

## CRITICAL INFORMATION SUMMARY

# NBN Smart 12 & NBN Smart 25

### INFORMATION ABOUT THE SERVICE

The NBN Smart 12 and NBN Smart 25 plan come with included data each month, so there will never be any excess usage charges.

#### More information about the service

This offer is unbundled.

#### 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

#### Minimum Term

This plan is only available on a 24 month contract.

The minimum total cost is:

Plan Name	Access Technology	Speed	Min Cost Over 24 Months
NBN Smart 12	Fibre/Fibre to the Node/Building & Fixed Wireless/ Hybrid Fibre Coax	12/1Mbps	\$1557.60
NBN Smart 25	Fibre/Fibre to the Node/Building & Fixed Wireless/ Hybrid Fibre Coax	25/5Mbps	\$1797.60

#### What's Included

Your plan includes the following:

- Modem
- Connection
- Included data
- Supplied with dynamic IP Addressing

#### What's Excluded

Your service does not include an email account.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee

Your monthly charge is:

Plan Name	Access Technology	Speed	Monthly Access Fee
NBN Smart 12	Fibre/Fibre to the Node/Building & Fixed Wireless/ Hybrid Fibre Coax	12/1Mbps	\$64.90
NBN Smart 25	Fibre/Fibre to the Node/Building & Fixed Wireless/ Hybrid Fibre Coax	25/5Mbps	\$74.90

#### Early Termination

If at any stage you disconnect your NBN Smart 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.

#### 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.

## 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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**Call 1300 737 881 or visit [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au)**