

# SUPER NBN BROADBAND

## INFORMATION ABOUT THE SERVICE

An Internet connection with a monthly fee.

### Bundling requirements

This offer is unbundled.

### Hardware & Equipment

NBN Modem (Included on 24-month contract term).

### Minimum Term

A 24 Month contract term applies.

### What's Included

Most NBN Broadband connections will be \$0 on a 24 month contracted service. A charge may apply for the connection of NBN Broadband in a New Development. For more information about applicable charges, please speak to our Customer Service Representatives. A \$0 upfront modem will also be included. The modem included within your plan is as specified on your application form and must be obtained from Bendigo Telco at the time of sign-up or it is forfeited. Orders are subject to stock availability.

### What's Excluded

N/A

## INFORMATION ABOUT PRICING

### Monthly Access Fee

Plan Name	Monthly Fee	Minimum total cost over 24 Months	Cost per GB
Super 12/1 250GB	\$60.00	\$1,440.00	\$0.24
Super 12/1 2,000GB	\$70.00	\$1,680.00	\$0.035
Super 25/5 250GB	\$70.00	\$1,680.00	\$0.28
Super 25/5 2,000GB	\$80.00	\$1,920.00	\$0.04
Super 50/20 250GB	\$80.00	\$1,920.00	\$0.32
Super 50/20 2,000GB	\$90.00	\$2,160.00	\$0.045
Super 100/40 250GB	\$100.00	\$2,400.00	\$0.40
Super 100/40 2,000GB	\$110.00	\$2,640.00	\$0.055

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

## Availability

Service availability is dependent on geographic location. NBN services are delivered over either Fibre to the Premises, Fibre to the Node, Fibre to the Basement or Fixed Wireless. Fixed Wireless speeds may vary depending on your distance to the tower and the number of users connected to the tower. The 100/40 plans are not available over Fixed Wireless. For more information on the NBN service availability, please contact us.

## Relocation Fees

If you need to relocate your service throughout the term of the contract, a \$50 relocation fee will be charged.

## Early Termination

The early termination charge payable when cancelling a contacted NBN service is \$200.00. This charge is the same throughout the contract term.

## Connection charges

Most NBN Broadband connections will be \$0 on a 24 month contracted service. A charge may apply for the connection of NBN Broadband in a New Development. For more information about applicable charges, please speak to our Customer Service Representatives.

## 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](http://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-ratabilling

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.

### Paper invoice charge

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

### 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)

### 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.

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This is a summary only, details are correct at 1<sup>st</sup> November 2016. For full terms and conditions please refer to the product terms and conditions a copy of which is available at [www.bendigotelco.com.au](http://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](http://www.bendigotelco.com.au). You must adhere to these terms when using this service.

Bendigo Telco Limited ABN 88 089 782 203

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