

NBN READY COMMUNITY BUNDLES

Simple, straightforward Home Phone and Broadband Plans which include line rental and internet connection.



	\$74.95 COMMUNITY BUNDLE	\$94.95 COMMUNITY BUNDLE	\$119.95 COMMUNITY BUNDLE	\$164.95 COMMUNITY BUNDLE
Fixed Line Access Fee	\$29.95	\$49.95	\$69.95 Minimum cost over 12 months is \$839.40	\$99.95 Minimum cost over 12 months is \$1,199.40
Broadband Access Fee	\$49.95 Minimum cost over 24 months is \$1,198.80	\$59.95 Minimum cost over 24 months is \$1,438.80	\$69.95 Minimum cost over 24 months is \$1,678.80	\$89.95 Minimum cost over 24 months is \$2,158.80
Community Bundle Discount	\$4.95	\$14.95	\$19.95	\$24.95
Total Monthly Fee	\$74.95	\$94.95	\$119.95	\$164.95
Local Calls	\$0.18 per call	Unlimited	Unlimited	Unlimited
National Calls	\$1.75 capped for the first 2 hours		Unlimited	Unlimited
Calls to Mobiles	\$1.75 capped for the first 30 minutes			Unlimited
Included Data	50GB Cost of 1MB is \$0.0009	100GB Cost of 1MB is \$0.0005	200GB Cost of 1MB is \$0.0003	500GB Cost of 1MB is \$0.0001

Please contact us for details on call costs. *See overleaf for full terms and conditions

Mobile call rate listed above applies to calls made to any mobile within Australia.

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 billing period.

The following call types are not included: calls to satellite services, value added services (such as reminder and wakeup calls), operator assisted/directory assistance and Sensis® calls, Premium content calls (e.g. to 19 numbers), and international calls.

1300 228 123
bendigotelco.com.au

COMMUNITY BUNDLES - THINGS TO KNOW

Credit Assessment	All customers must pass our credit assessment to be eligible for these offers.
Bundling Conditions	The Community Bundle Discount is not available as a standalone product, it is only available when bundled with a Community Home Phone plan. If at any time, you terminate your Community Home Phone plan, your broadband plan will be moved to an equivalent standalone plan. The Home Phone and Broadband Internet must be connected at the same premises in order to get the bundle discount.
Availability	This offer is only available on Residential grade PSTN services. This offer is not available in conjunction with any special offers.
Local Calls	Local calls on the \$29.95 Community (Home Phone) plan are charged \$0.18 per call untimed.
Calls to National Numbers	Calls to National numbers on the \$29.95 Community (Home Phone) and the \$49.95 Community (Home Phone) are charged a \$0.35 connection fee plus \$0.25 per minute up to a maximum of \$1.75 per call for calls up to 2 hours. After 2 hours, charges revert to \$0.25 per minute.
Calls to Mobiles	Calls to Mobile numbers on the \$29.95 Community (Home Phone), \$49.95 Community (Home Phone) and \$69.95 Community (Home Phone) are charged a \$0.35 connection fee plus \$0.35 per minute up to a maximum of \$1.75 per call for calls up to 30 minutes to any mobile in Australia. After 30 minutes, charges revert to \$0.35 per minute.
International Calls	A list of call rates for international destinations is available at www.bendigotelco.com.au
Calls to 13/1300	Calls to 13/1300 numbers are charged at \$0.44 per call.
Installation Charges	Installation Charges apply for new phone line connections. Speak to our Customer Service Representatives for applicable charges.
Fixed Line Minimum Contract	12 month minimum contract term applies to the \$69.95 and \$99.95 Community Home Plans. If you cancel your Community Home Phone Plan or move to another plan (with a lesser monthly charge) before your minimum term has ended, you must pay an Early Termination Charge (ETC). The ETC is calculated by multiplying the ETC base rate by the number of months remaining on your contract. The ETC base rate that applies to the \$69.95 plan is \$7.00. The ETC base rate that applies to the \$99.95 plan is \$10.00.
Fixed Line Minimum Cost	Minimum cost of \$69.95 Community (Home Phone) is \$839.40 over 12 months. Minimum cost of \$99.95 Community (Home Phone) is \$1,199.40 over 12 months.
Exceptions	Not available on ISDN or digital data services.
Service Availability	Service Availability Internet service availability is dependent on geographic location.
Broadband Inclusions	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 Community Telco at the time of sign-up or it is forfeited. Orders are subject to stock availability.
Broadband Contract Term	Plans are available on a 24 month contract. If you disconnect your service at any stage before your contract has ended, you must pay a \$220 disconnection fee.
Early Withdrawal	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.
Call Out	An incorrect call-out fee will be charged if you lodge an internet fault, a technician visits your premises and no fault is found. The fee will be charged at \$220 per instance.
Relocation of Broadband Service	All requests for relocation of internet 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.
Data	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.
Speed Change Fee	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.
Exceeding Data Limits	If your monthly download data usage exceeds your included monthly download limit your speed will be reduced to 256/64kbps for the duration of the current billing period. You are able to obtain an indication of your usage via MyServiceCentre our online usage tool available at www.bendigotelco.com.au . Unused monthly data allowances do not carry over to the next billing period.
IP Addressing	All services are supplied with a static IP address.
Broadband Speeds and Availability	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. Broadband 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.
NBN Ready	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 1 October 2015. 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: [bendigotelco.com.au](http://www.bendigotelco.com.au).

You must adhere to these terms when using this service.

Bendigo Community Telco Limited ABN 88 089 782 203

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