NBN 12 Business & VoIP, NBN 25 Business & VoIP & NBN 50 Business & VoIP

More information about the service
This offer bundles together a Business VoIP service with our NBN Business data plan.

Hardware & Equipment
Customers signing up to this plan will receive a $0 upfront VoIP enabled 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:

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Access Technology</th>
<th>Speed</th>
<th>Min Cost Over 24 Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBN 12 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>12/1Mbps</td>
<td>$1678.80</td>
</tr>
<tr>
<td>NBN 25 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>25/5Mbps</td>
<td>$1918.80</td>
</tr>
<tr>
<td>NBN 50 Business &amp; VoIP</td>
<td>Fibre &amp; Fibre to the Node/Building</td>
<td>50/20Mbps</td>
<td>$2518.80</td>
</tr>
</tbody>
</table>

What’s Included
Your plan includes the following:
- Line rental
- Calls to 1800 numbers are not charged
- Included data
- A modem (Only if you are in a Fibre to the Node area)
- 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 Local, National and mobile numbers, 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:

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Access Technology</th>
<th>Speed</th>
<th>Monthly Access Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBN 12 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>12/1Mbps</td>
<td>$69.95</td>
</tr>
<tr>
<td>NBN 25 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>25/5Mbps</td>
<td>$79.95</td>
</tr>
<tr>
<td>NBN 50 Business &amp; VoIP</td>
<td>Fibre &amp; Fibre to the Node/Building</td>
<td>50/20Mbps</td>
<td>$104.95</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Access Technology</th>
<th>Speed</th>
<th>Max Early Termination Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>NBN 12 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>12/1Mbps</td>
<td>$1247.04</td>
</tr>
<tr>
<td>NBN 25 Business &amp; VoIP</td>
<td>Fibre / Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>25/5Mbps</td>
<td>$1535.04</td>
</tr>
<tr>
<td>NBN 50 Business &amp; VoIP</td>
<td>Fibre &amp; Fibre to the Node/Building</td>
<td>50/20Mbps</td>
<td>$1919.04</td>
</tr>
</tbody>
</table>

The early termination charge is calculated by multiplying the ETC base rate by the number of months remaining on your contract.

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. All timed calls are charged in 60 second increments with a one minute minimum:
- Calls to local numbers will be charged at $0.20 per call
- Calls to standard national numbers will be charged $0.15 per minute
- Calls to mobiles (within Australia) will be charged at $0.32 per minute
- Calls to 13/1300 numbers will be charged at $0.50 per call

On this plan:
- A 2 minute local call will cost $0.20
- A 2 minute standard national call will cost $0.30
- A 2 minute standard national mobile call will cost $0.64
- 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 on 1300 251 124

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.

Service Availability and Pricing
Service availability is dependent on geographic location. Depending on your area, you may have fibre optics installed to deliver the NBN, a combination of Copper and Fibre optic or your area may use fixed wireless technology. NBN access technology is determined by the NBN Co roll out strategy. To determine the access technology at your location please contact our Customer Centre for further information.

Connection Timeframes
Where you request a new connection we will endeavour to connect the service on the date requested.
If you are porting your service to a NBN Business VoIP Plan, Number Portability time frames will apply. Time frames will be advised at the time of order submission.

Customer Service Guarantee Waiver (CSG):
A condition of providing customers with an NBN Business VoIP service is that you acknowledge that you waive your protection and rights under the Customer Service Guarantee.
A copy of the (CSG) is accessible from www.bendigobanktelco.com.au

NBN Speeds
Currently Bendigo Bank Telco offers NBN plans delivered to the customer site via the NBN Co fibre access service, Fibre To The Node, Fibre To The Building or a fixed wireless service.
Services supplied over Fixed Wireless Technology are limited to speeds of 25/5Mbps.

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