

Part G – Special Offers

Contents

Click on the section that you are interested in.

1	About this Part	2
	Offers no longer available	2
2	BigPond Broadband Benefit	2
3	T-Box	3
4	BigPond Broadband Offer	4
5	BigPond Mobile Broadband Offer	6

Part G – Special Offers

1 About this Part

- 1.1 This is part of the BigPond service section of Our Customer Terms. The provisions in other parts of the BigPond service section apply.

Offers no longer available

2 BigPond Broadband Benefit

- 2.1 The BigPond Broadband Benefit was available to customers who took up a new eligible plan between 18 September 2011 and 25 February 2019.

What is the BigPond Broadband Benefit

- 2.2 The BigPond Broadband Benefit provides to eligible customers a \$20 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity service.
- 2.3 To receive the BigPond Broadband Benefit:
- (a) you must have a Telstra full service fixed phone (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your broadband service);
 - (b) you must take up a current standard BigPond Broadband ADSL, Cable or Velocity plan with a new 24 month term; and
 - (c) your full service fixed phone and broadband service must be on a Telstra Single Bill.
- 2.4 If we determine at any time that you are not eligible for the BigPond Broadband Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$20 per month discount and charge you the standard price for your services. Your minimum term will still apply.
- 2.5 If you have more than one BigPond Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Broadband Benefit on **one** BigPond Broadband service.

Part G – Special Offers

3 T-Box

Exit notification

- 3.1 On and from **31 March 2018**, the functionality of T-Box will be restricted and we will no longer be able to provide updates or technical support for your T-Box. Foxtel on T-Box, BigPond Movies, SBS On Demand, Plus 7, YouTube, AFL, NRL, My Media, Tune-In Apps will be removed as well as the T-Box Remote Application from Google Play and the Apple App Store.

What is T-Box?

- 3.2 The T-Box is a digital set-top box that connects to a television for streaming of digital free-to-air television channels, BigPond internet content and eligible internet content.

- 3.3 To access the BigPond internet content and eligible internet content you must have:

- (a) a BigPond Cable, ADSL2+ Fast or Velocity plan (“**Eligible Broadband Service**”) and you must pass our video service qualification check;
- (b) a 802.11 g/n wireless access point (such as a Home Network Gateway wireless modem) or Ethernet connection at your premises;
- (c) computer with internet access to the Eligible Broadband Service; and
- (d) compatible television with either HDMI, composite or component input.

Internet connection

- 3.4 To enjoy all the features of the Telstra T-Box device, you must be connected to the right broadband plan. The speed that you experience on your broadband service will have an impact on the features of the T-Box device you could enjoy and better customer experience is more likely on our higher speed plans.

- 3.5 If your T-Box is not registered and is not connected to an Eligible Broadband Service, features will be limited to:

- (a) Digital free-to-air channels;
- (b) Basic TV program guide like “now and next”; and
- (c) Basic recording features such as manual timed recordings.

- 3.6 If you are a BigPond plan customer and the speed of your service has been reduced because you have exceeded the monthly allowance for your BigPond plan, your access to T-Box features will be limited until the next billing cycle.

Part G – Special Offers

Installation and set-up

- 3.7 The installation procedure for your T-Box must be completed by:
- (a) the legal lessee/account holder or authorised representative of the Eligible Broadband Service; or
 - (b) any person with the express consent of the legal lessee/account holder of the Eligible Broadband Service, and after each has read the T-Box Offer terms and conditions and the Getting Started Guide and User Guide provided with the T-Box.

4 BigPond Broadband Offer

Offer availability

- 4.1 **From 18 September 2011 the BigPond Broadband Offer is not available to new or recontracting customers.**
- 4.2 The BigPond Broadband Offer is not available with any other offer unless we tell you otherwise.

