

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE
OFFER SUMMARY
A NBN Internet Connection with a monthly fee.

Bundling requirements

This offer is unbundled.

Hardware and equipment

NBN Modem (Included on 24 month contract term.)

Minimum term

A 24 Month contract term applies.

What's included

\$0 Connection & a \$0 upfront NBN Modem.

What's excluded

This plan does not include Professional On-Site Installation \$150.00 or Home Wireless Network Configuration \$250.00; these services can be purchased at time of sign up.

INFORMATION ABOUT PRICING

Monthly access fee

| Plan Name | Monthly Fee | Minimum total cost over 24 Months | Cost per GB |
|------------------------------------|-------------|-----------------------------------|-------------|
| EasyStart 50GB 12↓/1↑ | \$49 | \$1,176 | \$0.98 |
| EasyStart 200GB 12↓/1↑ | \$59 | \$1,416 | \$0.30 |
| EasyStart 500GB 12↓/1↑ | \$79 | \$1,896 | \$0.16 |
| FastLane 50GB 25↓/5↑ | \$54 | \$1,296 | \$1.08 |
| FastLane 200GB 25↓/5↑ | \$64 | \$1,536 | \$0.32 |
| FastLane 500GB 25↓/5↑ | \$84 | \$2,016 | \$0.17 |
| Express 50GB 50↓/20↑ | \$64 | \$1,536 | \$1.28 |
| Express 200GB 50↓/20↑ | \$74 | \$1,776 | \$0.37 |
| Express 500GB 50↓/20↑ | \$94 | \$2,256 | \$0.19 |
| SuperExpress 50GB 100↓/40↑ | \$69 | \$1,656 | \$1.38 |
| SuperExpress 200GB 100↓/40↑ | \$79 | \$1,896 | \$0.40 |
| SuperExpress 500GB 100↓/40↑ | \$99 | \$2,376 | \$0.20 |

Once your monthly quota has been exceeded, your speed will be slowed to 1Mb/s for the remainder of the billing period.

Early termination

The early termination charge payable when cancelling a contracted NBN service is \$120.00. This charge is the same throughout the contract term.

Connection charges

Connection will be \$0 on a 24 month contracted service.

Connection and restoration timeframes

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

The Customer Service Guarantee (CSG) 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 NBN service. Some services will attract additional fees.

OTHER INFORMATION

Usage information

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

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. This is referred to as 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

NBN Installation

Non-standard installations may incur additional charges. NBN Co will advise you of any such charges prior to installation. Your approval and acceptance of these charges will be sought prior to work commencing.

You must obtain the consent of the property owner to have the NBN installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed), and be able to provide that to Bendigo Telco upon request.

NBN services are not currently available in multiple dwelling units (MDUs).

The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

Once you are connected to the NBN fibre optic network you will not be able to move back to the existing copper based network.

This is a summary only, details are correct at 29 January 2014. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.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: www.bendigotelco.com.au. You must adhere to these terms when using this service.

BENDIGO TELCO LTD ABN 88 089 782 203

CALL (03) 5454 5000 or 1300 228 123 OR VISIT bendigotelco.com.au