

CRITICAL INFORMATION SUMMARY

Business Broadband & Voice Plus

INFORMATION ABOUT THE SERVICE

The Business Broadband and Voice Plus plans come with included data, included local, national and mobile calls within Australia.

This plan is available to business customers with a standard fixed line service.

More information about the service

This offer bundles together a voice service with our Business Broadband data plan.

Hardware & Equipment

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

Minimum Term

This plan is only available on a 24 month contract.

The minimum total cost is:

Plan Name	Zone	Min Cost Over 24 Months
Business Broadband & Voice Plus	On-net	\$2398.80
Business Broadband & Voice Plus (Off Net)	Off-net	\$3118.80

What's Included

Your plan includes the following:

- Line rental
- Included data
- Included calls to local, national and mobile numbers within Australia. Calls to 1800 numbers are not charged.
- A modem
- A single Public IP Address with Static addressing

What's Excluded

The following are not included in your plan and will incur additional charges:

- Calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, 13/1300 calls, premium content calls (e.g. to 19 numbers) or calls to international numbers
- An email account

INFORMATION ABOUT PRICING

Monthly Access Fee

Your monthly charge is:

Plan Name	Zone	Monthly Access Fee
Business Broadband & Voice Plus	On-net	\$99.95
Business Broadband & Voice Plus (Off Net)	Off-net	\$129.95

Early Termination

The maximum early termination charge (ETC) for this plan is

Plan Name	Zone	Max Early Termination Charge
Business Broadband & Voice Plus	On-net	\$1632
Business Broadband & Voice Plus (Off Net)	Off-net	\$2208

The early termination charge 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 On-net services is \$68. The ETC base rate that applies to the Off-net services is \$92.

Fees & Charges

If you withdraw your request for service after it has been accepted and prior to service completion you will be charged a \$150 order withdrawal fee.

All service modification requests such as IP address changes will incur a \$25 modification fee per instance.

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.

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

The following rates will apply to calls made.

- Calls to 13/1300 numbers will be charged at \$0.50 per call

On this plan:

- A 2 minute local call will have no charge
- A 2 minute standard national call will have no charge
- A 2 minute standard national mobile call will have no charge
- A 2 min 13/1300 call will cost \$0.50

For details of international call rates please see our website www.bendigobanktelco.com.au or contact our Customer Centre.

Connection Charges

Installation charges apply when connecting a new 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.

Service Availability and Pricing

Service availability is dependent on geographic location. Services will be connected to either On-net or Off-net. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. 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.

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 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 Services

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

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.

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.

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 251 124.

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 May 2017. 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.

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.

Call 1300 251 124. or visit www.bendigobanktelco.com.au