ISP CONSUMER GUIDELINES

Contents

ISP CONSUMER GUIDELINES

The Australian Communications and Media Authority (ACMA) has facilitated the development of an industry guideline for Internet Service Providers (ISPs) known as the ISP Guideline. The purpose of the Guideline is to provide consumers with readily comparable, plain-English information to assist in making informed decisions when selecting an ISP.

Telstra has completed the required consumer information forms in line with the ISP Guideline. This includes information on

▸ Dial-Up Residential Guidelines
▸ Dial-Up Business Guidelines
▸ BigPond Broadband ISP Guidelines

These forms cover useful information including details on pricing plans, key terms and conditions, ancillary services, help and installation, performance, customer notification methods, payment options, security and privacy.

This information is updated quarterly and submitted to the ACMA for publication on its website. If you would like further information on the ISP Guideline see http://www.acma.gov.au/acmainter.

BIGPOND BROADBAND

PRICE & BILLING

1. Pricing Plans

ADSL plans are located at [BigPond Broadband ADSL](#).

Cable plans are located at [BigPond Broadband Cable](#).

Wireless Broadband plans are located at [BigPond Wireless Broadband](#).

Satellite plans are located at [BigPond Broadband Satellite](#).

2. Points of presence and dial-in telephone prefix

(NB: Contact your telephone company for information about call charges between your home or business and the ISP.)

Not applicable.

3. Termination fees

For BigPond Broadband Cable and ADSL, customers will be liable for a cancellation fee of a maximum of $360, pro rated for the months remaining on their contract term.

For example, a customer who wants to cancel 9 months into an 12 month contract may have to pay a termination fee of $360 X 3/12 (the number of months left to run on the contract divided by 12 months) = $90.

Self installation customers who require a technician service call may be charged $189.

For BigPond Wireless Broadband, customers will be liable for a cancellation fee of a maximum of $370, pro rated for the months remaining on their contract term. For example, a customer who wants to cancel 9 months into a 12 month contract may have to pay a termination fee of $370 x 3/12 (the number of months left to run on the contract divided by 12 months) = $92.50.

For BigPond Broadband Satellite:

- 1 Way Satellite customers who cancel their contract will be charged a cancellation fee of $495.00 pro-rated for the remainder of their contract.
- 2 Way Satellite customers who cancel their contract will be charged a cancellation fee of $699.00 pro-rated for the remainder of their contract.
- Broadband Regional Connect customers who cancel their contract will be charged a cancellation fee of $500 pro-rated for the remainder of their contract.

4. Restrictions on availability of services to customers

BigPond Broadband ADSL is available in limited areas, dependent on customer telephone line quality and exchange. Customers can find out if they are eligible for BigPond Broadband ADSL [here](#).

BigPond Broadband Cable is available in cabled areas of Melbourne, Sydney, Brisbane, Adelaide, Perth and the Gold Coast. Customers can find out if they are eligible for BigPond Broadband Cable here.

BigPond Wireless Broadband is available in selected metropolitan and regional areas. For coverage information see http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/mobile-broadband/index.htm?ssSourceSiteId=internet.

BigPond Broadband Satellite is available Australia-wide.

5. Billing

BigPond Broadband customers currently have their charges invoiced to them on a monthly basis, or (if applicable) in accordance with their Telstra Single Bill. Their bill invoice is posted to a customer's physical address, and/or is available online via either telstra.com or bigpond.com.

Telstra is changing its systems.

Customers with an account number commencing with 'BP' or with 8 digits or less can pay their bill:
By Direct Debit from their credit card
Over the Internet - credit card
Over the phone - credit card
By BPAY® – customers should contact their participating financial institution to make a payment.
In person at any Telstra shop or Post Office
Mailing their payment - cheque

Customers with a 10 or 13 digit account number can pay their bill:
By Direct Debit from their savings, cheque or credit card account
By BPAY®– customers should contact their participating financial institution to make a payment.
Over the phone - credit card
Over the Internet - credit card
In person at any Telstra shop or Post Office
Mailing their payment - cheque

Customers can find their account number on the top right hand side of their bill.

A payment processing fee applies for credit card payments. Exemptions for eligible pensioner concession card holders, BigPond customers with a bill displaying an account number starting with 'BP' or with 8 or less digits, and others may apply.

Find out more

® Registered to BPAY Pty Ltd ABN 69 079 137 518

6. Ancillary services provided

With BigPond Broadband Cable, ADSL and Wireless Broadband customers can have:

- Email Forwarding
- BigPond monthly eNewsletter, Ponderings
- BigPond WebMail
- Additional Email Accounts - up to 7 additional email addresses per account. Additional mailbox accounts incur a charge of $1 per additional mailbox per month
- Additional Services such as Global Roaming, Security, Email Virus Filter, Personal Firewall, Website Hosting, Domain Names, Static IP (for ADSL customers only) and Online Storage.

With BigPond Broadband Satellite, customers can have:

- WebMail at no additional charge
- 20MB Personal Web space at no additional charge

- Email
- Email Forwarding
- Email Notifications
- Domain Name
- Web Hosting
- Content Filtering
- Available Australia Wide.

See ADSL, Cable, Broadband with Home Network Gateway (Wi-Fi modem), Wireless Broadband and Satellite for detailed information about these customer benefits.

PERFORMANCE

7. Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

N/A

HELP AND INSTALLATION

8. Client operating systems for which assistance is available

- General systems requirements Help & Installation: BigPond Broadband
- System requirements help for BigPond Broadband Satellite
- System requirements help for BigPond Broadband ADSL
- System requirements help for BigPond Broadband Cable
- System requirements help for BigPond Wireless Broadband

9. Contact for service faults

By telephone: 133 933
For international customers: +61 02 9242 1238.
Technical Support Email
Service Status page

10. Contact for customer technical help

By telephone: 133 933
For international customers: +61 02 9242 1238.
Technical Support Email form

11. Hours for customer technical help

24 hours a day, 7 days a week

12. Charging for technical help

No charge

13. Assistance with initial activation of service

Depending on the broadband product selected, customers can choose:

- Professional installation - where the installer visits the premises and installs any software/hardware required onto the customers' computer
- Self installation - where the customer is provided with the software, hardware and information to install their Internet service. Best for customers with advanced computer expertise.

