INFORMATION ABOUT THE SERVICE
NBN Smart 12 Bundle and NBN Smart 25 Bundle plans are bundled plans which include both an NBN data connection and a VoIP connection. The VoIP service allows you to make and receive phone calls but instead of being delivered using a standard copper telephone line they will be delivered using your internet connection. This plan comes with all included data each month so there will be no excess usage charges.

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 Smart 12 Bundle</td>
<td>Fibre/Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>12/1Mbps</td>
<td>$69.90</td>
</tr>
<tr>
<td></td>
<td>Hybrid Fibre Coax</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NBN Smart 25 Bundle</td>
<td>Fibre/Fibre to the Node/Building &amp; Fixed Wireless</td>
<td>25/5Mbps</td>
<td>$79.90</td>
</tr>
<tr>
<td></td>
<td>Hybrid Fibre Coax</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Early Termination**

If at any stage you disconnect your NBN 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 this plan 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 or contact our customer centre.
Service Availability & 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 Hybrid Fibre Coax or 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.

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, Hybrid Fibre Coax or a Fixed Wireless service. Services supplied over Fixed Wireless Technology are limited to speeds of 25/5Mbps.

The actual speed of your service will vary according to the nature and quality of the connection at the customer site, network utilisation and the number of end users accessing the network at any one time, the end user’s hardware or software and the web sites the end user is visiting.

Installation
These plans include a standard installation.

Non-standard installations may incur additional charges. NBN Co will advise you of any such charges prior to installation. Your approval and acceptance of these charges will be sought prior to work commencing.

An installation charge of $330 applies to customers connecting a Fibre to the Node/Building service where there is no active phone service connected to the premise.

An installation charge of $330 applies to customers connecting an NBN service where there is no existing NBN infrastructure.
An installation fee of $330 applies to any second or subsequent NBN installation.

You must obtain the consent of the property owner to have the NBN installation performed. If you are not the property owner, you will need to obtain the property owner’s written consent (dated and signed), and be able to provide that to Bendigo Bank Telco upon request.

The cabling that is required in your premises beyond the network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

Customer Service Guarantee Waiver
A condition of providing customers with an NBN Smart 12 Bundle or an NBN Smart 25 Bundle 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.

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 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 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.

Call 1300 737 881 or visit www.bendigobanktelco.com.au