

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are inclusive of GST, unless otherwise stated.



## Bendigo Telco Internet powered by nbn™

Bendigo Telco Internet powered by nbn™ is a broadband internet service delivered over the nbn™ network. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	MINIMUM COST (Per Month)	TYPICAL EVENING SPEEDS (7pm – 11pm) Download / Upload	DATA ALLOWANCE	ACCESS TYPE
Wireless25/5	\$78	18/4 Mbps	Unlimited	FW
Basic25/10	\$78	18/6 Mbps	Unlimited	FTTP, FTTN, HFC, FTTC, FTTB
WirelessPlus75/10	\$88	45/6 Mbps	Unlimited	FW
Standard50/20	\$88	40/17 Mbps	Unlimited	FTTP, FTTN, HFC, FTTC, FTTB
Fast100/20	\$98	80/17 Mbps	Unlimited	FTTP, FTTN, HFC, FTTC, FTTB
Fast100/40	\$108	80/30 Mbps	Unlimited	FTTP, FTTN, HFC, FTTC, FTTB
Superfast250/25	\$118	230/20 Mbps	Unlimited	FTTP, HFC
Ultrafast1000/50	\$128	800/40 Mbps	Unlimited	FTTP, HFC
UltraFast250/100	\$209	230/80 Mbps	Unlimited	FTTP, HFC
IP Addressing	<i>1 static IP address is included with each plan. Business customers can apply for additional static IP addressing. All applicants must provide a current ABN, and requests for /30 addresses and above must provide justification. Charge for each additional static IP is \$8.80.</i>			

### INFORMATION ABOUT THE SERVICE

#### BUNDLING

This offer is not conditional on any bundling arrangements.

#### HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer. You will need a compatible and configured modem to connect to the internet. Please contact us to confirm that your modem is compatible or if you need assistance configuring your modem.

If you have not purchased an nbn-ready modem, Bendigo Telco can provide a configured modem if you prefer. Outright purchase of modem costs starts from \$199 plus \$20 express mail postage.

This plan is compatible with our Hardware Repayment Plan (HRP). A HRP will allow you to purchase hardware using standard monthly repayments. A HRP is a separate product that is contracted for 24 months. Direct debit is a compulsory requirement of HRP. Early termination charges apply to the HRP if direct debit is cancelled, or service is requested to be cancelled prior to the end of the 24 months. See our Schedule of Charges on our website for further details.

nbn™ equipment such as a connection box, (plus a nbn™ outdoor antenna for Fixed Wireless services) may need to be installed on the outside and inside (near a power point) of your premises.

We can provide you with more information once we know the type of connection and where you want to connect the service.

#### SERVICE AVAILABILITY

Access Type is the technology that is used to deliver Internet services to your premises. The Technology Type will determine what plans and speeds are available. Visit [nbn@rolloutmap|nbn.nbnco.com.au](mailto:nbn@rolloutmap|nbn.nbnco.com.au) to see what technology is available at your premises or contact us.

#### MINIMUM TERM

Bendigo Telco Internet plans are available on a month-to-month basis only.

#### MONTHLY ACCESS FEE

The minimum monthly access fees for Bendigo Telco Internet plans can be found in the plan table above.

#### EARLY TERMINATION CHARGE

There are no early termination charges applicable on the Bendigo Telco Internet plans.

#### CANCELLING YOUR PLAN

You can cancel your Bendigo Telco Internet service at any time by giving Bendigo Telco 30 days' notice.

As some services can be activated onto a new port within existing equipment, it is important that we receive notification from you to cancel your service and avoid unnecessary charges.

## WHAT'S INCLUDED

Features of this service include:

- Internet access with unlimited data usage
- 1 static IP address
- Australian-based phone support

## TYPICAL EVENING SPEEDS

Typical evening speeds are the Typical Busy Period Speeds that you may achieve during the peak period between 7pm – 11pm.

Actual throughput speeds are influenced by a range of factors, including the type of technology that is available at your address, the number of users and devices simultaneously using your connection, your configuration of any computer hardware and software, as well as the type/source of the content being downloaded.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable and may be affected by the location of your router. For more information see our website.

Visit the ACCC website for further information on plan speeds at: [acc.gov.au/consumers/telecommunications-and-internet/broadband-speeds](http://acc.gov.au/consumers/telecommunications-and-internet/broadband-speeds)

## INFORMATION ABOUT PRICING

### ADDITIONAL PRICING INFORMATION

If you're in a new development and not already connected to the nbn™ network, nbn co. may charge \$300 to connect your premises to the nbn™ network. If applicable, we will bill that charge to you.

Unless already connected, nbn co. may need to install its equipment on your premises. Standard installation of nbn™ equipment is done without charge to you. If your address qualifies for FTTN (Fibre to the Node), and you do not have an active fixed voice service in place that we can connect to, there will be a \$300 charge to connect a new or activate an existing copper pair on-site.

For more information about applicable charges, please speak to our Customer Experience team.

A Subsequent Installation fee of \$297 applies to a secondary connection. For example, you already have nbn™ and are connecting a secondary dwelling such as a granny flat.

## OTHER INFORMATION

### NBN INSTALLATION

Non-standard installations may incur additional charges. Nbn co. will advise you of any such charges before installation. Your approval and acceptance of these charges will be sought before work commences.

You must obtain the consent of the property owner to have nbn™ installed. 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.

An additional Network Termination Device may be required if the ports on the first device are full, and a new order is placed. Charges apply if it is a Subsequent Installation.

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 network, you will not be able to move back to the existing copper-based network.

An authorised person over the age of 18 must be present on the day of the technician installation appointment. If the appointment is

missed or an unauthorised person is present a \$165 missed appointment fee will apply.

## MANAGE YOUR SERVICES ONLINE

Your Home nbn service comes with access to our SmartCentre portal to view and manage your services.

## CUSTOMER EXPERIENCE

Bendigo Telco has an all-Australian-based Customer Experience team that can help you with any technical support, account, or sale questions. Customers can call our Customer Experience team on **1300 228 123** or lodge a fault via our online SmartCentre application.

## SUMMARY

This is a summary only – the full legal terms for this plan are contained in your agreement with Bendigo Telco Ltd, including Our Standard Form of Agreement, which is available at: [bendigotelco.com.au/legal/sfoa-compliance](http://bendigotelco.com.au/legal/sfoa-compliance)

## BILLING

Services are billed monthly in advance. When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

## PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

## FOR MORE INFORMATION

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 call our Australian based Customer Experience team on **1300 228 123** or follow our dispute resolution process via [bendigotelco.com.au/legal/privacy-policy](http://bendigotelco.com.au/legal/privacy-policy)

### TIO

If after 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: [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

### Bendigo Telco Limited

PO Box 1062

Bendigo Vic 3552

P: 1300 228 123

E: [customerhelp@bendigotelco.com.au](mailto:customerhelp@bendigotelco.com.au)