Irrespective of their installation method, all new broadband customers can call the Technical Support Centre on 133 933 for help with activation.

14. Description of effects of set-up disks on user's systems

The effects of set-up disks on user's systems are:

- Installs Microsoft Internet Explorer, if necessary
- An authentication client may be installed
- Device drivers may be installed

15. Information about setting up customer equipment to maximise performance

Customer equipment troubleshooting content is available to help BigPond Broadband Cable and ADSL customers maximise their broadband performance.

- Customer equipment troubleshooting content for ADSL
- Customer equipment troubleshooting content for Cable
- Customer equipment troubleshooting content for Wireless Broadband

There is currently no information available for BigPond Broadband Satellite.

16. Access for disabled users

There is a Telstra Initiative 'Access for Everyone' that looks at products for disabled users.

COMMUNICATION

17. Contact numbers for administrative, account and billing enquiries

By telephone: 13POND (137663)
Customer Support Email form

18. Period of notice to be given to the customer before termination or suspension of the service

30 days notice unless the terms and conditions have been breached -

Terms and conditions are available online at:

- ADSL
- Cable
- Wireless Broadband
- 2 Way Satellite
- 2 Way Satellite – HiBIS customers
- BRC Satellite
- BRC Satellite – HiBIS customers

19. Period of notice to be given by the customer if the customer wishes to terminate the service

For BigPond Broadband:

- If a customer is entitled to a Cooling-Off Period, they may terminate the service at any time within the Cooling-Off Period by giving Telstra notice in accordance with the relevant legislation.
- Otherwise customers may terminate the service at any time by giving notice to Telstra. If the customer decides to terminate the BigPond Broadband Service after the expiration of the Cooling Off Period, if applicable, and before the end of the contract term, the customer must pay to Telstra the cancellation fee as set out in the Rate Card pro-rated for the remainder of the contract term.

For Terms and Conditions information see:

- ADSL
- Cable
- Wireless Broadband
- 2 Way Satellite
- 2 Way Satellite – HiBIS customers
- BRC Satellite
- BRC Satellite – HiBIS customers

20. Customer action required to terminate the service

To close their BigPond Broadband account, customers must call the Billing and Sales Customer Service Centre on 13POND (137663) and follow the prompts.

21. Reminder notices for pre-paid contracts

Pre-paid access is not available for BigPond Broadband.

22. Period of notice for changes in prices, terms and conditions

Non detrimental changes can be made at any time. If Telstra reasonably considers that the change will cause detriment then Telstra will notify customers of the change at least 30 days in advance and provide customers with the option to terminate the service.

For Terms and Conditions information see:

- ADSL
- Cable
- Wireless Broadband
- 2 Way Satellite
- 2 Way Satellite – HiBIS customers
- BRC Satellite
- BRC Satellite – HiBIS customers

23. Method of communication about changes in prices, terms and conditions

Any changes about price or terms and conditions are communicated to customers via the BigPond.com website.

24. Notice of approaching data limits

BigPond Broadband Cable, ADSL and Wireless Broadband customers receive notification emails when they approach their monthly usage allowance limit.

For customers on allowance based plans:

- An email is sent when 50% of the monthly plan allowance has been used
- An email is sent when 75% of the monthly plan allowance has been used
- An email is sent when 100% of the monthly plan allowance has been used
- An email is sent when 125% of the monthly plan allowance has been used
- An email is sent when 175% of the monthly plan allowance has been used
- An email is sent when 200% of the monthly plan allowance has been used

For customers on Unlimited* plans:

- An email is sent notifying them when they are at 80% of their usage allowance, advising that speeds will be slowed to 64kbps once they reach that usage allowance.
- An email is sent notifying them when they have reached 100% of their usage allowance, and that their speed has been slowed to 64kbps.

BigPond Broadband Satellite does not send notification emails.

25. Operating manuals, guidebooks or other information

All information customers require is supplied when they activate their account with BigPond.

This information is also available on the BigPond Broadband Website.

Support information such as frequently asked questions or troubleshooting content is available online at BigPond Help Centre.

26. Internal service standards for answering and responding to customer enquiries

Telstra strives to achieve the following service standards when answering and responding to customer enquiries:

- Answering and responding to customer enquiries via phone:
  80% of calls answered in 20 seconds (120 seconds for Technical Support Enquiries)
- Answering and responding to customer enquiries via email and our Contact Us webform: 24 hour response time, from the time we receive a customer's enquiry.

27. Notice period for planned outages

Customers are given as much notice as reasonably possible of any planned outages.

28. Information about planned outages

Customers are advised of any planned outages to BigPond services through the BigPond Service Status page.

29. Information about unplanned outages

Customers are advised of any unplanned outages to BigPond services at: Service Updates.

30. Internal policies and processes about complaint handling and dispute resolution

For information on Telstra's policy on complaint handling and dispute resolution visit Telstra's Customer Service Charter.

31. Privacy policy

Telstra's Privacy Statement (policy) is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, contact us pages).

There is a link to the Telstra Privacy Statement at the bottom of every page of the Telstra BigPond Websites. For detail, see the Telstra Privacy Statement.

SECURITY OF SERVICE

32. Information about data backed up by ISP

The following data is backed up:

- ISP Mail*
- Central Membership Billing Data
- Personal Websites

* Backed up for Telstra's server failure only

33. Information about security services

Security is an issue of high priority with BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their PC, originating from a BigPond email address or IP. For detail, see the Report Misuse of Service form.

Extensive security information is available throughout the BigPond Web site: Security Information page.

