

## CRITICAL INFORMATION SUMMARY

# ADSL Smart Bundle & ADSL Smart Bundle (Off Net)

INFORMATION ABOUT THE SERVICE  
ADSL Smart Bundle and ADSL Smart Bundle (Off Net) plans are bundled plans which include an ADSL service and a fixed line service.

This plan comes with all included data each month so there will be no excess usage charges.

### 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 modem at the time of service connection. The modem included with your plan is as specified on your application form.

You will require a standard analogue handset to use your ADSL Smart Bundle and ADSL Smart Bundle (Off Net) service.

### 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
ADSL Smart Bundle	On-net	\$1797.60
ADSL Smart Bundle (Off Net)	Off-net	\$2277.60

### What's Included

Your plan includes the following:

- Modem
- Line rental
- Included data
- Supplied with dynamic IP Addressing
- Your voice service includes a range of features such as caller ID, call waiting and call forwarding.

### What's Excluded

Your service does not include an email account.

If you use any of the following services additional charges will apply; calls to local numbers, mobiles, standard national numbers, 13/1300 numbers, satellite services, value added services (such as wake up and reminder calls), operator assisted/directory assistance and Sensis® calls, premium content calls (e.g. to 19 numbers) and international calls.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee

Your monthly charge is:

Plan Name	Zone	Monthly Access Fee
ADSL Smart Bundle	On-net	\$74.90
ADSL Smart Bundle (Off Net)	Off-net	\$94.90

### Early Termination

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

The maximum early termination charge (ETC) for ADSL Smart Bundle is \$55.

The maximum early termination charge (ETC) for ADSL Smart Bundle (Off Net) 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 \$137.50 order withdrawal fee.

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.

The following rates will apply to calls made.

All timed calls are charged per minute and billed in 60 second increments:

- Local calls will be charged at \$0.20 per call.
- Calls to standard national numbers will be charged at \$0.15 per minute.
- Calls to mobiles (within Australia) at \$0.30 per minute.
- Calls to 1300/13 numbers will be charged at \$0.50 per call

On this plan:

- A 2 minute standard national call will cost \$0.30
- A 2 minute standard national mobile call will cost \$0.60

For details of international call rates please see our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au) or contact our customer centre

### Service Availability & 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**

These plans include a standard installation.

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 & 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.

## 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](http://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 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](http://www.tio.com.au)

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This is a summary only, details are correct at September 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](http://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](http://www.bendigobanktelco.com.au). You must adhere to these terms when using this service.

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