What is the BigPond Broadband Offer

- 4.3 The BigPond Broadband Offer consists of:
- (a) the BigPond Broadband Member Benefit; and
 - (b) the BigPond Broadband Multiple Product Benefit.
- 4.4 Under this offer you can receive up to \$20 off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity service. If you are a new BigPond customer, you may also receive a discount on the cost of your BigPond broadband installation or device.

BigPond Broadband Member Benefit

- 4.5 The BigPond Broadband Member Benefit gives you a \$10 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity plan.
- 4.6 To receive the BigPond Broadband Member Benefit:
- (a) you must have a Telstra full service fixed phone (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your broadband service);

Part G – Special Offers

- (b) you must take up a current standard BigPond Broadband ADSL, Cable or Velocity plan with a new 24 month term; and
- (c) your full service fixed phone and broadband service must be on a Telstra Single Bill; and
- (d) the combined monthly access fee of your full service fixed phone and broadband service must be at least \$59.00.

4.7 If we determine at any time that you are not eligible for the BigPond Broadband Member Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$10 per month discount and charge you the standard price for your services. Your minimum term will still apply.

4.8 If you have more than one BigPond Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Broadband Offer on **one** BigPond Broadband service.

BigPond Broadband Multiple Product Benefit

4.9 The BigPond Broadband Multiple Product Benefit gives you an additional \$10 discount off the monthly access fee for your eligible BigPond Broadband Cable, ADSL or Velocity service.

4.10 To receive the BigPond Broadband Multiple Product Benefit:

- (a) you must be eligible for the BigPond Member Benefit;
- (b) in addition to your full service fixed phone and eligible broadband service, you must also have either:
 - (i) a post-paid BigPond Mobile Broadband service;
 - (ii) a post-paid Telstra mobile service; or
 - (iii) a FOXTEL from Telstra service,

(Additional Service);

- (c) your full service fixed phone, broadband service and Additional Service must be on a Telstra Single Bill; and
- (d) the combined monthly access fee of your full service fixed phone, broadband service and Additional Service must be at least \$89.00.

Part G – Special Offers

- 4.11 If we determine at any time that you are not eligible for the BigPond Broadband Multiple Product Benefit (for example, because you don't have a full service fixed phone or an Additional Service, or have never had one), we may remove the \$10 per month discount. Your minimum term will still apply.
- 4.12 If you have more than one BigPond Broadband service, each Telstra full service fixed phone and Additional Service you have only qualifies you for the BigPond Broadband Offer on **one** BigPond Broadband service.
- 4.13 If you have more than one BigPond Broadband service (including Mobile Broadband, Cable, ADSL and Velocity services), the maximum monthly access discount you can receive across all of your BigPond Broadband services under the BigPond Broadband Offer and BigPond Mobile Broadband Offer is \$20 in total per Telstra Single Bill.

5 BigPond Mobile Broadband Offer

Offer availability

- 5.1 **From 25 November 2012, the BigPond Mobile Broadband Offer is not available to new or recontracting customers.**
- 5.2 The BigPond Mobile Broadband Offer is not available with any other offer unless we tell you otherwise.

What is the BigPond Mobile Broadband Offer

- 5.3 The BigPond Mobile Broadband Offer consists of:
- (a) BigPond Mobile Broadband Device Rebate;
 - (b) the BigPond Mobile Broadband Member Benefit; and
 - (c) the BigPond Mobile Broadband Multiple Product Benefit.
- 5.4 Under this offer you can receive up to \$20 off the monthly access fee for your eligible BigPond Mobile Broadband service. If you are purchasing a new BigPond Mobile Broadband Device, you can also receive a rebate on the cost of that device.
- 5.5 The rebate may be discounted from your BigPond Mobile Broadband Device price if you purchase the device and sign up to a 12 or 24 month BigPond Mobile Broadband plan in store. Otherwise, the rebate will be applied to your first bill after the service is activated.
- 5.6 A customer may only receive one BigPond Mobile Broadband Device Rebate.

