

# BROADBAND INTERNET

As most employers and employees know, flexibility is the key to a successful work life balance. Our new Broadband Internet Plans allow busy professionals the freedom and flexibility to work from home, whilst also offering a wide range of data limits to suit everyone's needs.

Bendigo Telco does business a little differently, we like our customers to think of us as a partner, and trust our highly skilled staff to share strategic communication goals. Our products are delivered with a high level of personal service from your local account manager. We also return a portion of the profits back into local organisations, helping to make our communities grow and prosper.



## BROADBAND INTERNET

Plan Name & Included Data <sup>1</sup>	Broadband Internet <b>50GB</b> (cost of 1MB of data)	Broadband Internet <b>100GB</b> (cost of 1MB of data)	Broadband Internet <b>200GB</b> (cost of 1MB of data)	Broadband Internet <b>500GB</b> (cost of 1MB of data)
<b>24 Month Contract / Per Month</b>	\$49.95 <sup>2</sup> (\$0.0010)	\$59.95 <sup>2</sup> (\$0.0006)	\$69.95 <sup>2</sup> (\$0.0004)	\$89.95 <sup>2</sup> (\$0.0002)
<b>Month to Month / Per Month</b>	\$54.95 (\$0.0011)	\$64.95 (\$0.0007)	\$74.95 (\$0.0004)	\$94.95 (\$0.0002)

### Things to know

Once you have used your included monthly data allowance the speed of your service will be reduced to 256/64k for the duration of the current billing period.

<sup>1</sup> Unused monthly data allowances do not carry over to the next billing period.

<sup>2</sup> The minimum cost over 24 months for all Broadband Internet Plans is as follows; The Broadband Internet 50GB contract plan is \$1,198.80. The Broadband Internet 100GB contract plan is \$1,438.80. The Broadband Internet 200GB contract plan is \$1,678.80. The Broadband Internet 500GB contract plan is \$2,158.80.

**1300 228 123**  
**bendigotelco.com.au**

## BROADBAND INTERNET – THINGS TO KNOW

<b>Application Criteria</b>	All customers must pass our credit assessment to be eligible for these offers.
<b>Service Availability</b>	Service availability is dependent on geographic location.
<b>What's Included</b>	Customers signing up to plans on a 24 month contract will receive \$0 connection and a \$0 upfront modem. 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. Customers signing up to plans on a 24 month contract will receive a \$0 connection. Customers signing up to the non-contracted plans will be charged a \$140.00 connection fee.
<b>Data Limits &amp; Usage Monitoring</b>	<ul style="list-style-type: none"> <li>• Your pricing plan sets out the amount of included data that you can download in a billing month. Data usage will be counted in kilobytes, where 1000KB = 1MB</li> <li>• If your monthly download data exceeds your included monthly download limit your speed will be reduced to 256/64kbps for the duration of the current billing period.</li> <li>• If you want to track your usage, use our MyServiceCentre application available at <a href="http://www.bendigotelco.com.au">www.bendigotelco.com.au</a>. Once you have a MyServiceCentre account; you'll automatically receive email or SMS alerts when you reach 50%, 80% or when you reach your monthly limit.</li> </ul>
<b>Other Fees &amp; Charges</b>	<ul style="list-style-type: none"> <li>• If you withdraw your order for service after it has been accepted and prior to service completion you will be charged a \$110 order withdrawal fee.</li> <li>• An incorrect call-out fee will be charged if you lodge a fault, a technician visits your premises and no fault is found. The fee will be charged at \$220 per instance.</li> <li>• All requests for relocation of service will be processed as a cancellation and a new connection. Each request will attract a disconnection fee and where applicable a new connection fee.</li> <li>• A speed change fee of \$29.95 will be charged if you choose to change the speed of your service after it has been activated.</li> </ul>
<b>Early termination fee</b>	If you disconnect your service from a 24 month contract at any stage or downgrade your plan to a plan of a lesser monthly charge before your minimum term has ended, you must pay a \$220 disconnection fee. A disconnection fee of \$59.95 will be charged if a non-contracted service is disconnected within 6 months of its activation.
<b>IP Addresses</b>	All services are supplied with static IP addressing.
<b>Coverage details</b>	We will always connect you to the highest available speed. Where possible this will be an ADSL2+ connection and where ADSL2+ is not available you will be provided with an ADSL1 service. Broad-band speeds are impacted by a range of factors including the length and quality of the copper line between your premises and the exchange. Your computers set-up and the quality of your broadband modem and line filter. The number and type of services being used in your area as well as the configuration of any computer you are trying to access.
<b>More Information</b>	For full terms and conditions please refer to our Standard Form of Agreement and Acceptable Use Policy, copies of which are available on our website: <a href="http://www.bendigotelco.com.au">www.bendigotelco.com.au</a> . You must adhere to these terms when using this service.
<b>NBN Ready</b>	If the NBN becomes available in your area during the term of your ADSL broadband contract, you may upgrade to the NBN service for a once only fee of \$100. No Early Termination Fees will be payable on your existing ADSL broadband contract.

This price list is effective 01 October 2012. 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: [bendigo.telco.com.au](http://bendigo.telco.com.au). You must adhere to these terms when using this service.

Bendigo Telco ABN 88 089 782 203

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