## WELCOME TO BIGPOND WIRELESS BROADBAND – THANKS FOR CHOOSING US.

This guide is designed to help you get the most out of your BigPond Wireless Broadband experience. We're sure you're itching to get started, so don't feel you have to study it all right away. However, it's important to read through the Security and Usage sections soon. The rest will be there when you need it.

As a BigPond Wireless Broadband Member, you can now enjoy a huge range of internet services, including state-of-the-art security options, great account tools, flexible plans, extra email features, worlds of unmetered content, special shopping deals and lots more.

So let's get started.

Make a note of your BigPond email address and password. Remember, your email address is your username@bigpond.com. We suggest protecting your security by writing down an unmistakable clue rather than your actual password.

WHAT'S INSIDE

CONNECTING TO BIGPOND WIRELESS BROADBAND

Setting up your BigPond Wireless Broadband connection is easy. Just load the BigPond Installation CD ROM* that came in your installation kit and it will guide you through every step to set up your new device, internet service and email.

* If you have the BigPond Wireless Broadband 7.2 USB Mobile Card ZTE MF636BP or the BigPond Wireless Broadband 21 USB Mobile Card Sierra Wireless USB 306 (and you are a Windows user) the installation CD is not required. The ZTE MF636BP and Sierra Wireless USB 306 are Plug and Play devices so simply plug in the device and follow the instructions.

We want you to be enjoying your wireless broadband as quickly as possible – so we've made installation easy. You shouldn't strike any problems if you follow the installation steps all the way through.

What if you do need some help? The installation program on the CD or Plug and Play device includes some basic troubleshooting steps. You'll also find a great FAQ (Frequently Asked Questions) section on the disk and on the connection software too. There are also additional tips and 'essential' answers to FAQs later in this Guide.

Chances are, you'll find the answer in one of those areas. If not, there are even more resources available in our online Help Centre at bigpond.com – including tutorials, configuration guides, FAQs, in-depth troubleshooting and more.

Of course, you'll need internet access for that. So if you've got a dial-up service, keep it active until your BigPond Wireless Broadband connection is up and running.

CHECKING YOUR MOBILE CARD OR MODEM

Once you've completed all the installation steps, your internet connection should be up and running. Going to a website is the obvious way to check. But the light indicators on your mobile card or home network gateway can also tell you that everything is okay.

So, for your peace of mind, you can check your mobile card or modem lights against the following table.

PRODUCT	STATUS	LIGHT INDICATION
WIRELESS BROADBAND 21 USB MOBILE CARD SIERRA WIRELESS USB306	Power:	Steady Blue when power is on and is working. Flashing Blue when firmware is being updated. Flashing Amber when modem is searching for service. Steady Amber when an error has occurred. Remove the modem and reinsert.
	Data 3G:	Steady Blue when card is connected to NextG™. Flashing Blue when card detects Next G™ network signal.
WIRELESS BROADBAND 7.2 MOBILE CARD SIERRA WIRELESS AC880	Power:	Steady Blue when power is on and card is working normally.
	2G:	Flashing Amber when card detects 2G network signal. Steady Amber when card is connected to 2G network.
	3G:	Flashing Blue when card detects Next G™ network signal. Steady Blue when card is connected to Next G™ network.
WIRELESS BROADBAND 7.2 MOBILE CARD SIERRA WIRELESS AC880U	Power:	Green when power is on. Red when power is on and USB card battery is charging.
	Data	Slow flashing Green when no network signal is detected. Steady Green when network signal is detected. Fast flashing Green when connected and sending/receiving data.
WIRELESS BROADBAND 7.2 USB MOBILE CARD ZTE MF636BP	Power:	Steady Amber when power is on and not connected to any network.
	2G:	Steady Green when card is connected to 2G network. Flashing Green indicates active data transfer on 2G network.
	3G:	Steady Blue when card is connected to Next G™ network. Flashing Blue indicates active data transfer on Next G™ network.
	Roaming:	Steady Red indicates roaming. Flashing Red indicates active data transfer on a roaming network.

PRODUCT	STATUS	LIGHT INDICATION
WIRELESS BROADBAND 7.2 HOME NETWORK GATEWAY NETCOMM 3G9WB	Power:	Green when power is on.
	LAN 1–4:	Steady Green when device connected to the associated port. Flashing Green when data is being sent or received.
	Wi-Fi:	Steady Green when wireless is enabled. Flashing Green when data is being sent or received.
	Internet:	Flashing Green when connected to the internet.
	3G/2G:	Steady Green when connected to the 2G/3G network.
	Signal Strength:	Indicates whether you have a strong (high) or weak (low) signal.
WIRELESS BROADBAND MOBILE CARD OPTION GTMAX	Searching for signal/Weak signal:	Flashing Purple.
	Successful initialisation and enough signal to link:	2 quick Blue flashes followed by a pause.
	Sending/ Receiving data:	4 quick Blue flashes followed by a pause.
WIRELESS BROADBAND MOBILE CARD SIERRA WIRELESS AC875	Power:	Flashing Green when connected to the internet.
	2G/3G:	Amber when a network has been detected and is ready to connect. Steady Blue when connected.
	Roaming:	Off when connected to the BigPond network. Amber when connected to another network via International Roaming.

LOOKING AFTER YOUR EMAIL
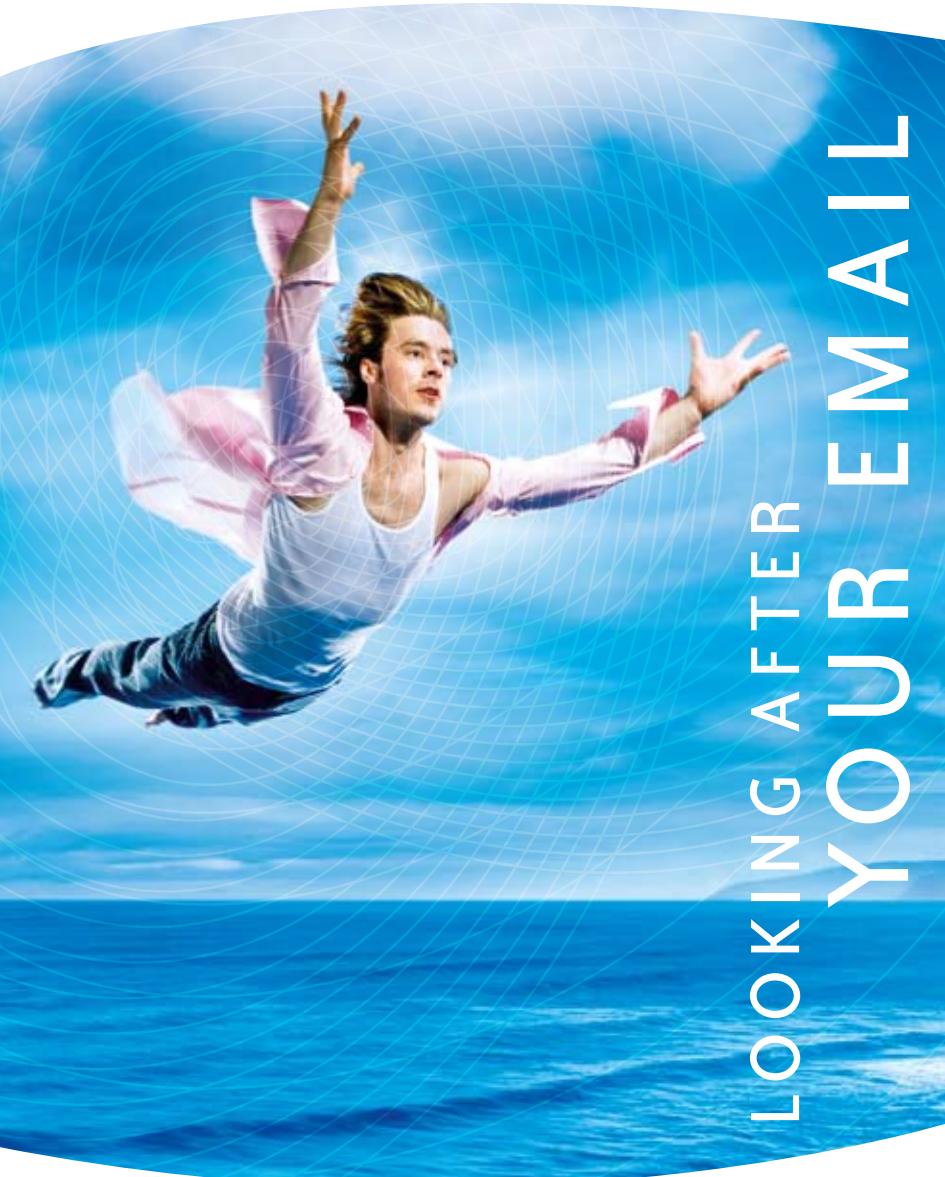
CAN YOU IMAGINE LIFE WITHOUT EMAIL?
SO HERE'S HOW TO GET YOURS REALLY FIRING.

