

## CRITICAL INFORMATION SUMMARY

BROADBAND  
INTERNET

**100GB**

ADSL PLAN

### INFORMATION ABOUT THE SERVICE OFFER SUMMARY

A standard ADSL Broadband connection with a monthly fee.

#### Bundling Requirements

This offer is unbundled.

#### Hardware and equipment

4 Port Wireless Modem (Included on new 24 month contract term.)

#### Minimum term

ADSL Broadband services are supplied on a non-contracted basis & on a 24 month contract term. The Minimum total cost on a 24 month contract is \$1,438.80. A six month minimum term applies to non-contracted Broadband services. If you cancel your service before the minimum term an early termination fee will apply.

#### What's included

This plan includes 100GB of data.

#### What's excluded

N/A.

### INFORMATION ABOUT PRICING

#### Monthly access fee

Your minimum monthly charge is \$59.95 (contracted) or \$64.95 (non-contracted)

When you connect a new internet service and choose a non-contracted term a connection fee of \$140.00 is applicable.

The monthly charge includes 100GB of data only, once the 100GB limit is used the service will be slowed down to 256/64kpbs for the remainder of the billing cycle.

#### Early termination

The early termination charge payable when cancelling a contracted ADSL Broadband service is \$220.00. This charge is the same throughout the contract term.

If you cancel your non- contracted ADSL Broadband service within 6 months of the date of connection you will have to pay an early termination charge of \$59.95, after the first 6 months, no disconnection fee will apply if you decide to cancel.

#### Fees and charges

##### On this plan:

- 1MB of data will cost \$0.0006 (Contracted)
- 1MB of data will cost \$0.0007 (Non-Contracted)

#### Connection charges

Installation charges apply when connecting a new service. The connection charge will be \$140.00 if you choose to go for a non-contracted plan. Connection will be \$0 on a new 24 month contracted service.

#### Connection and restoration timeframes

Where you request a new connection we will endeavour to connected the service on the date requested. All service connections are subject to appointment availability.

The Customer Service Guarantee (CGS) sets out minimum performance standard in relation to service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from our website.

#### Other services

We can provide you with a range of extra services on your Internet service. Some services will attract additional fees.

## OTHER INFORMATION

### Usage information

We recommend that you use our MyServiceCentre application to track your usage. It is available at MyServiceCentre.bendigotelco.com.au. Once you have a MyServiceCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

An extension of our MyServiceCentre application, Bendigo Telco's Mobile app lets you monitor your handset, ADSL and mobile broadband usage on the go. Our Mobile app is downloadable from standard marketplaces.

### Pro-rata billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

### For more information or questions

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please phone our Customer Centre on 1300 228 123.

### TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO). The TIO can be contacted on 1800 062 058 or log onto the website: [www.tio.com.au](http://www.tio.com.au)

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This is a summary only, details are correct at 14 February 2013. For full terms and conditions please refer to the product terms and conditions a copy of which is available at [bendigotelco.com.au](http://bendigotelco.com.au).

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies of which are available at our website: [bendigotelco.com.au](http://bendigotelco.com.au). You must adhere to these terms when using this service.

BENDIGO TELCO LTD ABN 88 089 782 203

**CALL 1300 228 123 OR VISIT [bendigotelco.com.au](http://bendigotelco.com.au)**