Additional information is available through the terms and conditions for all BigPond Broadband products.

- ADSL
- Cable
- Wireless Broadband
- 2 Way Satellite
- 2 Way Satellite – HiBIS customers
- BRC Satellite
- BRC Satellite – HiBIS customers

And the Acceptable Use Policy:

- ADSL
- Cable
- Wireless Broadband
- Satellite

34. Information about control of use of Internet service by other parties

Information about control of use of Internet service by other parties is available through the terms and conditions for all BigPond Broadband products.

- ADSL
- Cable
- Wireless Broadband
- 2 Way Satellite
- 2 Way Satellite – HiBIS customers
- BRC Satellite
- BRC Satellite – HiBIS customers

And the Acceptable Use Policy:

- ADSL
- Cable
- Wireless Broadband
- Satellite

OTHER INFORMATION

35. Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA - Australian Information Industries Association

36. Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including :

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing
- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559: 2001 Unconditioned Local Loop Service Network Deployment Rules
- Internet Industry Association Content Code of Practice

PERFORMANCE: BIGPOND BROADBAND

Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

Nil

HELP & INSTALLATION: BIGPOND BROADBAND

Client operating systems for which assistance is available

- For BigPond Broadband ADSL
- For BigPond Broadband Cable
- For BigPond Broadband Satellite

Contact for Technical Support or service faults

- via Contact Us

Hours for Technical Support

Around the clock support - technical support is available 7 days a week, 24 hours a day.

Charging for Technical Support

BigPond Broadband does not charge for technical support* service.

* call charges apply

Assistance with initial activation of service

Depending on the broadband product selected, customers can choose:

- Professional installation – where the installer visits the premises and installs any software/hardware required onto the customers' computer
- Self installation – where the customer is provided with the software, hardware and information to install their Internet service. Best for customers with advanced computer expertise.

Irrespective of their installation method, all new broadband customers can call the Technical Support Centre on 133 933 for help with activation.

Description of effects of set-up disks on user's systems

- Installs Microsoft Internet Explorer, if necessary
- An authentication client may be installed
- Ethernet drivers may be installed
- Wireless Kit - wireless device drivers may be installed
- Modem drivers may be installed

Information about setting up customer equipment to maximise performance

Speed troubleshooting content is available to help BigPond Broadband Cable and ADSL customers maximise their broadband performance.
ADSL
Cable

There is currently no information available for BigPond Broadband Satellite.

COMMUNICATION: BIGPOND BROADBAND

Contact numbers for administrative, account and billing enquiries

By telephone: 13POND (137663)
Via Customer Support Email form

Period of notice to be given to the customer before termination or suspension of the service

30 days notice unless the terms and conditions have been breached

- ADSL
- Cable
- 2 Way Satellite

Period of notice to be given by the customer if the customer wishes to terminate the service

For BigPond Broadband:

- If the customer is entitled to a Cooling-Off Period, they may terminate the service at any time within the Cooling-Off Period by giving Telstra notice in accordance with the relevant legislation.
- Otherwise customers may terminate the service at any time by giving notice to Telstra. If the customer decides to terminate the BigPond Broadband Service after the expiration of the Cooling Off Period, if applicable, and before the end of the contract term, the customer must pay to Telstra the cancellation fee as set out in the Rate Card pro-rated for the remainder of the contract term.
-
  - ADSL
  - Cable
  - 2 Way Satellite

Customer action required to terminate the service

To close their BigPond Broadband account, customers must call the Billing and Sales Customer Service Centre on 13POND (137663) and follow the prompts.

Reminder notices for pre-paid contracts

Not applicable.

Period of notice for changes in prices, terms and conditions

For BigPond Broadband:

- Non detrimental changes can be made at any time. If Telstra reasonably considers that the change will cause detriment then Telstra will notify customers of the change at least 30 days in advance and provide customers with the option to terminate the service.
-
  - ADSL
  - Cable
  - 2 Way Satellite

Method of communication about changes in prices, terms and conditions

Any changes are communicated to customers through:

- a notification email
- Web site announcement

Notice of approaching data limits

BigPond Broadband Cable and ADSL customers will receive a notification email when they near the end of their monthly usage allowance.

For customers on allowance based plans:

- Email sent when 50% of the monthly plan allowance has been used
- Email sent when 75% of the monthly plan allowance has been used
- Email sent when 100% of the monthly plan allowance has been used
- Email sent when 125% of the monthly plan allowance has been used
- Email sent when 175% of the monthly plan allowance has been used
- Email sent when 200% of the monthly plan allowance has been used

For customers on the 0MB plan:
Email sent when usage reaches 75MB, 100MB, 125MB

For customers on the unlimited* plan will not receive emails notifying them of usage.

Plan resources = MB's provided with the customers nominated access plan. For example, a customer on a 1000MB plan will receive an email when 500MB, 800MB and 1000MB limits have been reached.

BigPond Broadband Satellite Satellite does not send notification emails.

Operating manuals, guidebooks or other information

All information customers require, are supplied to the customer when they activate their account with BigPond.

This information is also available on the BigPond Broadband Web site

Support information such as frequently asked questions or troubleshooting content is available online.

We strive to achieve the following service standards when answering and responding to our customers' enquiries

For answering and responding to our customers' enquiries via phone:
80% of calls answered in 20 seconds (120 seconds for Technical Support Enquiries).

For answering and responding to our customers' enquiries via email and our Contact Us webform:
24 hour response time, from the time we receive your enquiry.

Please note that at times of high demand we may not be able to achieve our service standards.

Notice period for planned outages

Customers are advised 1 week or more prior to any planned outages.

Information about planned outages

Customers are notified about routine service disruptions or additions of new infrastructure at least 1 week prior to the implementation date.

BigPond will post this information on the Service Status page

Internal policies and processes about complaint handling and dispute resolution

Click here for information on Telstra's policy on complaint handling and dispute resolution.

