



Critical information summary

Belong Broadband on the NBN

INFORMATION ABOUT THE SERVICE

Your plan is a broadband internet service on the National Broadband Network (NBN).

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, and have a NBN connection box installed. If you do not already have one installed, it will need to be installed by NBN Co before you can sign up for a Belong service.

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

What is my data allowance?

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

- Regular: 100 GB; or
- Large: 500 GB

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?

Because Belong is a month-by-month service, you can leave whenever you want.

Can I change my plan at a later date?

You can change your plan once a month.

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

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

INFORMATION ABOUT PRICING

How much will I pay upfront?

As part of the set-up, you will need to pay a \$99 fee for the self-install kit, which includes your modem.

How much will I pay?

The minimum cost for your service is as follows:

	Monthly Charge	Min Cost
Regular	\$55	\$154
Large	\$75	\$174

This covers the modem fee and first full month's service fees. Note, this pricing does not reflect any special offers or promotions, which may apply from time to time.

How will I be billed?

Your first bill will include the fee for the modem.

After that, you'll be billed on or about the 1st of each month for the next month's service. You'll need to pay your bill using direct debit from a bank account, credit card or PayPal account.

What happens if I cancel my Belong service?

If you want to cancel your service, we won't refund any fees that you've already paid to us, but we also won't charge you any additional fees to cancel your service.

Note, once you are connected to a service on the NBN, you won't be able to move to the Telstra copper network.



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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.

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 online by logging in to your Belong Here 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 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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