YOUR BIGPOND EMAIL ADDRESS

Every BigPond Member gets an email address. If you're new to BigPond Broadband, it will be your username with @bigpond.com on the end. So if your username is john1975, your email address will be john1975@bigpond.com

ABOUT THE NEW BIGPOND WEBMAIL - MYINBOX

When you join BigPond, you automatically get access to MyInbox – the new BigPond WebMail service. You can use MyInbox from anywhere that you have internet access. Just go to bigpond.com and log in with your BigPond email address (e.g. username@bigpond.com – see above) or username, along with your BigPond password. Use the member login tile on the BigPond homepage and select webmail to start using email, online contacts and calendar plus 1GB of storage.

HOW TO SET UP YOUR MAILBOX

If you like using an email client application (Outlook, Outlook Express, Windows Mail or Apple Mail) on your computer, you can set it up to fetch all your BigPond mail for you. You'll find step-by-step guides to doing this at bigpond.com/help/email/default.asp

Of course, if you follow all the steps on your self-install CD, it will set up your email automatically.

MYCONNECT™ AND BIGPOND'S EXTRA MAIL SERVICES

There's more to BigPond mail than, well, mail. Welcome to the next generation of webmail and mobile messaging: MyConnect™. Now you can access your email, messages, contacts and calendars online or from your compatible Telstra Next G™ mobile. MyConnect™ comprises 3 services – MyInbox, MyEmail and MySync – giving you the flexibility to stay in touch and keep important information on your mobile safe no matter what you're doing or where you have access to the internet and Next G™ mobile coverage.

Additional mailboxes and Premium mail provide you with extra tools to make sure that you have the mail services that match your needs.

MYINBOX – YOUR ONLINE, EMAIL AND MOBILE MESSAGING CENTRE

Combine your email and mobile communications in one inbox – anywhere you use the internet[1]. Just link your Telstra mobile to MyInbox to send SMS/MMS, receive calendar notifications and access your mobile voice and video mail in one inbox[2].

MYEMAIL – EMAIL ON YOUR MOBILE

Stay in touch with email on your compatible Telstra Next G™ mobile[3]. You can access your BigPond email, Windows Live™ Hotmail and Yahoo7! Mail, or just about any ISP email on your compatible Telstra Next G™ mobile, and importantly, you will not be charged data fees, no matter how often you check your mail[4] – all for a flat monthly fee. To find out more and if your mobile phone is compatible visit www.telstra.com/myemail

MYSYNC – BACKUP YOUR MOBILE CONTACTS

An automatic mobile phone service which enables you to back-up information on your compatible Telstra Next G™/3G mobile phone to a secure Telstra server and synchronise this information with MyInbox[5] – all for a flat monthly fee. This way you will not lose this valuable information if you lose, break or upgrade your mobile phone. To find out more and if your mobile phone is compatible visit www.telstra.com/mysync

1 No additional access/subscription charges apply to MyInbox. Use of the service may affect your monthly usage total.
2 Charges apply for sending SMS/MMS, accessing unread voicemail/videomail, and for using calendar notification alerts.
3 Where you have Next G™ coverage.
4 Applies to set up and use in Australia. Overseas set up and use will attract international data charges.
5 Handset information only. No SIM card information is synched. Your mobile must be switched on and you must have Next G™ mobile coverage for syncing to occur. For Motorola V9 and V3XX phones, you must accept an automatically generated message for synching to occur.

ADDITIONAL MAILBOXES

Additional Mailboxes are ideal when one email address just isn't enough. Your BigPond connection may need to serve a whole family, each clamouring for the privacy of their own mailbox and login. Or you might run a small business and need mailboxes for your staff.

PREMIUM MAIL

BigPond Premium Mail is an exciting service designed for business people on the move. It combines the freedom of WebMail with the various organisational tools of Microsoft Outlook 2003, so that you can manage your email, appointments, contacts and calendar from anywhere with web access. You can use the service with your desktop computer, laptop, or any other web-enabled device such as a suitable PDA, mobile phone or other handheld unit. Better still, you can automatically synchronise the data on your eligible devices with the data held online by the service. Now that's a mobile office!

LOOKING AFTER
YOUR SECURITY

AS LONG AS YOU'RE CONNECTED TO THE INTERNET,
THE INTERNET IS CONNECTED TO YOU.

WHY SECURITY MATTERS SO MUCH

The internet is an amazing window to the world. So, while security issues shouldn't stop you enjoying the view, leaving your window wide open isn't the best precaution.

Online crime ranges from petty vandalism to outright theft. Even an annoying email worm virus can cause you headaches and potentially lead to additional excess usage charges until you get rid of it.

WHAT TO WATCH OUT FOR

Online criminals and vandals have come up with several ways to spoil everyone else's internet experience. No doubt they'll come up with more. But we keep a sharp lookout – and we offer plenty of advice and services to help you protect yourself. So don't let this rogues gallery freak you out. It's just important that you're aware of the risks.

NON-GENUINE WEBSITES

Some criminals create authentic looking websites that appear to offer legitimate goods and services. (This is sometimes known as phishing.) However, these sites are simply designed to steal credit card and email details, with no intention of providing what you pay for.

HOAX EMAILS

Web criminals have also been known to circulate emails that appear to come from a legitimate company. Using a variety of (false) reasons, these criminals often ask you to confirm your account details, passwords and so on by either return email or via a web page.

It is highly unlikely that a company would ever need you to confirm your confidential information – and certainly not over the internet. These scams are usually a way of gathering confidential information from unwary web users. BigPond never asks members to email us their personal details, or click through to a website to confirm any of their account details.

HACKERS

Hackers try to use their computer skills and special software to gain unauthorised access to your computer. If they do get past your security systems, they can do whatever they like. This can include stealing files, personal information and financial records, gaining access to your BigPond service, or simply destroying your computer. The effects can be devastating, time-consuming and expensive.

SPAM

Spam is simply unsolicited electronic mail. Sending spam is now illegal in many countries (including Australia), and is specifically banned by many more ISPs (including BigPond). It's annoying, time-consuming, often offensive, and it wastes your usage allowance.

Our recommendation is that you never reply to spam, even if the message offers you an opt-out link. Feedback simply lets the spammer know that your address is valid, so they will continue sending you their junk and selling your address to others.

WORMS AND OTHER VIRUSES

Viruses are software applications that infect computers. They can be written to perform almost any function once they've gained access to your system. Worms are viruses that spread themselves across a network – they're very common as email-borne viruses.

Once installed, a worm can steal addresses from your contacts lists and spread itself to your friends' and colleagues' computers. Along with the inconvenience and embarrassment, all those emails can generate high levels of excess usage on your account.

TROJANS AND SPYWARE

A trojan is a piece of software that usually hides within a legitimate looking application or utility to gain entry into your computer system. Once you install the host software, the trojan can launch itself and go to work. Trojans might do any of the things that a human hacker would – or they may simply provide a hacker with a means of easy access.

Spyware is similar to a trojan, although usually less damaging. It will install itself on your system and send reports on your computer activity back to its host.

Either kind of infection has the potential to generate huge levels of excess usage on your BigPond account, either by uploading your data to the thieves or by using your computer as a server for ongoing illegal activity.

HOW TO PROTECT YOURSELF

That's quite a range of internet security threats. Don't let them scare you though. Take these sensible precautions and the chances are you'll never encounter a problem more serious than having to delete a doubtful email. But whatever you do, do something.

INSTALL FIREWALL SOFTWARE

A properly configured and up-to-date firewall will help protect your computer from hackers, trojans, spyware, usage theft and other threats. BigPond Security provides firewall protection and more. You can find out more under BigPond Security on page 14, or by visiting bigpond.com/security

KEEP YOUR BIGPOND PASSWORD SECRET

It is like a cash machine PIN for your internet access and account details. For added security, you should change to a new password every month or so. It's easy to do. Just check the FAQ section on your self-install CD or Connection Manager, or visit bigpond.com/help for more info.

INSTALL ANTIVIRUS SOFTWARE

You can use anti-virus software to scan disks, downloads, compressed files, etc, helping keep your computer's information safe from interference. BigPond Security provides anti-virus software to protect your BigPond email address and your computer. You can find out more under 'BigPond Security' on page 14, or by visiting bigpond.com/security

DON'T PROVIDE YOUR DETAILS

Be careful not to provide your details – personal, financial, email or otherwise – across the internet unless you know and trust the people or company involved.

NEVER GIVE YOUR EMAIL ADDRESS

Do not give your email address in a public forum such as a chat room or newsgroup. Spammers and other internet criminals constantly scan these sites and harvest valid email addresses.