Privacy policy

The Telstra Privacy Policy is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, contact us pages).

There is also a link to the Telstra Privacy Policy at the end of every page of the BigPond Web sites.
▸ Privacy Policy

SECURITY OF SERVICE: BIGPOND BROADBAND

Information about data backed up by ISP

The following data is backed up:

- ISP Mail*
- Central Membership Billing Data
- Personal Websites
  *Backed up for Telstra's server failure only

Information about security services

Security is an issue of high priority with BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their PC, originating from a BigPond email address or IP.

▸ Misuse Form

▸ Extensive security information is available throughout the BigPond Broadband Web site:
Security Information

▸ Information is available through the terms and conditions for all BigPond Broadband products.

▸ ADSL
▸ Cable
▸ 2 Way Satellite

And the Acceptable Use Policy:

- ADSL
- Cable
- Satellite

Information about control of use of Internet service by other parties

Information is available through the terms and conditions for all BigPond Broadband products.

▸ ADSL
▸ Cable
▸ 2 Way Satellite

And the Acceptable Use Policy:

- ADSL
- Cable
- Satellite

OTHER INFORMATION: BIGPOND BROADBAND

Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA - Australian Information Industry Association

Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including :

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing

- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559:2001 Unconditioned Local Loop Service Network Deployment Rules
- Internet Industry Association Content Code of Practice
TELSTRA BIGPOND DIAL-UP BUSINESS GUIDELINES

TELSTRA BIGPOND DIAL-UP BUSINESS

PRICE & BILLING

1. Pricing Plans

Group Plans
BigPond Dial-Up Business Group Plans are located at BigPond Dial-Up Group User Plans.

2. Points of presence and dial-in telephone prefix

(NB: Contact your telephone company for information about call charges between your home or business and the ISP.)

BigPond Dial-Up Business customers Australia wide can access the Internet by dialling a nationwide access number for the cost of a local call from a fixed phone for PSTN users and the cost of a local data call for ISDN users.

The dial in number for Business Group plans is 0198 308 308.

3. Termination fees

A $25 annual service fee is payable in advance for the Casual Plan. This $25 annual fee is non-refundable on termination.

A cancellation fee will apply if the 50MB Internet Surf (12 month contract) plan, 100MB Internet Big Surf (12 month contract) plan or Ultimate Internet Surf (12 month contract) plan is cancelled before the end of your contract term. The cancellation fee is $70, pro rated for the months remaining on your contract term.

For example, a customer who wants to cancel 9 months into an 12 month contract may have to pay a termination fee of $70 x 3/12 (the number of months left to run on the contract divided by 12 months) = $17.50.

4. Restrictions on availability of services to customers

No restrictions. BigPond Dial-Up Business plans are available Australia wide.

5. Billing

Single User Plans

Plan Name	Billing Frequency	Method of delivery	Payment Options
Single User Plans	Monthly, Bimonthly or Quarterly	Telstra Bill OR	Credit Card Direct debit

		Credit Card	Telstra Bill
			Payable in person at a Telstra Shop
			Payable by BPAY®
			Payable by Credit Card
			Payable in person at a post office
			Payable online

A payment processing fee applies for credit card payments. Exemptions for eligible pensioner concession card holders, BigPond customers with a bill displaying an account number starting with 'BP' or with 8 or less digits, and others may apply.

Find out more

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Group Plans

Plan Name	Billing Frequency	Method of delivery	Payment Options

Group Plans	Monthly, Bimonthly or Quarterly	Telstra Bill OR Credit Card	Credit Card
			  Direct debit
			Telstra Bill
			  Payable in person at a Telstra Shop
			  Payable by BPAY®
			  Payable by Credit Card
			  Payable in person at a post office
			  Payable online
			
			A payment processing fee applies for credit card payments. Exemptions for eligible pensioner concession card holders, BigPond customers with a bill displaying an account number starting with 'BP' or with 8 or less digits, and others may apply.
			
			Find out more
			
			® Registered to BPAY Pty Ltd ABN 69 079 137 518

6. Ancillary services provided

Ancillary services provided to BigPond Dial-Up Business users include:

- Email Forwarding
- Ponderings monthly newsletter
- BigPond WebMail
- ActiveMail - up to 14 additional email addresses per account. See below table. Additional active mail members over a plans allocated allowance will incur a charge of $1 per additional active mail per month.
- Additional Services such as Global Roaming, Security, Email virus filter, Personal Firewall, Website Hosting, Domain Names
  For more information about these services, see Additional Services and My BigPond.

Plan Name	Additional mailboxes
Single User Plans	Up to 14 additional 20MB mailboxes charged a monthly fee of $1.00 per month per

mailbox.

Group Plans   Not available

Executive LAN Plans Not available

PERFORMANCE

7. Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

Nil.

HELP AND INSTALLATION

8. Client operating systems for which assistance is available

Customers can visit the BigPond Dial-Up Business System Requirements page to find out what operating systems and browsers BigPond supports.

9. Contact for service faults

By telephone: 133 933
For international customers: +61 02 9242 1238.
Technical Support Email form
Service Status form

10. Contact for customer technical help

By telephone: 133 933
For international customers: +61 02 9242 1238.
Technical Support Email form

11. Hours for customer technical help

24 hours a day, 7 days a week

12. Charging for technical help

No charge.

13. Assistance with initial activation of service

If you are having difficulty with your account or have a question regarding your access, you can contact BigPond via the following methods:

Telephone support is also available:

- BigPond Technical Support on 133 933
- BigPond Sales and Billing Support Centre on 13POND (137663)

There is support available online on the BigPond website:

- Frequently Asked Questions (FAQs)
- Configuration information
- Jargon Buster
Customers can seek help online via Contact Us.

14. Description of effects of set-up disks on users' systems

The effects of set-up disks on users' systems are:

- Installs Microsoft Internet Explorer software if necessary
- Configures dial-up networking to connect to BigPond

15. Information about setting up customer equipment to maximise performance

Refer to BigPond's Frequently Asked Questions.