BigPond Mobile Broadband Member Benefit

Part G – Special Offers

- 5.7 The BigPond Mobile Broadband Member Benefit is available to new BigPond Mobile Broadband customers, or existing BigPond Mobile Broadband customers whose minimum term has ended or who have less than 3 months remaining on their current plan, who agree to sign up for a new 24 month minimum term on a current standard BigPond Mobile Broadband plan.
- 5.8 The BigPond Mobile Broadband Member Benefit gives you a \$10 discount off the monthly access fee for your eligible BigPond Mobile Broadband plan.
- 5.9 To receive the BigPond Mobile Broadband Member Benefit:
- (a) you must have a Telstra full service fixed phone (which means that your local and long distance calls on your Telstra fixed telephone service are directly billed by Telstra and that service is in the same name as your mobile broadband service);
 - (b) you must take up a current standard BigPond Mobile Broadband plan with a new 24 month term;
 - (c) your full service fixed phone and wireless broadband service must be on a Telstra Single Bill; and
 - (d) the combined monthly access fee of your full service fixed phone and wireless broadband service must be at least \$59.00.
- 5.10 If we determine at any time that you are not eligible for the BigPond Mobile Broadband Member Benefit (for example, because you don't have a full service fixed phone, or have never had one), we may remove the \$10 per month discount and charge you the standard price for your services. Your minimum term will still apply.
- 5.11 If you are an existing customer and you take up the BigPond Mobile Broadband Member Benefit, you will begin receiving the \$10 discount off your monthly access fee from your next billing cycle after the discount is activated.
- 5.12 If you have more than one BigPond Mobile Broadband service, each Telstra full service fixed phone you have only qualifies you for the BigPond Mobile Broadband Offer on **one** BigPond Mobile Broadband service.

BigPond Mobile Broadband Multiple Product Benefit

- 5.13 The BigPond Mobile Broadband Multiple Product Benefit is available to new BigPond Mobile Broadband customers, or existing BigPond Mobile Broadband customers whose minimum term has ended or who have less than 3 months remaining on their current plan, who agree to sign up for a new 24 month minimum term on a current standard BigPond Mobile Broadband plan.

Part G – Special Offers

- 5.14 The BigPond Mobile Broadband Multiple Product Benefit gives you an additional \$10 discount off the monthly access fee for your eligible BigPond Mobile Broadband service.
- 5.15 To receive the BigPond Mobile Broadband Multiple Product Benefit:
- (a) you must be eligible for the BigPond Mobile Broadband Member Benefit;
 - (b) in addition to your full service fixed phone and eligible wireless broadband service, you must also have either:
 - (i) a BigPond Broadband Cable, ADSL or Velocity service;
 - (ii) a post-paid Telstra mobile service; or
 - (iii) a FOXTEL from Telstra service,**(Additional Service);**
 - (c) your full service fixed phone, wireless broadband service and Additional Service must be on a Telstra Single Bill; and
 - (d) the combined monthly access fee of your full service fixed phone, mobile broadband service and Additional Service must be at least \$89.00.
- 5.16 If we determine at any time that you are not eligible for the BigPond Mobile Broadband Multiple Product Benefit (for example, because you don't have a full service fixed phone or an Additional Service, or have never had one), we may remove the \$10 per month discount. Your minimum term will still apply.
- 5.17 If you are an existing customer and you take up the BigPond Mobile Broadband Multiple Product Benefit, you will begin receiving the \$10 discount off your monthly access fee from your next billing cycle after the discount is activated.
- 5.18 If you have more than one BigPond Mobile Broadband service, each Telstra full service fixed phone and Additional Service you have only qualifies you for the BigPond Mobile Broadband Offer on **one** BigPond Mobile Broadband service.
- 5.19 If you have more than one BigPond Broadband service (including Mobile Broadband, Cable, ADSL and Velocity services), the maximum monthly access discount you can receive across **all** of your BigPond Broadband services under the BigPond Broadband Offer and BigPond Mobile Broadband Offer is \$20 in total per Telstra Single Bill.