ALWAYS LOOK FOR THE CLOSED LOCK SECURE LINK ICON

Look for the Secure Link icon and an http:// URL in your browser window before you provide details on a web site. The Secure Link icon is usually found in the bottom right-hand corner of your browser. Never ever provide your details over a non-secure web link.

DON'T TRUST EMAIL ATTACHMENTS FROM SENDERS YOU DON'T KNOW

If you don't know the sender, delete any emails containing attachments immediately. And even if you do trust the sender, copy any attachments to your desktop so that your anti-virus software can check them first.

CONSIDER A CONTENT FILTER

A content filter is a great way of blocking access to unsuitable sites and their content. Content filters can help parents block known problem sites and filter websites for inappropriate language, images and topics – all depending on their child's age group. With BigPond Security's content filter, you can even tailor protection for your family and your PC using pre-set filters and flexible controls. Check out 'BigPond Security' on page 14 or visit bigpond.com/security

MONITOR YOUR USAGE

If you see an unexpected jump in your monthly usage, it may give you an early indication that something is amiss. Remember that under Our Customer Terms, you are responsible for protecting your BigPond account and paying for any usage accrued on it. (See the next section of this guide.)

NETWORK SECURITY

BigPond provides some network-level services to help protect you and your computer. These include:

NETWORK SPAM FILTER

Our mail servers will automatically block incoming email from known spam senders. This coarse filter stops obvious spam from clogging our systems and provides you with some relief from annoying or offensive email.

NETWORK EMAIL VIRUS FILTER

We also automatically scan incoming emails for the most prevalent email-borne viruses – and reject them before they reach our server. You should note that this filter only scans for the most prevalent viruses. Older, newer and less common viruses may not be detected.

BIGPOND SECURITY

BigPond Security contains a comprehensive bundle of security products to help protect your family or office PC from inappropriate content, spam, viruses, and phishing attacks. Our security pack comes with automatic updates and a 24-hour helpdesk.

Also, BigPond Security provides you with a choice of single licence and multi-licence options. A multi-licence option helps to protect up to three computers and up to three BigPond email addresses against major security threats, all at once. Single or multi-licence – the choice is yours.

Here's how they work:

CONTENT FILTER – PARENTAL CONTROLS Allows you to set time limits on your children's internet usage, monitors the sites they visit and provides you with reports of their browsing history.

BIGPOND DESKTOP ANTIVIRUS Helps check downloads, compressed attachments, web content, disks and external drives for potential threats.

EMAIL SPAM FILTER Helps stop spam before it hits your inbox.

ANTI-PHISHING Alerts you when you go to most scam websites which may attempt to steal passwords or other personal information.

ANTI-SPYWARE Helps stop people collecting information about your online surfing habits, password and bank details.

PRIVACY PROTECTION Helps stop unwanted messages such as pop-ups and annoying ads.

PERSONAL FIREWALL Helps protect against theft of your personal details, passwords or files by preventing unauthorised access to your computers.

EMAIL VIRUS FILTER Helps reject contaminated emails and files, monitors websites for potential threats and more.

BIGPOND DESKTOP ANTIVIRUS Helps check shared files, downloads, compressed attachments, web content, disks and external drives for the viruses that aren't spread by email.

24/7 TECHNICAL SUPPORT No matter what time of the day or night you need help, we're only a phone call away.

WANT TO KNOW MORE?

You can find more security information at bigpond.com/help. Clicking the security link will lead you to a wealth of information about threats and protection.
To subscribe to BigPond Security, visit bigpond.com/security

WHAT IS USAGE ANYWAY?

Usage is simply the amount of data that flows between your computer and the internet. It includes everything from the tiny signal that travels from your mouse to a link on a website in the U.S. to the streaming movie promo that you watch as a result.

Here's a rough guide to how usage can get generated:

HTML email 0.025MB
Email attachment (.doc file) 0.5MB*
Web page 0.05MB
MP3 music file 4MB
Movie trailer 30MB
Online game play .... 16MB per hr
Streaming video^ .... 24MB per hr

Please note that these figures are just a guide.

*Email attachments can vary enormously, and could be up to 5MB each – if not more.

^Streaming media usage varies with the speed. The more kilobytes per second, the more megabytes per hour.

Remember, usage accrues for uploads (data you send) as well as downloads (data you receive). Downloading occurs every time you access the internet in any way – whether you're browsing websites, checking the local news, or visiting a chat site.

So almost any time you spend online will incur usage. The only exception we can think of is when most BigPond Broadband Members visit the BigPond site or view content on our exclusive unmetered channels. You'll find more about those under Extra Stuff, later in this guide.

HOW (AND WHY) TO MONITOR YOUR USAGE

Moving data back and forth over the internet costs money. That's why we allow a certain amount of monthly usage in proportion to your plan fee. Your BigPond Broadband monthly access fee won't be affected if you exceed this amount, but (depending on what plan you

are on) we may charge additional usage fees for the extra megabytes used. If you are on a BigPond Liberty® plan, you will not be charged additional usage fees, but speeds will be slowed to 64kbps once you reach 5GB on the BigPond Liberty® 5GB plan and 10GB on the BigPond Liberty® 10GB plan, until the end of your billing period.

So monitoring your estimated usage is a great idea. It might even help you spot a virus infection before it gets out of hand (see the Security section earlier).

Now, it's almost impossible to keep a running total of your usage in your head. But we do provide a couple of tools to help make monitoring your usage easy.

USAGE NOTICE EMAILS

The simplest way to track your usage is through the email notices that we send to your BigPond Broadband email address when your estimated usage hits 50%, 75%, 100%, 125%, 175% and 250% of your monthly allowance. On BigPond Liberty® plans, we send emails when your estimated usage hits 50% and 80%.

These email reminders are one very good reason why you need to check your BigPond Broadband email address every day (either directly or with Email Forwarding). If you get a 50% alert and it's only the 5th of the month, for example, you may have a problem. You can use the warning to limit your usage and think about changing plans – or disconnect your mobile card or modem and start looking for a virus.

To ensure you are receiving your usage notifications to help you monitor your usage, you can have your BigPond Broadband email inbox automatically forwarded to an email address that you may check more regularly. For more information on Email Forwarding see MyInbox on page 6.

BROADBAND USAGE MONITOR

An easy, online way to check your current estimated account usage is with our Broadband Usage Meter – found under My BigPond at bigpond.com

However, you shouldn't rely solely on the usage meter for an accurate record of your actual usage. Despite our best efforts, it may not be accurate all the time.

You can also use the Usage Meter to compare your historical monthly and daily usage for the past 6 months. Just note that these historical records are only updated monthly, so you should never use them to check your current usage.

USAGE TRAPS AND HOW TO AVOID THEM

When you have a high-speed broadband account, usage can build up very quickly. It's worth making sure each user on your account knows what causes usage – and how to avoid the traps that can lead to an unpleasant excess usage surprise.

You should also be aware just what your operating system and other software might do automatically. Windows XP, for example, is designed to check for updates on a regular basis – then download them without asking you. (And recent updates have been more than 150MB.) You may want to check your software user guides, and see how to turn this automatic feature off.

DIY EXCESS USAGE

You can generate high usage yourself, if you enjoy a lot of:

• online game play
• streaming video and audio
• file sharing (see next page)
• downloading large files
• general web browsing on a low-usage plan
• sending and receiving large emails

If any of these things are causing you additional usage charges, then you may wish to change to a plan that lets you do the things you enjoy. Choosing a new plan is easy. See the next section of this guide for details.

SNEAKY EXCESS USAGE

Some usage accrues when you least expect it. This can include:
• push advertising
• files from mail, newsgroup and chat sites
• using download managers
• straying out of a BigPond unmetered web channel (by clicking on a link, for example). Mostly, you can avoid this kind of excess usage by closing your web browser when you don't need it.

'OTHER' EXCESS USAGE

Unfortunately, people have devised a number of ways to waste and/or steal your usage:

• file sharing programs
• viruses
• online crime

File sharing programs can turn your computer into a server for other file sharers to access. And every time a file sharer gets a file from your computer, you incur usage for the upload.

Some file sharing programs will keep serving up data even after you think they've closed. Others will turn your computer into a kind of file serving search engine. And still others will install spyware that uploads reports on your web browsing habits.

As discussed in the Security section earlier, viruses or online crime could use up your entire usage allowance within hours.

To avoid this occurring – install security software such as BigPond Security Solutions.

POND POINTS

• USAGE MONITORING DOES MORE THAN HELP YOU ADD UP MEGABYTES (OR MINUTES). A MYSTERIOUS USAGE INCREASE COULD BE YOUR FIRST CLUE TO AN INTRUSION OR ABUSE. SPOTTING IT EARLY COULD SAVE YOU A FORTUNE (AND ALL YOUR PERSONAL DATA).