16. Access for disabled users

There is a Telstra Initiative 'Access for Everyone' that looks at products for disabled users.

Customers with disabilities have a range of modems to assist with online access available to them from the Telstra Product Catalogue.

COMMUNICATION

17. Contact numbers for administrative, account and billing enquiries

BigPond Sales and Billing Support: 13POND (137663)
Sales and Billing Help email form at http://www.bigpond.com/help/ContactUs/

18. Period of notice to be given to the customer before termination or suspension of the service

BigPond Dial-Up Business plans may be changed or withdrawn at any time. Customers will be given 30 days' notice of withdrawal of the BigPond Business plans, and 42 days' notice of any changes to the BigPond Business plans that BigPond considers detrimental to customers.

19. Period of notice to be given by the customer if the customer wishes to terminate the service

Members must give 24 hours' notice when they wish to terminate a service.

Customers will lose any unused usage allowance and will not receive any pro-rated rebate off their monthly access fee.

20. Customer action required to terminate the service

To close your BigPond Dial-Up Business account, you can telephone the Help Desk on 13POND (137663).

21. Reminder notices for pre-paid contracts

Not applicable for the BigPond Business Product.

22. Period of notice for changes in prices, terms and conditions

BigPond Dial-Up Business plans may be changed or withdrawn at any time. Customers will be given 30 days' notice of withdrawal and 42 days' notice of any changes to the BigPond Dial-Up Business plans that Telstra considers are detrimental to customers.

23. Method of communication about changes in prices, terms and conditions

BigPond Dial-Up Business will communicate to members about changes to prices and terms & conditions via at least one of the following methods:

- Online notification. Change descriptions will be posted on the web.
- Email notification to your BigPond email address
- Posted mail
- Phone call

24. Notice of approaching data limits

Email notifications will be sent out to members on a volume-based plan when they reach over 80% of their monthly allowance as at last session.

Members can also view their current usage at http://www.bigpond.com/mybigpond/

25. Operating manuals, guidebooks or other information

If customers are having difficulty with their account or have a question regarding their access, there is extensive support available online for BigPond members on the BigPond website.

- Frequently Asked Questions (FAQs)
- Configuration information
- Jargon Buster

26. Internal service standards for answering and responding to customer enquiries

Telstra strives to achieve the following service standards when answering and responding to customer enquiries:

- Answering and responding to customer enquiries via phone:
  80% of calls answered in 20 seconds (120 seconds for Technical Support Enquiries)
- Answering and responding to customer enquiries via email and our Contact Us webform:
  24 hour response time, from the time we receive a customer's enquiry.

27. Notice period for planned outages

Customers are given as much notice as reasonably possible of any planned outages.

BigPond will post this information on the Service Status page http://www.bigpond.com/help/servicestatus/

28. Information about planned outages

Customers are advised of any planned outages to BigPond services through the [BigPond Service Status page](#)

29. Information about unplanned outages

Customers are advised of any unplanned outages to BigPond services through the [BigPond Service Status page](#).

30. Internal policies and processes about complaint handling and dispute resolution

For information on Telstra's policy on complaint handling and dispute resolution visit http://telstra.com.au/abouttelstra/commitments/charter/

31. Privacy policy

The Telstra Privacy Statement (policy) is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, Contact Us pages).

There is also a link to the Telstra Privacy Statement at the bottom of every page of the Telstra BigPond Web sites.

Privacy Policy: http://telstra.com/res/docs/collectionstatement.asp

SECURITY OF SERVICE

32. Information about data backed up by ISP

The following data is backed up:

- ISP Mail
- Central Membership Billing Data

33. Information about security services

Security is an issue of high priority with BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their PC, originating from a BigPond email address or IP.

Misuse Form - http://www.bigpond.com/help/ContactUs/MisuseService/

Extensive security information is available throughout the BigPond Web site: http://www.bigpond.com/help/Assistance/SecurityFAQs/default.asp

34. Information about control of use of Internet service by other parties

For information about the control of the use of the Internet service by other parties: http://www.bigpond.com/help/Assistance/default.asp

OTHER INFORMATION

35. Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA – Australian Information Industries Association

36. Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including :

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing
- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559: 2001 Unconditioned Local Loop Service Network Deployment Rules
- Internet Industry Association Content Code of Practice

PERFORMANCE: BIGPOND DIAL-UP BUSINESS

Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

Nil

HELP & INSTALLATION: BIGPOND DIAL-UP BUSINESS

Client operating systems for which assistance is available

Visit our BigPond Dial-Up Business System Requirements and Support boundaries page.

Contact for technical help or service faults
- via Contact Us

Hours for customer technical help

24hrs a day 7 days a week

Charging for technical help

No charge

Assistance with initial activation of service

If you are having difficulty with your account or have a question regarding your access, you can Contact Us

There is extensive support available online on the BigPond website.

▸ Frequently Asked Questions (FAQs)
▸ Configuration information
▸ Jargon Buster
▸ Email Help Form

Description of effects of set-up disks on user's systems

The effects of set-up disks on user's systems are:

- Installs Microsoft Internet Explorer software if necessary
- Configures dial-up networking settings to connect to BigPond

Information about setting up customer equipment to maximise performance

Information is available here

COMMUNICATION: BIGPOND DIAL-UP BUSINESS

Contact numbers for administrative, account and billing enquiries

- via Contact Us

Period of notice to be given to the customer before termination or suspension of the service

BigPond Dial-Up Business plans may be changed or withdrawn at any time. Customers will be given one month's notice of withdrawal or any changes to the BigPond Dial-Up Business plans.

Period of notice to be given by the customer if the customer wishes to terminate the service

Members must give 30 days notice when they wish to terminate a service.

Customers will lose any unused usage allowance and will not receive any pro-rated rebate off their monthly access fee

Reminder notices for pre-paid contracts

Not applicable for the BigPond Dial-Up Business Product.

