



# BIGPOND MOBILE BROADBAND 25GB PLAN

<b>25GB/mth</b> of data to use in Australia	<b>\$180/mth</b> for 12 months (0.72¢/MB) plus \$48 upfront Min. cost \$2,208	<b>\$175/mth</b> for 24 months (0.70¢/MB) plus \$48 upfront Min. cost \$4,248
	with BigPond Wi-Fi 4G Advanced	

## INFORMATION ABOUT THE SERVICE

Your plan is for a Mobile Broadband service. It gives you access to our mobile network, and lets you access data.

### Minimum term

12 or 24 months

### Your monthly data allowance

**25GB** 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused Monthly Data Allowance expires each month.

Your plan does not include any Monthly Call, or SMS allowance.

### What's included

Your Monthly Data Allowance can be used to access mobile internet with the BigPond device issued with this plan.

Your Monthly Data Allowance is for use in Australia only and expires each month. You can use your Monthly Data Allowance at any time (day or night). You won't be charged for any additional data use in Australia over your included monthly data allowance. Once you've used your included data allowance, your service slows down to 64kbps (even if the site is unmetered) for the remainder of that billing month. If you find you need more data see section 'Using Data in Australia' for more details.

'Unmetered' describes usage that doesn't count towards your Monthly Data Allowance. When you see the BigPond® unmetered icon (green dot), accessing these sites is unmetered. If you access a third party site, like clicking on an advertisement, this will count towards your Monthly Data Allowance.

Content charges apply (eg renting a movie or game on [bigpond.com](http://bigpond.com)).

### What's not

Your Monthly Data Allowance does not include usage overseas, or any voice or SMS allowance.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

On a 24-month plan you need to pay \$48 upfront and your minimum monthly charge is **\$175**. Your Monthly Data Allowance is charged at **0.70¢/MB**.

On a 12-month plan you need to pay \$48 upfront and your minimum monthly charge is **\$180**. Your Monthly Data Allowance is charged at **0.72¢/MB**.

If you use your device for things not included in your plan, you'll have to pay more than your minimum monthly charge.

### The total minimum plan cost

The minimum cost with a BigPond Wi-Fi 4G Advanced over 12 months on a BigPond Mobile Broadband 25GB Plan is **\$2,208** (plus \$9.95 delivery fee if applicable).

The minimum cost with a BigPond Wi-Fi 4G Advanced over 24 months on a BigPond Mobile Broadband 25GB Plan is **\$4,248** (plus \$9.95 delivery fee if applicable).

### Moving between plans

If you find you are using up your gigabytes quickly or you need to change plans, you can move to a higher or lower BigPond Mobile Broadband Plan within the same group of plans once per billing month. To change your plan, simply use My Plan Manager by going to [my.bigpond.com](http://my.bigpond.com) and selecting the 'My BigPond' tab to view details.

### Early Termination Charge

If you cancel your BigPond Mobile Broadband Plan before your plan term has ended, you must pay an Early Termination Charge (ETC). The ETC decreases each month you stay on your BigPond Mobile Broadband Plan. Your maximum ETC at the start of your BigPond Mobile Broadband Plan is **\$360**.

## OTHER INFORMATION

### Device information

#### BigPond Wi-Fi 4G Advanced

Typical download speeds of between 2Mbps and 50Mbps are available to 4G devices in 4G areas.

Typical upload speeds range from 1Mbps-10Mbps for 4G devices in 4G coverage areas.

The Telstra Mobile Network offers 4G in all capital CBDs and associated airports, many surrounding suburban areas and in over 300 regional areas. You'll automatically switch to our fastest available 3G in other coverage areas around Australia.

Speeds will vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware and software configuration and download source/upload destination.

For information on our mobile network coverage visit [telstra.com/coverage](http://telstra.com/coverage). Please note that the BigPond Wi-Fi 4G Advanced cannot be activated for the first time using with a Window RT device yet will work seamlessly once initial activation is complete.

### Important: device compatibility

Your BigPond Mobile Broadband SIM has been specifically configured to work with your mobile broadband device. Only one mobile broadband device can be configured with your BigPond SIM.

### Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

#### Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. If you move plans through your billing cycle you will receive your data on a prorated basis.

On the same day of each month, you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

The plan requires paperless billing and electronic payment. A \$2 service charge will be applied per month in arrears if you receive a paper bill and/or make a bill payment in person or via mail. Some exemptions may apply. Visit [telstra.com/emailbill](http://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com/billpay](http://telstra.com/billpay)

### Data usage information

We will automatically send you email alerts within 48 hours of you reaching 50%, 85% and 100% of your included monthly data allowance to your BigPond email address that is associated with your plan. You can view your notifications using:

- the Telstra 24x7® app (tablet devices); or
- [telstra.com.au/myaccount](http://telstra.com.au/myaccount) (desktop or laptop)

Visit [telstra.com/myusage](http://telstra.com/myusage) to find out more about other ways to manage and track your data usage.

### Using your service overseas

International Roaming is automatically activated on your plan.

The cost of using your service overseas is higher than in Australia. Your monthly plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

Here are the main charges that apply:

- data while overseas – \$3 per MB (charged per KB or part thereof).

#### Before you travel overseas

- For information about using your service overseas and other tips to help you stay in control of your costs, visit [telstra.com/overseas](http://telstra.com/overseas)
- For information on how to monitor your usage and useful tools, visit [telstra.com/manageirusage](http://telstra.com/manageirusage)
- If you would like to de-activate international roaming, please call us on 13 POND (13 7663).

### We're here to help

You'll find more information at [telstra.com](http://telstra.com), including 24/7 live chat support. If you have questions about your bill, technical support service or connection, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk free of charge from a Telstra mobile on +61 439 12 5109.

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com.au/help/contact/complaints](http://telstra.com.au/help/contact/complaints) where you'll find full contact details and information about how to resolve it.

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)