• DON'T WAIT FOR A CRISIS TO START LEARNING ABOUT USAGE. THERE'S AN EXCELLENT TUTORIAL, PLUS FAQS, TIPS AND INFO IN OUR HELP CENTRE 'SETTINGS' SECTION. VISIT WWW.BIGPOND.COM/HELP/SETTINGS/MANAGEMYUSAGE

LOOKING AFTER YOUR BIGPOND ACCOUNT

MANAGING YOUR BIGPOND ACCOUNT IS EASY AND FLEXIBLE. AND THE KEY TO IT ALL IS THE MY BIGPOND PART OF BIGPOND.COM

MANAGING YOUR MEMBERSHIP

My BigPond gives you secure web access to almost all your account details so you can log in and make changes whenever it suits you. For example, you can:

• update your records and contact details
• manage your BigPond Additional Services (see More Stuff on page 51)
• manage your BigPond email subscriptions (see Extra Stuff on page 46)

You can also change some things quickly and easily.

CHANGE YOUR PLAN

If you find your BigPond plan isn't working for you, just switch to a different one. It's the easy way to avoid unnecessary usage charges, and get the best value from your BigPond Membership. (Some plans may be excluded. You can check for the latest information on the Change My Plan page under My BigPond, at bigpond.com)

There are no switching charges or other administration fees involved – unless you joined BigPond through a special offer that precludes changing to certain plans. And you can switch plans as often as once per billing period.

You even have a choice of when your new plan will take effect. If you want to change right away, your new plan can take effect from midnight that day. You can also choose to change from the first of the next month, to make managing your bills simpler. Or you can specify a date in the near future – say the first day of the school holidays – and have your new plan kick in then.

CHANGE YOUR PASSWORD

Changing your password isn't only simple, it's also a good idea. For security reasons, you should change your password every couple of months or so. Your password can't be more than 8 characters long and there are a few words and keyboard symbols that you can't use. You'll find all the guidelines on the Change My Password screen at My BigPond.

IF YOU HAVE BIGPOND WIRELESS BROADBAND

Remember to open the BigPond Wireless Broadband Connection Manager on your desktop, and update your password details before you next connect to the internet. You'll also need to update your email client (e.g. Outlook Express) login information. Check the FAQ section of the bigpond.com Help Centre for detailed instructions.

MANAGING ADDITIONAL MAILBOXES

Our broadband plans allow you to have additional mailboxes on your account. Additional mailboxes mean you can create separate email addresses to help you manage incoming emails, or to give other people in your household or business their own email addresses.

If you're the Primary User (the owner) of the BigPond account, you can add, remove and update details for any of the additional mailboxes you create. Just log into My BigPond and go to My Email to make the changes. Your additional mailbox owners can also log into My BigPond using their username and password, and then update their own details if they wish. However, they don't get to add or delete themselves (or any of your other mailboxes).

YOUR BIGPOND BILL

We give you a couple of handy options for managing your BigPond charges, so you can choose the one that works best for you. You can choose to receive your BigPond bill separately or with your other Telstra services in one bill.

BIGPOND BILL

If you choose BigPond bill, your BigPond charges come on their own statement (separate from any other Telstra products you may have), and you can choose to receive it as a paper bill in the post, or as an electronic bill via email (we call this an ebill).

If you choose a paper bill, you can pay using:

• BPAY

• Credit card when you log in to My BigPond (bigpond.com/mybigpond)

• Credit card over the phone, or

• Cheque or money order

  (BigPond EasyPay Automatic is not available if you chose BigPond paper bill.)

If you'd rather receive an ebill, you can pay using:

• BigPond EasyPay Automatic (we used to call this direct debit to credit card.)

• BPAY

• Credit card when you log in to My BigPond (bigpond.com/mybigpond)

• Credit card over the phone, or

• Cheque or money order

TELSTRA BILL

If you choose Telstra Bill, your BigPond charges are combined into one bill, along with your other Telstra products and services. You can receive this by post, or sign up for Online Billing at telstra.com/myaccount

You can pay your Telstra Bill by using:

- BPAY

- Telstra EasyPay (direct debit)

- Credit card over the phone on 1300 369 666 or by internet (visit telstra.com/myaccount)

- Postbillpay – by cash, cheque or credit card, in person at any post office, via the Postbillpay Home Page (postbillpay.com.au) or over the phone on 13 18 16.

- Posting a payment slip with your cheque made payable to Telstra. There's a re-usable envelope provided with your bill, or you address your own to GPO Box 9901, Melbourne VIC 3001.

- The Service ATM at any Coles Supermarket.

- Cash, cheque or credit card in person at any Telstra Shop in person by cash, cheque or credit card.

If you ever want to check or change your billing option, or activate BigPond EasyPay Automatic, just visit the My Bill section when you log in to My BigPond.

POND POINTS

- USE MY BIGPOND TO GET THE BEST OUT OF YOUR BIGPOND MEMBERSHIP. IT'S THE EASY WAY TO CHOOSE THE BEST VALUE PLAN, ADD ADDITIONAL SERVICES, UPDATE YOUR DETAILS AND SO MUCH MORE.

LOOKING AFTER
YOUR CONNECTION

COMPUTERS AREN'T HUMAN – THEY JUST LIKE TO ACT THAT WAY SOMETIMES. SO HERE'S WHAT TO DO IF THINGS DON'T GO TO PLAN.

TROUBLESHOOTING TIPS

Let's start with the IT professionals' secret. The technical term is "cycling the equipment". It sounds very NASA but, for the rest of us, it just means turn it off, count to 5, then turn it on again. You'll be amazed how many irrational computer problems this can fix.

Where possible, try to follow the correct procedure for powering down your computer, modem or other equipment. And don't lose your cool. The power switch is there to restore your power, as well as your computer's.

The other major check is your set up. Carefully check that every plug and wire is in the right place, the right way round, and is switched on.

TROUBLE WITH YOUR BIGPOND WIRELESS BROADBAND MOBILE CARD OR HOME NETWORK GATEWAY?

Similarly, if you're having trouble with your mobile card or modem, see what the indicator lights are telling you. (See pages 3–4 of this guide.)

TROUBLE WITH YOUR SERVICE?

Sometimes our services do go down – but it's a fairly rare event and it's becoming rarer. You should only suspect a service failure if your service has worked in the past (i.e. it's not a new connection).

If you can get online, check our Service Status pages at bigpond.com/help/servicestatus. If not, rest assured that we'll be moving heaven and earth to remedy any problems at our end. So bear with us, and try your connection again in an hour or so.

TROUBLE WITH YOUR CONNECTION SPEED?

Your service speed is subject to a number of factors, including the capacity and popularity of websites, your computer/device configuration, your distance from the cell, local conditions, hardware and software, network congestion and your plan's maximum speed. But if you find that your broadband speeds aren't speeding, it may be that your computer is trying to do too much at once. Shut down any applications that you're not using, so that the computer can process internet data more efficiently.

If the problem is persistent, we can help with a number of checks for your system setup under BigPond Settings in the BigPond Help Centre.

WHERE TO FIND HELP

You can find detailed help:

• In the Troubleshooting FAQ sections starting on page 32.
• On your BigPond Installation CD (for devices that have an Installation CD).
• In the BigPond Help Centre's FAQs, tutorials, configuration guides and more.

Just visit bigpond.com/help to find what you need. It's a great resource. And with searchable access to over 1,000 useful answers, all you need to do is ask the question.

WHERE TO GET EVEN MORE HELP

BIGPOND PREMIUM SUPPORT

BigPond Premium Support can provide you with expert assistance for Home Network and computer-related problems that fall outside the specialised scope of our free Technical Support services.

Premium Support is provided by our partner, gizmo™[1], an Australian company that provides expert in-home or phone technical support for a wide range of technologies used in the home. They can provide support for home networks, setting up a new home network and other computer related issues. Plus they guarantee on-site services for 30days[1] for your peace of mind. Check my.bigpond.com/pond/premium-support for more details.

1. Refer to http://www.gizmo.com.au/legal.html for full terms and conditions.

POND POINTS

- WE CAN'T GIVE YOU A FINER PROBLEM-SOLVING TIP THAN 'TRY TURNING IT OFF, THEN BACK ON AGAIN'. THAT, AND 'DON'T LOSE YOUR COOL'. IT'S ONLY A COMPUTER, AFTER ALL.