Period of notice for changes in prices, terms and conditions

BigPond Dial-Up Business plans may be changed at any time. Customers will be given one month's notice of any changes to the BigPond Dial-Up Business plans that BigPond reasonably considers to be detrimental to customers.

Method of communication about changes in prices, terms and conditions

BigPond Dial-Up Business will communicate to members about changes to prices and terms & conditions via at least one of the following methods:

- Online notification. Change descriptions will be posted on the web.
- Email notification to your BigPond email address
- Posted mail
- Phone call

Notice of approaching data limits

Email notifications will be sent out to members on a volume-based plan when they reach over 80% of their monthly allowance.

Members can also view their current usage, Click here.

Operating manuals, guidebooks or other information

If you are having difficulty with your account or have a question regarding your access, there is extensive support available online for BigPond members on the BigPond website.
▸ Frequently Asked Questions (FAQs)
▸ Configuration information
▸ Jargon Buster

Internal service standards for answering and responding to customer enquiries

For answering and responding to customer enquiries via phone:
80% of calls in 120 seconds.

For answering and responding to customer enquiries via email:
48 hour response time, from the time it gets to Technical Support ie: some customers send their emails to the wrong area in Telstra, in this instance it will be 48 hours from the time it gets to Technical Support.

Notice period for planned outages

Customers are notified about routine service disruptions or additions of new infrastructure at least 1 Week prior to the implementation date.

BigPond will post this information on the Service Status page

Information about planned outages

Customers are advised of any planned outages to BigPond services through the BigPond Service Status page

Information about planned outages

Customers are advised of any unplanned outages to BigPond services through the [BigPond Service Status page](#)

Internal policies and processes about complaint handling and dispute resolution

For information on Telstra's policy on complaint handling and dispute resolution, [click here](#).

Privacy policy

The Telstra Privacy Policy is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, contact us pages).

There is also a link to the Telstra Privacy Policy at the end of every page of the BigPond Web sites.
▶ [Privacy Policy](#)

SECURITY OF SERVICE: BIGPOND DIAL-UP BUSINESS

Information about data backed up by ISP

BigPond backs up the data listed below:

- Central Membership Billing Data
- ISP Mail

Information about security services

Security is an issue of high priority with BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their PC, originating from a BigPond email address or IP.

▶ [Misuse Form](#)

▶ [Extensive security information](#) is available throughout the BigPond Web site. Visit our Frequently Asked Questions and choose a topic within the drop down menu under the heading 'Security'.

▶For information about the control of the use of the Internet service by other parties, [click here](#).

Information about control of use of Internet service by other parties

For information about the control of the use of the Internet service by other parties, [click here](#).

OTHER INFORMATION: BIGPOND DIAL-UP BUSINESS

Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA - Australian Information Industry Association

Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including:

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing
- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559: 2001 Unconditioned Local Loop Service Network Deployment Rules
- IIA content codes of practice

TELSTRA BIGPOND DIAL-UP RESIDENTIAL GUIDELINES

TELSTRA BIGPOND DIAL-UP RESIDENTIAL

PRICE & BILLING

1. Pricing Plans

BigPond's Dial-Up Residential plans and pricing is available at Price & Billing: BigPond Dial-Up Residential.

2. Points of presence and dial-in telephone prefix

(NB: Contact your telephone company for information about call charges between your home or business and the ISP.)

BigPond Dial-Up Residential Nationwide Access Number is 0198 308 888, or as advised during the sign up process.

3. Termination fees

A $25 annual service fee is payable in advance for the Casual Plan. This $25 annual fee is non-refundable on termination.

A cancellation fee will apply if the 50MB Internet Surf (12 month contract) plan, 100MB Internet Big Surf (12 month contract) plan or Ultimate Internet Surf (12 month contract) plan is cancelled before the end of your contract term. The cancellation fee is $70, pro rated for the months remaining on your contract term.

For example, a customer who wants to cancel 9 months into an 12 month contract may have to pay a termination fee of $70 x 3/12 (the number of months left to run on the contract divided by 12 months) = $17.50.

4. Restrictions on availability of services to customers

No restrictions. BigPond Dial-Up Residential is available Australia wide. Standard PSTN and ISDN call charges will apply.

5. Billing

BigPond Dial-Up Residential Plans

Plan Name	Billing Frequency	Method of delivery	Payment Options
Casual Plan			Credit Card
50MB Internet Surf Plan			Debit Card
50MB Internet Surf (12 month contract) Plan	Monthly (or quarterly if billed on a Telstra Single Bill*)	Email Bill, Telstra Bill or Credit Card	Telstra Bill
100MB Internet Big Surf Plan			In person at a Telstra Shop
100MB Internet Big Surf (12 month contract) Plan			In person at a post

| Ultimate Internet Surf Plan | office |
| Ultimate Internet Surf (12 month contract) Plan | Online |

* Quarterly billing not available if billed by Credit Card.

A payment processing fee applies for credit card payments. Exemptions for eligible pensioner concession card holders, BigPond customers with a bill displaying an account number starting with 'BP' or with 8 or less digits, and others may apply.

Find out more

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6. Ancillary services provided

The following ancillary services are provided with BigPond Dial-Up Residential plans:

- Email Forwarding
- BigPond Dial-Up Residential monthly newsletter
- BigPond Webmail
- Additional Email Accounts - up to 14 additional email addresses per account. Additional family mail members over a plans allocated allowance will incur a charge of $1 per additional family mail per month.
- Additional Services such as Global Roaming, Security, Email virus filter, Personal Firewall, Website Hosting, Domain Names

PERFORMANCE

7. Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

Nil.

HELP & INSTALLATION

8. Client operating systems for which assistance is available

Visit the BigPond Dial-Up System Requirements page to find out which operating systems and browsers BigPond supports.

