

# 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 Fixed Wireless Internet powered by nbn™

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

PLAN	MINIMUM COST (Per Month)	TYPICAL EVENING SPEEDS <sup>1</sup> (7pm – 11pm) Download / Upload	DATA ALLOWANCE	ACCESS TYPE
FW 25/5	\$78	18/4 Mbps	Unlimited	Fixed Wireless
FW Plus 100/20	\$88	45/5 Mbps	Unlimited	Fixed Wireless
FW Home Fast 250/20	\$98	95/10 Mbps	Unlimited	Fixed Wireless
FW Super Fast 400/40	\$118	141/10 Mbps	Unlimited	Fixed Wireless
W-NTD Upgrade Installation Charge	\$200 (W-NTD Upgrade Installation Charge – see Additional Pricing Information)			
IP Addressing	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.			

<sup>1</sup> Typical Evening Speeds indicates typical speeds experienced between 7pm – 11pm. Actual speed may vary due to a variety of different reasons, see our Typical Evening Speeds section below.

### 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 a modem 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|\(nbnco.com.au\)](http://nbn@rolloutmap|nbn|(nbnco.com.au)) to see what technology is available at your premises or contact us.

#### MINIMUM TERM

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

#### MONTHLY ACCESS FEE

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

#### EARLY TERMINATION CHARGE

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

However, if you cancel or downgrade your service within the first 6 months of activation the nbn W-NTD Upgrade Installation Charge of \$200 will be applied.

#### 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<sup>1</sup>

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

All speeds are best effort and are not guaranteed.

Actual throughput speeds are influenced by a range of factors, including distance or line of sight to the tower, vegetation, geography, built obstructions, weather, environmental, or technical limitations.

Other factors which can affect the speeds within your home include the number of users and devices simultaneously using your connection, your configuration of any computer hardware and software (such as routers, switches, Wi-Fi extenders, or hardware firewalls). Third party network performance or equipment configuration, as well as the use of VPN software installed on your end device(s) or network equipment.

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.

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

nbn™ has a W-NTD Upgrade Installation Charge of \$200 in instances where a nbn Fixed Wireless High Speed Tier service has been ordered to a premises that requires an existing W-NTD to be upgraded to a version higher than already in place.

The nbn W-NTU Upgrade Installation Charge is waived if you do not downgrade or disconnect your service within the first 6 months of activation.

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

## 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.

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

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)