TROUBLESHOOTING FAQs
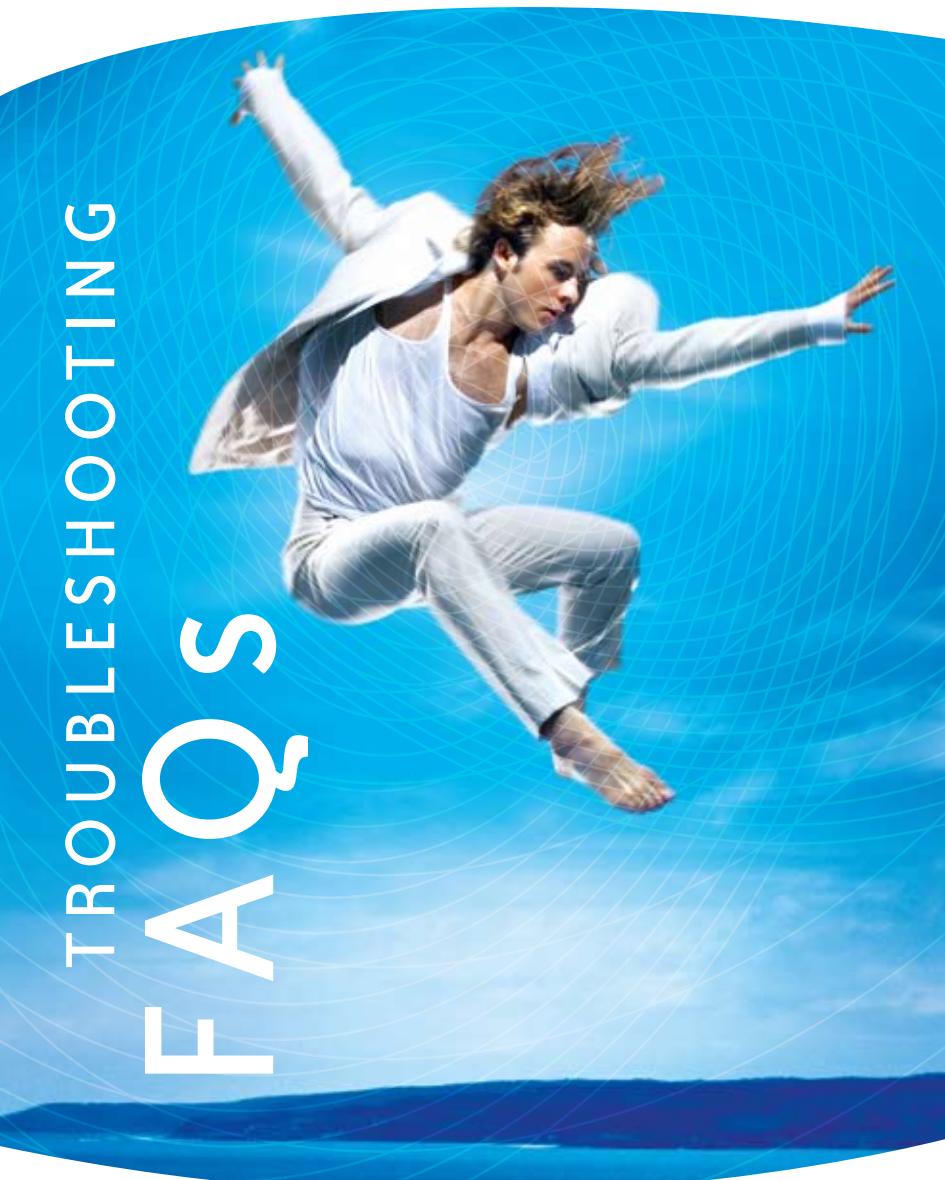
OH NO – WE HOPED YOU WOULDN'T NEED THIS SECTION. BUT NOW THAT YOU'RE HERE, LET'S TRY AND RESOLVE YOUR PROBLEM AS QUICKLY AS POSSIBLE.

WHAT'S HERE

This FAQs section is a limited help and troubleshooting guide, designed to give you quick answers within the space limitations of this guide. It's divided into:

• General Broadband FAQs

• BigPond Wireless Broadband FAQs

We've included far more detail for most of the issues here in the FAQ section on bigpond.com/help and on your BigPond Installation CD (for devices that have an Installation CD).

If you still can't resolve your problems, you can contact us at the numbers below and we will be happy to help:

TECHNICAL SUPPORT

bigpond.com/help
133 933
(24 hours, 7 days)

BILLING AND ACCOUNT INFORMATION

bigpond.com/mybigpond
13POND (13 7663) Select Option 3
(8am to 9.30pm EST Monday to Friday)
(8am to 8pm EST Saturday to Sunday)

GENERAL BROADBAND FAQS

1. BIGPOND SUPPORT BOUNDARIES

With all the choices available to computer users, it's essential for BigPond to focus its support resources on the most popular systems and the hardware that we provide. If we tried to cover everything, we just couldn't provide comprehensive support in any specific area. So, for wireless broadband, our support boundaries cover the

mobile card or modem and software that we specify in our installation kits, and the BigPond Broadband network itself.

For a complete and updated list of BigPond's support boundaries, please check the following web page:

BigPond Wireless Broadband:
bigpond.com/internet-plans/broadband/wirelessbroadband/sysreq

2. WHAT EMAIL/NEWS SETTINGS DO I USE?

If you're using an email client application like Outlook Express, you'll need to configure it to access your BigPond service. This will mean entering your username plus your password and our server details. The server details you'll need for BigPond Broadband are:

• POP3 Mail Server (Incoming Mail): mail.bigpond.com
• SMTP Mail Server (Outgoing Mail): mail.bigpond.com
• NNTP Server (News): news.bigpond.com

Configuring your mail program and creating a new account or profile is fairly easy, and your software will help you. If you're unsure though, the FAQ section of bigpond.com contains step-by-step instructions for creating new email and newsgroup profiles (or Accounts) in Outlook Express for Windows.

If you are using Outlook as your email client, you may not be able to read the service emails (usage notifications) we are sending you because the images are not being downloaded. You may have to turn your automatic downloading of images function on. For help in doing this and more tips when using Outlook visit our FAQ page on bigpond.com and search for Outlook user tips.

BIGPOND WIRELESS BROADBAND FAQS

1. HOW DOES BIGPOND WIRELESS BROADBAND WORK?

BigPond Wireless Broadband delivers data over the Telstra Next G™ national wireless network at broadband speeds, wherever there is Next G™ network coverage. Coverage depends in part on where you are, what particular device you are using and whether your device has an external antenna.

The BigPond 3.6 and 7.2 wireless devices use a third generation (3G) mobile technology called High Speed Downlink Packet Access (HSDPA) to deliver high-speed wireless downlink speeds.

BigPond's 7.2 Mobile Cards and 7.2 Home Network Gateway also use a 3G technology called High Speed Uplink Packet Access (HSUPA) to deliver even faster uplink speeds.

BigPond's 21 USB Mobile Card uses a 3G technology called High Speed Packet Access Plus, also known as Evolved HSPA, which is the next step beyond HSPA and provides improved peak network data speeds, as well as increased network capacity. The initial release of HSPA+ introduces a number of additional features, the most noticeable being the higher theoretical peak network downlink speeds of up to 21 Mbps. Actual customer speeds are less than 21Mbps. In selected CBD, metro and regional areas which have been upgraded, typical customer download speeds are 550kbps to 8Mbps.*

BigPond's 21 USB Mobile Card delivers higher peak and average data rates, lower latency, better response times and an enhanced instant-on experience compared to the current generation of mobile networks. In short, it's a whole lot faster.

* Speeds vary due to factors such as distance from the cell, local conditions, user numbers, hardware, software, download source and other factors.

2. WHAT IS THE BIGPOND WIRELESS BROADBAND COVERAGE AREA?

BigPond Wireless Broadband coverage is available in many places across Australia, including all capital cities. You can check the wireless broadband coverage maps at bigpond.com/internet-plans/broadband/availability/default.asp

3. SO WHY CAN'T I GET COVERAGE AT MY PLACE?

As with any radio or mobile phone coverage network, dropouts are possible with wireless broadband. And there are places inside the marked coverage areas where a signal just can't reach.

For example, reception may not be possible in basements, lifts, underground car parks and large buildings. Mountains and tunnels can also block the signal.

Other factors that can affect signal quality include:

• Mobility – being stationary is usually better than being in transit.
• Interference – to reduce interference, we recommend that you do not place your mobile card or modem within 15cm of an active WLAN device.
• Base station confusion. For best performance, one base station should be dominant. In some tall buildings, the service can be degraded because too many base stations are available, even though the received signal strength is good.
• Distance from the serving base station.
• Different applications and operating systems.
• The number of users sharing a base station.

4. WHAT HAPPENS IF I LEAVE WIRELESS BROADBAND COVERAGE?

You can only access the wireless broadband service in the Next G™ network coverage area. Your wireless broadband connection will be disconnected if you move outside the Next G™ network coverage area or if you are not able to access the Next G™ network within a coverage area.