9. Contact for service faults

By telephone: 133 933
For international customers: +61 02 9242 1238.
Technical Support Email form
Service Status form

10. Contact for customer technical help

Online: www.bigpond.com/help
Email: http://www.bigpond.com/help/ContactUs/

Telephone: 133 933, 24 hours, 7 days a week
For international customers: +61 02 9242 1238.

11. Hours for customer technical help

24hrs a day 7 days a week. Some plans may incur technical support charge. No charge for Telstra BigPond outage related calls.

12. Charging for technical help

Technical support service fee may apply on certain plans. No charge applies for BigPond outage related technical calls.

13. Assistance with initial activation of service

If you are having difficulty with your account or have a question regarding your access, you can contact BigPond via the following methods.

Telephone support is available:

- BigPond Technical Support on 133 933
- BigPond Sales and Billing Support Centre on 13POND (137663)

There is support available online on the BigPond website:

- Frequently Asked Questions (FAQs)
- Configuration information
- Jargon Buster

Customers can seek help online via Contact Us.

14. Description of effects of set-up disks on user's systems

The effects of set-up disks on user's systems are:

- Installs Microsoft Internet Explorer software if necessary
- Configures dial-up networking to connect to BigPond

15. Information about setting up customer equipment to maximise performance

For information about customer equipment set up to maximise performance, see BigPond's Frequently Asked Questions.

16. Access for disabled users

Telstra's initiative, 'Access for Everyone' provides information about products for disabled users.

Customers with disabilities have a range of modems to assist with online access available to them from the Telstra Product Catalogue.

COMMUNICATION

17. Contact numbers for administrative, account and billing enquiries

Online: www.bigpond.com/mybigpond
Call: 13POND (137663), 8:00am - 6:00pm Monday to Friday
Sales and Billing Help email form

18. Period of notice to be given to the customer before termination or suspension of the service

BigPond Dial-Up Residential plans may be changed or withdrawn at any time. We must give customers at least 30 days' prior notice of the change, unless:
(a) we need to make the change immediately in order to act legally or the change results from changes in the law. If this is the case, we will give you as much notice as we reasonably can; or
(b) the change will benefit you. If this is the case, we can make the change and without giving you notice.

19. Period of notice to be given by the customer if the customer wishes to terminate the service

Customers may terminate at any time on 24 hours notice by contacting us. However, if you terminate the Agreement before the end of any contract term applying to your Dial-Up plan (unless it is within any Cooling-Off Period to which you are entitled), you must pay us the Early Termination Charge.

20. Customer action required to terminate the service

By telephone: 13POND (137663)
For international customers +61 02 9242 1238

21. Period of notice for changes in prices, terms and conditions

BigPond Dial-Up Residential plans may be changed or withdrawn at any time. Customers will be given one month's notice of withdrawal or any changes to the BigPond Dial-Up Residential plans that Telstra considers are detrimental to the customer.

22. Method of communication about changes in prices, terms and conditions

BigPond Dial-Up Residential will communicate to members about changes to prices and terms & conditions via at least one of the following methods:

- Online notification (change descriptions will be posted on the web)
- Email notification
- Direct mail
- Out-bound call

23. Notice of approaching data limits

Email notifications will be sent out to members on a volume-based plan when they reach over 80% of their monthly allowance as at last session.

Members can also view their current usage at My BigPond.

24. Operating manuals, guidebooks or other information

There is extensive support available online on the BigPond website.

- [Frequently Asked Questions (FAQs)](#)
- [Configuration information](#)
- [Jargon Buster](#)
- [Email Help Form](#)

25. Internal service standards for answering and responding to customer enquiries

Telstra strives to achieve the following service standards when answering and responding to our customers' enquiries:

- Answering and responding to customer enquiries via phone: 80% of calls answered in 20 seconds (120 seconds for Technical Support enquiries)
- Answering and responding to customer enquiries via email and our Contact Us webform: 24 hour response time, from the time we receive a customer's enquiry.

26. Notice period for planned outages

Customers are given as much notice as reasonably possible of any planned outages. Planned outages information is published to the [Service Updates](#) page.

27. Information about planned outages

Customers are advised of any planned outages to BigPond services on the BigPond [Service Updates](#).

28. Information about unplanned outages

Customers are advised of any unplanned outages to BigPond services on the BigPond [Service Updates](#).

29. Internal policies and processes about complaint handling and dispute resolution

Telstra's policy on complaint handling and dispute resolution is located at [Telstra's Customer Service Charter](#).

30. Privacy policy

The Telstra Privacy Statement (policy) is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, contact us pages).

There is also a link to the [Telstra Privacy Statement](#) located at the bottom of every BigPond website page.

SECURITY OF SERVICE

31. Information about data backed up by ISP

The following data is backed up:

- ISP Mail
- Central Membership Billing Data

32. Information about security services

Security is an issue of high priority to BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their

PC, originating from a BigPond email address or IP. For more information see the Report Misuse of Service form.

Extensive security information is available at BigPond's Security-related Frequently Asked Questions page and throughout the BigPond site.

33. Information about control of use of Internet service by other parties

For information about the control of the use of the Internet service by other parties, see BigPond's Frequently Asked Questions page.

OTHER INFORMATION

34. Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA – Australian Information Industries Association

35. Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including:

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing
- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559: 2001 Unconditioned Local Loop Service Network Deployment Rules
- Internet Industry Association Content Code of Practice

PERFORMANCE: BIGPOND DIAL-UP RESIDENTIAL

Total number of minutes per week that customers are unable to access the Internet because modems fully occupied (for each Point of Presence). When did this occur?

(NB: 1 minute per week represents 99.99% availability, 10 minutes per week represents 99.9% availability and 100 minutes per week represents 99% availability)

Nil

HELP & INSTALLATION: BIGPOND DIAL-UP RESIDENTIAL

Client operating systems for which assistance is available

Visit our [BigPond Dial-Up Residential System Requirements](#) page to find out what operating systems and browsers we support.

