

Belong on the nbn network Critical Information Summary

As part of a proposed internal corporate restructure Telstra is intending to establish a new holding company and a number of new subsidiaries, which we expect will be complete by 1st January 2023. As part of this restructure, your services (currently provided by Belong as a division of Telstra Corporation Limited) and the personal information we hold about you will be transferred (along with Belong as a division) from Telstra Corporation Limited to Telstra Limited. Your account and services will remain the same, and you don't need to do anything. We've always been powered by Telstra, and we're still Australia's first carbon neutral telco. We'll aim to confirm the transfer on the day it happens. For more information, or to contact us about this change, head to <https://belong.com.au/go/belong-legal-restructure>.

Summary of essential information

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 doesn't reflect any special offers or promotions which may apply from time to time.

What is the service?	You're signing up for an internet service on the nbn™ network. You can only have one Belong nbn service per household.		
Our plans	Starter	Standard Plus	Premium
Speeds	For detailed information on factors that may influence your speed, read our nbn speeds explained and Key facts: nbn services brochures.		
Monthly data allowance	Unlimited		
Minimum term	1 month		
Minimum monthly charge	\$65	\$75	\$90
Modem	\$60 upfront or \$5 per month for 12 months or \$0 if you choose to bring your own (BYO) modem.		
Minimum cost (including modem if you cancel after the first month)	\$125	\$135	\$150
Minimum cost (Bring your own modem)	\$65	\$75	\$90
New Development Charge (NDC)	\$300 upfront or \$25 per month for 12 months. For new homes that have never had the nbn connected before, there may be a nbn New Development Charge (NDC) which you'll need to pay.		
Early termination charge	There are no early termination charges when you cancel your plan. If you've chosen to pay your modem or New Development Charge (if applicable) in monthly instalments, you may need to pay the remaining amount when you cancel your service.		

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.

When you sign up for a service on the nbn network you'll need a modem that's compatible with the nbn. You'll be able to choose between purchasing a Belong-supplied modem, or opt to use a BYO Modem (supplied by you as the customer).

Both options require you to set up a modem to install the service at your premises, where Belong will provide you with self-installation guides to assist with getting your service up and running.

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 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.

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, debit card

or PayPal account. We accept credit or debit card payments from Australian banks, building societies or credit unions. Prepaid debit cards are not accepted.

Can I change my plan at a later date?

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

If you have changed your plan once already you will be able to change your plan again after the 1st of the next month.

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

What happens if I need to move my service?

If you want to move your service to a new address, check out belong.com.au/moving-internet.

If you have any remaining monthly repayments for your modem or nbn NDC and you move, but retain your Belong service they will continue as is for the full term at your new address.

If we can't provide nbn internet at your new address, we'll cancel your service.

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 cancel your month to month plan after activation but before your first monthly bill you'll be charged one month's plan charge.

Any outstanding or remaining costs for your modem or, if applicable, your nbn NDC, may be added to your monthly plan charge. All charges will be deducted from your credit card or PayPal account on the date you cancel your service or shortly thereafter.

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.

This is a summary only. Full customer terms are available at belong.com.au/customer-terms.

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