5. HOW DO I USE MY BIGPOND WIRELESS BROADBAND MOBILE CARD OVERSEAS?

There are a few simple steps you need to take to set up your BigPond Wireless Broadband service for International Roaming.

CHECK AVAILABILITY:

International Roaming may not be available in all countries or for all devices.

UPDATE YOUR CONNECTION MANAGER SOFTWARE:

Make sure you're running the latest BigPond Connection Manager software before you leave, as the latest versions contain special features for international travellers.

In the BigPond Connection Manager, choose Tools, check for updates to find out if an update is available. Or, check my.bigpond.com/help/downloads/default.jsp

BEFORE YOU LEAVE

You must activate International Roaming on your wireless broadband service by either:

- Logging in to bigpond.com/mybigpond/default.asp and choosing Manage My Account, My Plan, International Roaming
- Calling BigPond on 13POND (from within Australia 13 7663) or +61 2 9242 1238 from outside Australia (international calling rates apply)

Because it can take up to 24 hours for International Roaming to become active, we recommend turning it on at least 24 hours before you leave Australia.

WHEN YOU ARRIVE

When you arrive in a country where international roaming is available, connect using the BigPond Wireless Broadband Connection Manager in the normal way.

We recommend you let the Connection Manager find the best international mobile network for you, but you can manually select an international mobile network via the Connection Manager if you need to. Check Help in your Connection Manager for details.

ADDITIONAL INFORMATION

- Please note that BigPond's range of sites are only unmetered within Australia, so any usage overseas will be charged at the standard International Roaming rate.

- You can keep track of your usage while overseas in My BigPond. International Roaming usage will total on a daily and monthly basis, and will display in addition to your plan's standard usage.

- We recommend disabling automatic updates and other usage-intensive applications when you're overseas to avoid high International Roaming usage charges. Many programs like your operating system, entertainment and security software use automatic updates to keep the software up-to-date – sometimes the updates can be quite large and it can happen without you even realising. File sharing programs also use large amounts of usage, so we recommend only using the internet for what you need while you're away.

6. WHAT'S CAUSING MY WIRELESS BROADBAND SESSION TO EXPIRE?

Sessions can expire for a number of reasons:

- Some VPN clients can cause the wireless broadband session to disconnect when the client VPN is shut down.
- An active WLAN or LAN connection can cause conflicts with wireless broadband.

- Placing your BigPond Wireless Broadband Mobile Card or modem within 15cm of an active WLAN device can degrade the sensitivity of the wireless broadband device. We recommend turning off any WLAN device that's in the same computer as an active wireless broadband device.

7. I CAN ONLY GET LOW SIGNAL STRENGTH ON MY WIRELESS BROADBAND DEVICE. WHAT CAN I DO?

Just like when you're trying to get a stronger mobile phone signal, try moving the wireless device (mobile card or modem) and your computer to another location within the coverage area. This might be as simple as moving your laptop from the dining room to the lounge room, where the signal might be stronger.

8. WHAT IS A BIGPOND HOME NETWORK GATEWAY?

A BigPond Home Network Gateway creates a private wireless network (a home Wi-Fi network) in the local area around your home (subject to range). It's quite useful if you have more than one computer[1] in the house. You control who has access to your wireless network, so your neighbours won't be able to use your internet service just because they're in range.

The BigPond 7.2 Home Network Gateway connects to the internet using Telstra's Next G™ national wireless network, which covers 99% of the Australian population.

9. CAN I CONNECT MORE THAN ONE COMPUTER TO MY BROADBAND SERVICE?

If you have the BigPond Home Network Gateway, you can connect more than one computer[1] (wired or wireless) to the gateway. This means multiple users within the home can surf the internet at the same time. The installation CD will guide you through connecting multiple computers to your BigPond Home Network Gateway.

However, due to the wide variety of possible network configurations, BigPond Technical Support is limited to a single stand-alone computer. Our BigPond Premium Support service is a great solution to help you set up your network and answer any of those tricky questions you may come up against.

1 Each computer must meet minimum system requirements. Visit Minimum System Requirements on bigpond.com for more info.

10. IS HOME NETWORKING (IF YOU ARE USING THE BIGPOND HOME NETWORK GATEWAY) SECURE?

During the installation process, the BigPond Self-Install CD takes several steps to automatically secure your home network.

These include:
- Using a unique WPA (Wi-Fi Protected Access) encryption key for your home network connection.
- Making sure that the SSID (Network Name) of your BigPond 7.2 Home Network Gateway is totally unique.
- The BigPond Home Network Gateway uses NAT (Network Address Translation) to stop unauthorised people from connecting to your gateway or computer. However, BigPond highly recommends that you also install firewall software to protect your computer and personal files. You can buy reputable firewall software from your computer retailer, or you can simply subscribe to BigPond Security Solution.
- The NAT feature on the BigPond Home Network Gateway also prevents a number of common hacker attacks, including flooding with invalid data packets.

11. WHAT IS AN ENCRYPTION KEY, AND HOW DOES IT PROTECT MY HOME NETWORK?

Your home network uses radio waves, so it can be vulnerable to eavesdropping. To provide security against eavesdropping, your modem/gateway is configured with an encryption key that it uses to encrypt and decrypt transmitted data.

You can find your WPA key on the Wi-Fi key card that was supplied with your gateway, and also on the label on the bottom of your gateway. You need to enter the WPA key as part of the installation process for your home network gateway.

12. HOW DO I CONFIGURE MY BIGPOND 7.2 HOME NETWORK GATEWAY OR ADD ANOTHER COMPUTER TO MY HOME NETWORK?

The CD in your Self-Install kit has been designed to configure your BigPond Home Network Gateway and your computer automatically.

You can also use your CD when you want to add computers to your home network.

Step 1: Load and run your BigPond self-install CD on the new computer.

Step 2: When provided with the option, choose to add a new computer to your network. Follow the instructions and the CD will configure and add the new computer to your Home Network.

13. IS SOMETHING AFFECTING MY HOME NETWORK RANGE OR RECEPTION?

The radio waves that carry broadband data between your home network gateway and your computer can be affected by the same factors that affect all radio transmissions.

If your home network range is less than you hoped, here's what to check:

- Are there any large metal objects between your modem and computer? (This could be anything from a fridge to cars in your garage, or even reinforcing in your walls or floors/ceilings.)
- Are there high-density walls or floors between your home network gateway and computer?
- Are there sizeable volumes of water between your modem and your computer/s – such as a fish tank, rainwater tank, swimming pool, etc?

- Is there anything close to the computer or modem that could be causing radio interference – such as a TV set, cordless phone, radio, microwave, etc?
- Can you move the home network gateway to a better position, either in a different location, or mounted up high with a bracket?

POND POINTS
- KEEP YOUR ETHERNET LAN CABLE (FOR CUSTOMERS WITH A 7.2 HOME NETWORK GATEWAY).
  IRONICALLY, YOUR ETHERNET LAN CABLE IS A KEY PIECE OF TROUBLESHOOTING EQUIPMENT FOR YOUR HOME NETWORK. SO KEEP IT SAFE FOR THE FUTURE. A WIRED CONNECTION MAKES IT EASY TO TEST WHETHER PROBLEMS ARE IN YOUR NETWORK OR ELSEWHERE … IN FACT, BIGPOND TECHNICAL SUPPORT INSISTS ON IT.

14. WHAT'S UP WITH MY MOBILE CARD OR MODEM?

The lights on your BigPond Broadband Mobile Card can make it easy to identify any problems with your setup or your service. (See pages 3–4 of this guide).

Of course, these tables are only an overview. You'll find more detailed troubleshooting guides for your device – including all the possible light indications and what to do about them – in the Help section at bigpond.com

15. HOW DO I INSTALL MY ZTE 7.2 USB MOBILE CARD OR THE 21 USB MOBILE CARD?

The 7.2 USB Mobile Card (ZTE MF636BP) and the 21 USB Mobile Card (Sierra Wireless USB 306) feature Plug and Play installation. When you first plug the device into a USB port on your computer, your system will automatically detect the new hardware and start the installation process.

Depending on your system configuration, autorun may not function and you may need to perform the following steps:

- Windows users: Open Windows Explorer. The Mobile Card will appear as a drive. Look for a file named "Setup.exe" and double click it to being the installation.

- Mac users: Insert the installation CD and double click on the CD drive icon that appears on your desktop. When the "BigPond Connection Manager" icon appears, click it to begin the installation.

Follow the prompts to complete the installation. Mac users will need to reboot the system.

16. HOW DO I INSTALL MY MOBILE CARD (OTHER THAN ZTE 7.2 USB MOBILE CARD)?

Just take the CD-ROM from the self-install kit and pop it into your computer. The CD will guide you through every step of setting up your new mobile card, internet service and email. It's that simple.