Contact for Technical Support or service faults

- via [Contact Us](#)

Hours for Technical Support

24hrs a day 7 days a week

Charging for technical help

Nil *

Assistance with initial activation of service

If you are having difficulty with your account or have a question regarding your access, you can contact BigPond via [Contact Us](#).

There is extensive support available online on the BigPond website.
▸ [Frequently Asked Questions (FAQs)](#)
▸ [Configuration information](#)
▸ [Jargon Buster](#)

Description of effects of set-up disks on user's systems

The effects of set-up disks on user's systems are:

- Installs Microsoft Internet Explorer software if necessary
- Configures dial-up networking to connect to BigPond

Information about setting up customer equipment to maximise performance

Refer to [FAQs](#)

*Technical support service fee may apply on certain plans. No charge applies for BigPond outage related technical calls.

COMMUNICATION: BIGPOND DIAL-UP RESIDENTIAL

Contact numbers for administrative, account and billing enquiries

- BigPond Sales and Billing Support: **13POND (137663)**

- [Sales and Billing Help email form](#)

Period of notice to be given to the customer before termination or suspension of the service

BigPond plans may be changed or withdrawn at any time. Customers will be given one month's notice of withdrawal or any changes to the BigPond plans that Telstra considers are detrimental to customers.

Period of notice to be given by the customer if the customer wishes to terminate the service

24 hours notice is required to terminate the service. Customers will receive a final BigPond bill upon cancellation. If they choose to cancel their service prior to their next monthly Bill Date* of their service, customers will lose any unused usage allowance and will not receive any pro-rated rebate off their monthly access fee between cancellation date and next bill date.

*The monthly Bill Date for your service is the date on which you are billed and this is usually the monthly anniversary of the date on which we created your BigPond Account or if you choose to bill your BigPond charges to the Telstra bill it may be the billing date of the that account.

Customer action required to terminate the service

- By telephone: 13POND (137663)
- For international customers +61 02 9242 1238

Period of notice for changes in prices, terms and conditions

BigPond plans may be changed or withdrawn at any time. Customers will be given one month's notice of withdrawal or any changes to the BigPond plans that BigPond considers are detrimental to the customer.

Method of communication about changes in prices, terms and conditions

BigPond will communicate to Members about changes to prices and terms & conditions via at least one of the following methods:

- Online notification. Change descriptions will be posted on the web.
- Email notification
- Direct mail
- Out-bound call

Notice of approaching data limits

Email notifications will be sent out to members on a volume-based plan when they reach over 80% of their monthly allowance as at last session.

Members can also view their current usage.[Click here](#).

Operating manuals, guidebooks or other information

There is extensive support available online on the BigPond website.

▸ [Frequently Asked Questions (FAQs)](#)
▸ [Configuration information](#)

Internal service standards for answering and responding to customer enquiries

We strive to achieve the following service standards when answering and responding to our customers' enquiries For answering and responding to our customers' enquiries via phone:
80% of calls answered in 20 seconds (120 seconds for Technical Support Enquiries).

For answering and responding to our customers' enquiries via email and our Contact Us webform:
24 hour response time, from the time we receive your enquiry.

Please note that at times of high demand we may not be able to achieve our service standards.

Notice period for planned outages

Customers are notified about routine service disruptions or additions of new infrastructure at least 1 Week prior to the implementation date.

BigPond will post this information on the Service Status page

Information about planned outages

Customers are advised of any planned outages to BigPond services through the BigPond Service Status page

Information about unplanned outages

Customers are advised of any unplanned outages to Telstra services through the BigPond Service Status page

Internal policies and processes about complaint handling and dispute resolution

For information on Telstra's policy on complaint handling and dispute resolution, click here.

Privacy policy

The Telstra Privacy Policy is presented to customers whenever they are asked to provide details about themselves (e.g within the application sign up pages, contact us pages).

There is also a link to the Telstra Privacy Policy at the end of every page of the BigPond Web sites.
▶ Privacy Policy

SECURITY OF SERVICE: BIGPOND DIAL-UP RESIDENTIAL

Information about data backed up by ISP

The following data is backed up:

- ISP Mail
- Central Membership Billing Data

Information about security services

Security is an issue of high priority with BigPond. We provide customers with an easy to use 'Misuse' form to let us know if they've experienced spam, unsolicited bulk emails, port scans or attempted intrusions into their PC, originating from a BigPond email address or IP.

▸ Misuse Form

▸ Extensive security information is available throughout the BigPond Dial-Up Residential Web site:

▸ For information about the control of the use of the Internet service by other parties, click here.

Information about control of use of Internet service by other parties

For information about the control of the use of the Internet service by other parties, click here.

OTHER INFORMATION: BIGPOND DIAL-UP RESIDENTIAL

Affiliations with industry organisations

Telstra is member of the following industry organisations:

- ATUG - Australian Telecommunication Users Group
- IIA - Internet Industry Association
- AIIA - Australian Information Industry Association

Compliance with industry self-regulatory arrangements and standards

Telstra complies with a number of industry self regulatory arrangements and standards including :

- ACIF C515:2002 Preselection - Single Basket/Multi Service Deliverer
- ACIF C518:2000 Call Charging & Billing Accuracy
- ACIF C523:2001 Protection of Personal Information of Customers of Telecommunications Providers
- ACIF C531:2002 Commercial Churn
- ACIF C536:2002 Emergency Call Service Requirements
- ACIF C537:2002 Provision of Assistance to National Security, Enforcement & Govt Agencies
- ACIF C541:2001 Credit Management
- ACIF C542:2001 Billing
- ACIF C547:2001 Complaint Handling
- ACIF C555:2002 Integrated Public Number Database (IPND) Data Provider, Data User & IPND Manager
- ACIF C559: 2001 Unconditioned Local Loop Service Network Deployment Rules
- Internet Industry Association Content Code of Practice