

No excess usage charges

Give your business a productivity boost with NBN. The world is at your fingertips with included data each month so there will never be any excess usage charges.

Business NBN Plans

| Plan Name | Speed | Monthly Access Fee | Min Cost Over 24 Months |
|-----------------|-----------|--------------------|-------------------------|
| NBN 12 Business | 12/1Mbps | \$64.95 | \$1558.80 |
| NBN 25 Business | 25/5Mbps | \$79.95 | \$1918.80 |
| NBN 50 Business | 50/20Mbps | \$99.95 | \$2398.80 |

* This plan is not available on Fixed Wireless access technology.

A word on NBN speeds

Currently Bendigo Bank Telco offers NBN services over the NBN fibre optic cable, NBN fixed wireless, NBN Fibre To The Node and NBN Fibre To The Building network. The actual speed of your service will vary according to the location of your service, the nature and quality of the connection at your site, network utilisation and the number of end users accessing the network at

any one time, your hardware or software and the websites you are visiting.

The type of service available will be determined by the NBN Co rollout strategy. To determine the access technology available at your location please contact our Customer Centre on 1300 251 124.

NBN Service Availability

The National Broadband Network is currently being rolled out around Australia. To find out if your area is NBN ready please contact our Customer Centre.

TERMS AND CONDITIONS

1. All applications for service are subject to credit assessment and acceptance.
2. Service availability is dependent on geographic location.
3. Plans are only available on a 24 month fixed term contract. The fixed term will commence from the date of your connection to the service.
4. Customers signing onto this plan will receive \$0 standard connection. There is no hardware or equipment associated with this offer if you are in a Fibre and Fixed Wireless area. Customers in a Fibre to the Node or Fibre to the Building area signing up to this plan will receive a \$0 upfront modem. The router included within your plan is as specified on your application form and must be obtained from Bendigo Bank Telco at the time of sign-up or it is forfeited. Orders are subject to stock availability. Please allow 3-5 days for delivery of your router.
5. An installation charge of \$330 applies to customers connecting a Fibre to the Node service where there is no active phone service connected to the premise.
6. An installation charge of \$300 applies to customers connecting an NBN service where there is no existing NBN infrastructure.
7. An installation charge of \$330 applies to customers connecting up a second or subsequent NBN service to the same address.
8. 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.
9. 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 Bank Telco upon request.
10. The cabling that is required in your premises beyond the optical network termination device (sFor fixed optic cable or fixed wireless services) or network termination point (For Fibre to the Node and Fibre to the Building services) is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.
11. Once you are connected to the NBN fibre optic network or Fibre to the node/building network you will not be able to move back to the existing copper based network.
12. If you want to track your usage, use our MyServiceCentre application available on our website www.bendigobanktelco.com.au.
13. We will charge you a fee if you elect to withdraw your order after acceptance and prior to connection. A fee of \$150 will apply.
14. A call out fee will be charged where a technician is required to attend your site: A fee of \$110 per hour or part thereof during Business Hours, \$143 per hour or part thereof 5.00pm - 8.00am Monday to Friday, excluding Public Holidays, or \$176 per hour or part thereof for all other times.
15. All service modification requests such as speed upgrades, IP address changes or data plan upgrades will incur a \$25 modification fee per instance.
16. All requests for relocation of service will be processed as a cancellation and a new connection. Early termination charges will apply and you will be required to start a new fixed term contract.
17. Fees apply for early termination of a fixed term contract. If you disconnect your service at any stage or downgrade your plan before your minimum term has ended, you must pay an early termination fee. The applicable early termination fee is 80% of your monthly access fee multiplied by the number of months remaining on your contract.
18. If you choose to downgrade your service bandwidth this will be treated as the cancellation of your fixed term contract. Early termination charges will apply and you will be required to sign a new fixed term contract.
19. Unless additional IP Addresses are requested as part of your original service order your service will include a single Public IP Address.
20. Where additional IP addresses are required, you acknowledge and agree that:
 - a. The address protocol that will be used is IPv4
 - b. You will be required to provide sufficient justification before we allocate public IP addresses to you;
 - c. If your request is granted you will be given a non-exclusive, non-transferable license to use supplied IP addresses on the service as defined:
 - d. If your service is cancelled, you will stop using the IP addresses that we provide immediately and remove them from all your software and hardware devices.
21. If you request IP Addresses at any stage other than as part of your original service order, this will be treated as a service modification and you will be charged a \$25 modification fee.
22. Telecommunications and internet products are provided by Community Telco Australia Pty Ltd ABN 93 094 908 326 trading as Bendigo Bank Telco ('CTA'). CTA is not an authorised deposit-taking institution (or bank) and the acquiring or purchasing of telecommunications and internet products does not represent a deposit with, obligation or liability of Bendigo and Adelaide Bank limited.
23. This price list is effective 1 March 2017. All prices include GST. For full terms and conditions please refer to our Standard Form of Agreement and Acceptable Use Policy, copies of which are available at our website: www.bendigobanktelco.com.au. You must adhere to these terms when using this service.