

CRITICAL INFORMATION SUMMARY

ADSL+ Phone

INFORMATION ABOUT THE SERVICE

ADSL plus phone and ADSL plus phone Off Net plans are bundled plans which include an ADSL service and a fixed line service. ADSL plus phone and ADSL plus phone Off Net plans come with all included data and included calls each month.

More information about the service;

This offer is a bundled service and includes an ADSL service and a standard fixed line connection.

To be eligible for a bundled service you must have an active voice and data service at the same address and on the same account.

Hardware & Equipment;

Customers signing up to this plan will receive a \$0 upfront modem. The modem included with your plan is as specified in your order and must be obtained at the time of sign-up or it is forfeited.

You will require a standard analogue handset to use your ADSL plus phone or ADSL plus phone Off Net service.

Minimum Term;

This plan is only available on a 24 month contract. The minimum total cost is \$1918.80 (for ADSL plus phone) and \$2398.80 (for ADSL plus phone Off Net) over 24 months.

What's Included;

Our ADSL plus phone and ADSL plus phone Off Net plans include both an ADSL and fixed line product:

ADSL plus phone plans come with \$0 set up and a \$0 upfront NBN capable modem.

Your all included data allowance can be used to access the internet and to send and receive emails.

All services are supplied with dynamic IP addressing.

This plan includes your monthly access fee, included data and calls to local, national, Australian mobile numbers, 13/1300 and 1800 numbers.

What's Excluded;

Services cannot be supplied with a static IP address. If you use any of the following services additional charges will apply; calls to satellite services, value added services (such as wake up and reminder calls), operator assisted/directory assistance, Sensis® calls and international calls.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is

Plan Name	Zone	Monthly Access Fee
ADSL + Phone	Onnet	\$79.95
ADSL + Phone	Offnet	\$99.95

These charges include your monthly access fee, included data, calls to local, standard national, Australian mobile numbers and 13/1300/1800 numbers.

Early Termination;

If at any stage you disconnect your ADSL plus phone plan before your minimum term has ended, you will be required to pay an early termination charge.

The maximum early termination charge (ETC) for an Onnet service this plan is \$55

The maximum early termination charge (ETC) for an Offnet service this plan is \$220.

If at anytime you disconnect your fixed line service your remaining ADSL service will be moved to our relevant stand alone ADSL plan. If at anytime you disconnect your ADSL service your remaining Fixed line service will be moved to our '\$29.95 Choice Home Phone' plan. Early termination charges will apply and you will be required to start a new contract.

1. The Early termination charge for disconnecting either your fixed line or ADSL service in an Onnet zone is \$55.

2. The Early termination charge for disconnecting either your fixed line or ADSL service in an Offnet zone is \$220.

Fees & Charges;

If you withdraw your request for service after it has been accepted and prior to service completion you will be charged a \$110 order withdrawal fee.

An incorrect call-out fee will be charged if you lodge a fault and a technician visits your premises and no fault is found. The fee will be charged at \$220 per instance.

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.

On this plan:

- A 2 minute standard national call will have no charge.
- A 2 minute standard national mobile call will have no charge.

Service Availability and Pricing;

Service availability is dependent on geographic location. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. On-Net covers most metro areas, while Off-Net services are generally located in regional areas. To confirm which zone applies to your broadband service, please speak to a customer service representative.

Broadband Speeds;

We will always connect you to the highest available speed. Where possible this will be an ADSL2+ connection and where ADSL 2+ is not available to you will be provided with an ADSL 1 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 computer's set-up, 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 can also impact the speed.

Installation Charges;

Installation charges apply when connecting a new fixed line service. The connection charge will vary depending on whether a technician is required to attend the site to complete the connection and if cabling work is required.

Connection and Restoration Timeframe;

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 standards in relation to service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from www.bendigobanktelco.com.au.

OTHER INFORMATION

Usage Information;

We recommend that you use our MyServiceCentre application to track your usage. It is available on our website: www.bendigobanktelco.com.au.

Other Services;

We can provide you with a range of extra services on your fixed line service. Some services will attract additional fees.

Pro-rata billing;

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, it's called pro-rata billing.

IMPORTANT INFORMATION REGARDING YOUR FIRST INVOICE

Monthly access fees are invoiced in advance. When you first start a plan or transfer services to us, your monthly invoice will generally be higher than normal. This is because it includes a portion of your monthly access fee for the current month as well as the subsequent month in advance.

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 737 881.

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

This is a summary only, details are correct at September 2015. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.bendigobanktelco.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.bendigobanktelco.com.au. You must adhere to these terms when using this service.

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