To find out if Mac support is available for the selected device, please check the Minimum Systems Requirements on bigpond.com

17. HOW DO I INSTALL A MEMORY CARD FOR THE 7.2 USB MOBILE CARD (ZTE MF636BP)?

The ZTE MF636BP device has a MicroSD™ card slot where you can insert a MicroSD memory card and use it to store your documents and files. This gives you a useful portable storage device.

Open the MicroSD™ slot on the side of the USB Mobile Card. Carefully insert the card into the slot. Make sure the card is aligned as shown below:


Close the card slot cover. When you plug in the device to your computer, the device will appear as a drive on your system. Use Windows Explorer (Windows customers) or Finder (Mac OS customers) to view the files on the device.

18. HOW DO I INSTALL A MEMORY CARD FOR THE SIERRA WIRELESS 21 USB MOBILE CARD IF REQUIRED?

The 21 USB Mobile Card comes with a 1GB MicroSD memory card, that allows you to store and transfer important data from one computer to another. The MicroSD card will appear as a USB memory drive and you will be able to copy, paste and drag files to and from it.

Inserting a MicroSD card
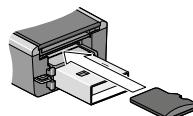
Remove the cap.

Insert the MicroSD card into the lower slot at the end of the modem, as shown in the illustration.

Insert the 21 USB Mobile Card into the computer's USB slot.

Removing a MicroSD card
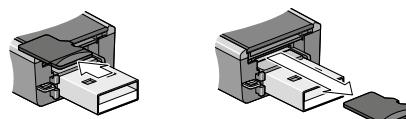
Remove the cap.

Push the MicroSD card in and then release it.

Gently pull the MicroSD card out.

19. HOW CAN COMPUTER POWER-SAVING FUNCTIONS AFFECT MY NETWORK CARD?

If your computer or laptop uses a power-saving mode like Sleep or Hibernate, it may affect the connectivity of your Network Interface Card.

20. WHY DOES INTERNET EXPLORER KEEP SAYING 'PAGE CANNOT BE DISPLAYED' WHEN I'M SURE I'M CONNECTED?

Uh-oh, sounds like a problem with your proxy settings. BigPond doesn't use any proxies, but let's step through the problem properly. First, quit Internet Explorer, then...

Step 1:   Click Start > Run, then type inetwiz into the text box and click OK.

Step 2:   On the first screen that appears, choose the lower option Connect using my local area network (LAN) and click Next.

Step 3:   On the next screen, un-tick all the boxes and then click Next.

Step 4:   Choose No if you're asked to create a Mail or News account, then click Next.

Step 5:   Click Finish, then re-launch Internet Explorer and try it again.

HANDY WIRELESS BROADBAND HINTS AND TIPS

i)   Disconnect LAN or WLAN connections. Multiple connections can cause wireless broadband to disconnect. And some WLAN devices can interfere with your wireless broadband device if they're less than about 15cm apart, so it's safer to just turn them off while you're using wireless broadband.

ii)   Always turn your mobile card on and off correctly. Power up and power down the card by double-clicking on the Connection Manager icon in your system tray and selecting Connect. If you don't, the Connection Manager may not recognise the card. And you should always use the Disconnect and Exit option in the Connection Manager to power off your mobile card before putting your laptop into sleep, suspend or hibernation mode.

iii)   A connection problem quick fix: If you can't connect to the network, try restarting your laptop.

EXTRA STUFF

GET MORE BANG FOR YOUR PLAN. WITH BIGPOND WIRELESS BROADBAND, YOU CAN ENJOY ALL KINDS OF EXTRA BENEFITS.

UNMETERED SITES

In Looking After Your Usage, we explained how your monthly megabytes or hours add up. Now, here's how they don't.

If you're interested in the same things as most other people, chances are you can spend hours online without affecting your usage. BigPond offers most wireless broadband members various unmetered web channels – music, sport, movies, games, BigBlog and lots more – that link to hundreds of BigPond web pages and tons of enjoyment, all without adding one megabyte to your monthly usage.

It means you may be able to downshift to a more cost-effective plan, but still visit all your favourite sites, download hours of multimedia content, and still have usage to spare!

LOVE YOUR MUSIC?

BigPond Music is a leading 24-hour music store. There's a huge collection of contemporary and back catalogue albums and singles for you to choose and download to your personal library, and you can have them added to your BigPond bill. Plus you can enjoy exclusive releases, free trial tracks, music news and videos. BigPond Members receive a discount and downloads from BigPond Music are unmetered for most BigPond Broadband Members, excluding hourly wireless members. So none of them will affect your monthly usage.

Start shopping now at bigpondmusic.com

LOVE YOUR MOVIES?

BigPond Movies delivers entertainment straight to your letterbox. Choose from a huge selection of new releases, kids' movies, classics, comedy, action and more! With over 30,000 titles to choose from, the hardest part is deciding what to watch first! Watch your movies in your own time on your TV. You can keep them as long as you like and never pay a late fee. When you are finished, simply return the DVD in the pre paid envelope and we'll send you another one. There are even discount rates for BigPond Members.

Start the show at bigpond.com/movies

LOVE YOUR GAMES?

BigPond Games is host to Australia's biggest online games community, GameArena. It's a great place to meet (and beat) thousands of people from all over the country. You'll also find it's a great spot to check out what's hot – with access to game news, previews, reviews, tips, cheats, essential downloads and stunning multimedia promos.

Also at BigPond Games, you'll find the BigPond Games Shop where you can buy all the latest and greatest games for your PC. Most games have a free trial so you can check them out before buying them.

If you can't make up your mind, why not try one of our rental plans? This revolutionary service is a brilliant way to enjoy more games for less money. For one low monthly fee you can download and play full versions of over 300 of the greatest games from a wide range of genres. All the downloads are managed for you behind the scenes. And what's more, for most BigPond Broadband Members the games are all unmetered, meaning that downloading and playing them won't affect your monthly usage. On top of that, there is a standard 20% discount on all games for BigPond Broadband Members.

Check it out at bigpondgames.com

LOVE YOUR SPORT?

Us too! At BigPond we believe that weekends were created for one reason – SPORT. That's why we think you'll love our new BigPond Sports Weekend. You can get tons of unbeatable action from the AFL, NRL, V8 Supercars, horse racing and much more . You can watch news, updates and reviews every Saturday and Sunday from 8am to 6pm, all year round. And if that's not enough, we've assembled a crack team of sports experts to give you the inside scoop on Cricket,

AFL, NRL, V8 Supercars, Rugby Union, English Premier League, extreme sports and more.

Phew! You get almost everything but the smell! So whether you've missed a game or a race – or you're just missing the excitement of last season – you can relive the action.

Get ready for the action at bigpond.com/sports

LOVE SHOPPING?

Shopping online has never been so easy. Avoid the queues by shopping securely from the comfort of your home with BigPond Shopping. We offer thousands of products at great prices, delivery direct to your door with full after-sales support. We also bring you extra-special Member Only deals that offer outstanding value. So jump in and bring the fun back to shopping with BigPond Shopping.

Start browsing at shop.bigpond.com

YOUR SECOND LIFE

BigPond has created a beautiful group of islands in the amazing online world of Second Life – one of the world's biggest 3D virtual parties. Dive in and shop, dance, socialise and explore. Life on our islands is unmetered for most BigPond Broadband Members, so now you can immerse yourself in the latest internet phenomenon without usage worries.

Explore new worlds at my.bigpond.com/pond/secondlife

BIGBLOG. LIFE'S BETTER WHEN YOU SHARE IT

BigBlog is a simple to use web log, a little like an online diary. You can write just about anything and get comments back from your readers. You can also post photos, sound and even video. Share images and thoughts with family and friends, or just have your say. Diary, travel log book, random record, personal soapbox... your BigBlog can be whatever you make it.

With BigBlog you can snap and post straight to your blog with an MMS from your Telstra Mobile. You can also use SMS posts to keep your blog up to date, while you are on the go. BigPond's BigBlog is easy to use, easy to access, quick and reliable. Try it out for yourself and get started on a blog today. Just visit bigblog.com.au

NEWS AND UPDATES

If you want to know everything that's happening at BigPond, you need the full version of Ponderings – our monthly e-newsletter. We'll send you this issue automatically, so you can hear announcements about new plans or products as well as essential news like virus alerts, planned outages, etc.

It's a great read, full of useful tips and information that can help you enjoy BigPond even more.

Be first with all the best news from BigPond. Log into My BigPond and choose Manage My Email to subscribe to our e-newsletters.

POND POINTS
• THERE'S LOTS MORE! CHECK OUT THE FULL LIST OF UNMETERED SITES AT BIGPOND.COM/UNMETERED

MORE STUFF

WANT MORE FROM THE INTERNET THAN BROWSING?

