new, it's important to know what's what. Here's a summary of the essential information about your plan. This document does not reflect any special offers or promotions which may apply from time to time.

What is the service?	You're signing up for broadband internet service on the nbn™ network. There is a limit of one Belong service per household.		
Our plans	Starter	Standard Plus	Premium
Speeds	The Starter plan gives typical evening speeds of 30 Mbps for downloading into the home.	The Standard Plus plan gives typical evening speeds of 40 Mbps for downloading into the home.	The Premium plan gives typical evening speeds of 80 Mbps for downloading into the home.
	<p>A typical evening is the peak user period between 7pm – 11pm each day. Actual speeds may be faster or slower than your typical evening speed and will vary due to a number of factors including hardware and software configuration and internet traffic.</p> <p>Even if you buy a faster speed plan, your nbn service can never go faster than the maximum line speed available from nbn co. Read our nbn speeds explained and Key facts: nbn services brochures.</p>		
Monthly data allowance	Unlimited		
Month to month option			
Minimum term	1 month		
Minimum monthly Charge	\$60	\$70	\$95
Minimum cost (inc. \$60 modem)	\$120	\$130	\$155
	If you're in a new building without nbn you may need to pay an additional \$300 to get connected.		
Early termination charge	There are no early termination charges.		
12 month option			
Minimum term	12 months		
Minimum monthly Charge	\$55 for 12 months, then month by month price	\$65 for 12 months, then month by month price	The 12 month option is just for Starter and Standard Plus plans.
Minimum cost	\$660 (12 x \$55)	\$780 (12 x \$65)	
	If you're in a new building without nbn you may need to pay an additional \$300 to get connected. You may pay this upfront or in monthly instalments.		
Early termination charge	The maximum ETC for your service is \$240 and decreases by \$20 each billing month for a 12 month minimum term.		

INFORMATION ABOUT THE SERVICE

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'll 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 for the nbn equipment).

Once you are connected to a service on the nbn network, you won't be able to move to the Telstra copper network.

What happens if I need to move my service?

If you're on a 12 month 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 12 month plan and your service isn't available in the area to which you would like it moved, your service will be cancelled and any ETC will be waived.

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 speed plan at a later date?

You can change your speed plan at any time during the month. The costs of the speed plans are detailed in the tables above.

Once you purchase a speed plan, you can change to another speed plan after the 1st of the next month, but only twice per calendar year.

If you change your speed plan, you'll receive your speed plan change straight away, and the new monthly charge for your plan will apply from the next month.

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 by 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 plan and you cancel after activation but before the term has ended, you'll be charged an early termination charge (ETC).

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.

What happens to my existing services?

If you sign up using Fibre to The Node, Fibre to the Basement or Fibre to the Curb 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.

Acceptable use policy

You must use your service in a fair, legal way that does not interfere with other people's use of the service and follows our acceptable use policy. It's for personal use only and must not be resold. For the full policy see belong.com.au/customer-terms

What should I do if I need help?

If you've got questions, visit belong.com.au/contact-us

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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