

## HOME NBN BROADBAND

An NBN Broadband connection with a monthly fee. This service is only available for residential connections. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	STARTER	STANDARD	SUPER
<b>Minimum Monthly Charge</b>	\$69 /month	\$79 /month	\$89 /month
<b>Monthly Data Allowance</b>	100GB	500GB	2000GB
<b>NBN Speed Tier</b>	NBN 12/1	NBN 50/20 or Fixed Wireless Plus	NBN 50/20 or Fixed Wireless Plus
<b>100/40 Speed Boost <sup>1</sup></b>	N/A	+\$20 /month	+\$20 /month
<b>Maximum Early Termination Charge</b>	\$220	\$220	\$220
<b>Minimum Term</b>	1 month	1 month	1 month
<b>Additional Fees</b>	<ul style="list-style-type: none"> <li>\$170 service establishment fee. This fee is waived when signing up to a 24 month contract.</li> <li>\$300 nbn™ New Development charge may apply if your premises is identified by nbn™ as being within the site boundary of a new development or requiring a new copper pair.</li> <li>\$50 relocation fee, refer Additional Pricing Information below.</li> <li>\$20 plan change fee, refer Additional Pricing Information below.</li> </ul>		
<sup>1</sup> Speed boost not available on Fixed Wireless Plus connections. For more information, refer to NBN Speeds below.			

### BUNDLING

This offer is not conditional on any bundling arrangement.

### HARDWARE & EQUIPMENT

Customers who sign up to the plan will receive a NetComm NF18ACV Router only and no other hardware. If you require a router replacement, you can purchase these separately from Bendigo Telco.

### MINIMUM TERM

These plans are available on a month to month basis or on a 24 month contract.

### MONTHLY ACCESS FEE

The minimum monthly charges for these plans can be found in the plan table above.

### WHAT'S INCLUDED

Your Home NBN Broadband service includes your NBN Broadband Service, a monthly quota of included data (see table above) and a Netcomm NF18ACV Wireless Gateway.

If you exceed your monthly usage allowance, the speed of your service will be reduced to 1Mb/s for the duration of the current billing period.

### EARLY TERMINATION CHARGE

If you choose to cancel your service and you are currently in contract, you will be charged an Early Termination Fee of \$220.

### ADDITIONAL PRICING INFORMATION

**Relocation Fee** - If you move your service to a different address, you will be charged at \$50 once-off relocation fee. You can continue to use your existing modem. NBN Establishment fees will apply if relocating to an address which has not previously had NBN connected or does not have an active copper pair available for connection.

**Plan change fee** - A plan change fee applies when changing plans, or adding/removing a speed boost.

An order withdrawal fee of \$110 is applicable if an order is withdrawn once our provisioning team has submitted the request to our supplier.

The cost of using 1MB of data within Australia on these plans are STARTER - \$0.00069, STANDARD - \$0.000158, SUPER - \$0.0000445.

### CONNECTION CHARGES

If you're in a new development and not already connected to the NBN network, NBN Co may charge \$300 to connect your premises to the NBN network. If applicable, we will bill that charge to you.

Unless already connected, NBN Co may need to install its equipment in your premises. Standard installation of NBN equipment is done without charge to you. If your address qualifies for a FTTN (Fibre to the Node) service, and you do not have an active fixed voice service in place that we can connect to, there will be a \$330 charge to connect a new or activate an existing copper pair on site. For more information about applicable charges, please speak to our Customer Service Representatives.

### NBN SPEEDS

Actual NBN throughput speeds are impacted by a range of factors including the type of technology that is available at your address, the number of users and devices simultaneously using your connection, your configuration of any computer hardware and software, as well as the type/source of content being downloaded.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable, and may be affected by the location of your wireless router. Network congestion on domestic and international links can be present during peak times of activity.

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are **inclusive** of GST, unless otherwise stated.



Typical speeds from your service will vary depending on the selected NBN connection speed. Refer to table on page one for typical evening download speeds.

Note: 100/40 and 50/20 NBN Speed Plans are not available on Fixed Wireless connections. Customers who order a Standard or Super NBN plan and are connected using Fixed Wireless will be placed on the Fixed Wireless Plus speed tier.

Fixed Wireless Plus services can currently reach a theoretical maximum of 60Mbps download and 20Mbps upload. In March 2020, this will change to 75Mbps download and 10Mbps upload. Fixed Wireless connection speeds are impacted by a number of conditions such as line of sight and congestion. Fixed Wireless Plus is a best-effort service.

## NBN 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.

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 Telco upon request.

An additional Network Termination Device may be installed at no charge, in the event that the ports on the first device are full and a new order is placed. Charges only apply if it is a subsequent installation.

The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Once you are connected to the NBN fibre optic network you will not be able to move back to the existing copper based network.

## TRANSFERRING YOUR SERVICE TO ANOTHER PROVIDER

Bendigo Telco will transfer your service to another provider when we receive notification from you of your intent to port away, or we receive notice from the new provider. Until we receive that notice, Bendigo Telco will continue to charge you for your service, even if you have already transferred to a new provider.

To ensure you do not receive unnecessary charges, please contact the Bendigo Telco Customer Help Team to advise of your intent to transfer your services away.

## OTHER SERVICES

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

## USAGE INFORMATION

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the SmartCentre Application and in the Usage Alerts may be up to 48 hours old.

## BILLING

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

## PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

## WE'RE HERE TO HELP

### FOR MORE INFORMATION

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 call Customer Help on **1300 228 123**.

### 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)**.