Then BigPond's additional services are for you.

PHOTOS@BIGPOND

Just because you have a digital camera doesn't mean you can't cherish a photo album. Photos@BigPond makes it easy for you to upload your favourite digital snaps and get them processed into high-quality colour prints from Fujicolor. And, along with prints, you can turn your digital pics into enlargements, T-shirts, mugs and more.

FAMILY WEB HOSTING

If you have family and friends all over Australia or around the world, Family Website is a great way to share your celebrations with them. The service includes your own site, plus a fun and easy-to-use Website Builder. So you can upload snaps of all your family events, then email everyone with a URL instead of megabytes of images.

BUSINESS WEB HOSTING

Whether you're running your own business or a small company, BigPond can help you make the most of your opportunities on the web. Our web hosting services will help you build your first website, expand into e-commerce, and grow to a full range of online services.

DOMAIN NAME SERVICES

Want to register a domain name of your own? We can help you choose and register a URL like yourbusiness.com.au or yourfamilyname.com.au – so you can enjoy the benefits of having distinctive, easily remembered web and email addresses.

For more information, visit my.bigpond.com/hostingandstorage/domains

Please check bigpond.com for the latest details including charges.

GLOSSARY
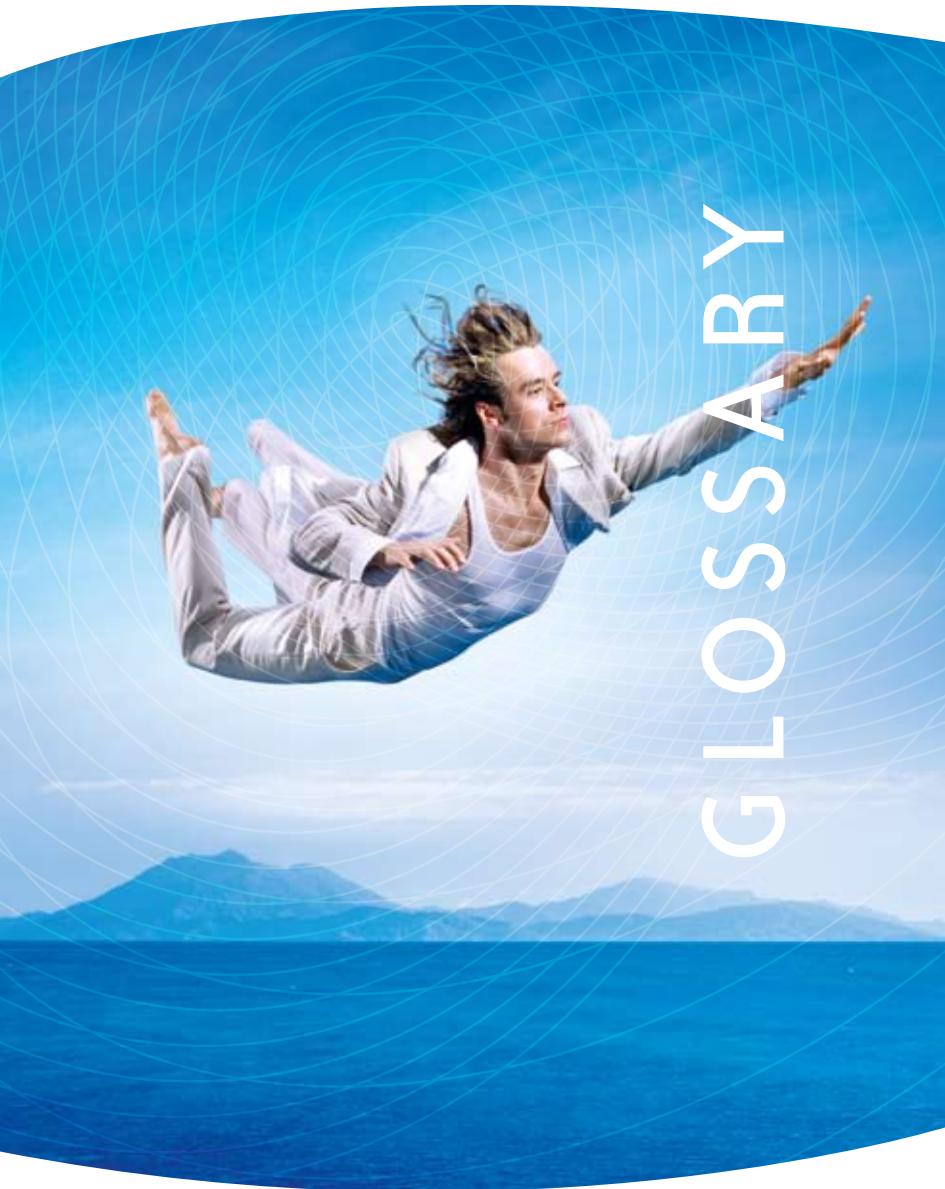
RELAX. YOU DON'T NEED A LANGUAGE DEGREE TO USE THE INTERNET.

BANDWIDTH

Bandwidth is just data capacity. Broadband services can carry huge amounts of data. Low bandwidth or narrowband services, like dial-up, carry far less. Bandwidth is usually expressed in terms of data flow – 256kbps or 512kbps, for example – because it translates into speed when you're surfing the internet

BITS PER SECOND

Most ISPs, including BigPond, rate broadband plan speeds in kilobits per second (e.g. 256/64kbps, 512/128kbps). However most software, including Internet Explorer and Windows, displays download speeds in kiloBYTES per second (kBps). One byte equals eight bits, so typical plan speeds translate as:

PLAN SPEED KILOBITS (Kbps)	KILOBYTES PER SECOND (Kbps)
256	32
512	64
1500	187

BYTES

Bytes are a common unit of computer data measurement, although the base unit is actually a bit. Each bit (short for Binary Digit) is literally a 1 or a 0 in the binary code that makes computing possible. And there are 8 bits in a byte. A kilobyte is generally taken to be 1,000 bytes and a megabyte is generally taken to be a million bytes. (Because of the binary code, all computing is based on the 2 times tables – so they're actually 1,024 and 1,048,56 respectively.)

DIAL-UP

Originally, the internet was available over telephone lines. To access the web, your computer made phone calls, just like the rest of us. It literally dialed our modem's number. Our modem then dialed another modem ... and so on.

DOWNLOAD

Downloads are data that you pull down from the internet into your computer. That data could be anything from a web page to an email to a streaming video file.

ETHERNET

Ethernet is a very common local area network (LAN) technology. In other words, it's a way of connecting computers and computer equipment. Wired ethernet connections usually use RJ45 type connectors like the one illustrated above.

FAQ

Literally Frequently Asked Questions, FAQs are usually the heart of any internet or computer information directory. You'll find very useful FAQs on your BigPond installation CD, and on page 32 of this guide and, best of all, at our Online Help Centre at w

FIREWALL

A Firewall is an application that places a virtual security fence around your computer. As long as it's kept up to date and active, a firewall can stop hackers from accessing your computer, stop trojans from sending data out of your computer, and provide you with a report on any such activity. You'll find more info in the Security section of this guide.

HOME NETWORK GATEWAY

BigPond Wireless Broadband Home Network Gateway creates a private wireless network (a home Wi-Fi network) in the local area around your home (subject to range). It's quite useful if you have more than one computer in the house. You control who has access to your wireless network, so your neighbours won't be able to use your internet service just because they're in range!

UPLOAD

An upload is any data that goes from your computer up to the internet. Usually that means emails that you send. Although, every time you click a button or a link on a web page, or enter characters into a text field, your computer uploads a small amount of data.

USAGE

Your internet usage is the total amount of data that you download and upload. (Please see the download and upload definitions above.)

USB

USB stands for universal serial bus and is a system that lets you plug a huge range of devices (hence universal) into the one plug (that's the serial bus part) on your computer. USB connectors are usually flat, although there is a square model out there as well.

VIRUS

A virus is any application that infects your computer without you knowing – including worm and trojan viruses. There are no good viruses. Even harmless viruses clog up and slow our network. Others can steal from you or destroy the personal data on your computer. To find out more, see the Security section of this guide.

WI-FI

The wireless technology standard from Wi-Fi Alliance with the aim of improving interoperability of wireless local area network products based on the IEEE 802.11 standards. BigPond Home Network Gateways adopt this standard.

WIRELESS BROADBAND

BigPond Wireless Broadband uses the Telstra Wireless Next G™ network to access the internet. There is no physical landline connecting your mobile card or modem and our servers. Wireless broadband combines high speed internet access with incredible freedom. Visit bigpond.com to check where wireless broadband is available.

WPA

WPA stands for Wi-Fi Protected Access (based on a Wi-Fi Alliance group standard). It is a type of encryption key that is used to protect and secure your local Wi-Fi network from eavesdroppers.