

CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time.

Essence Starter Bundle

INFORMATION ABOUT THE SERVICE

The Essence Starter Bundle provides you with included local calls and a 50GB internet plan. This bundle is only available to business customers with a standard fixed line service.

More Information About the Service

This offer bundles our Essence Starter Landline plan with our Essence Starter internet plan. Our Essence Starter internet plan is not available as a standalone product; it is only available when bundled with the Essence Starter Landline plan.

Hardware & Equipment

Customers signing up to this bundle will receive a \$0 upfront 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 bundle is only available on a 24 month contract.

What's Included

This bundle includes line rental, unlimited calls to local numbers, 50GB of data each month, \$0 connection for your broadband service and a \$150 sign-on bonus.

Data will be counted in kilobytes, where 1000KB=1MB. If your monthly data download exceeds 50GB the speed of your service will be reduced to 256/64k for the duration of the current billing period. Importantly this means you will not incur excess usage charges.

To be eligible for the sign-up bonus you must connect one fixed line and one internet service to the featured plans. Only one bonus will be issued per account regardless of the number of services linked to the featured plans. All broadband services are supplied with static IP addressing.

What's Excluded

If you use any of the following services additional charges will apply: calls to standard national numbers and mobiles, calls to 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.

Unused monthly data allowances will not carry over to the following month.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is \$79.95 = \$39.95 (Essence Starter Landline Plan) + \$40.00 (Essence Starter internet plan). This charge includes line rental, calls to local numbers and 50GB of data. If you make calls to other numbers, or you have extra services activated on your fixed line service (such as Line Hunt or Calling Number Display) you will have to pay more than \$79.95 a month.

The minimum total cost is \$1,918.80 over 24 months.
\$1,918.80=\$958.80 (Minimum cost of the Essence Starter Landline plan) + \$960.00 (Minimum total cost of the Essence Starter internet plan)

Early Termination;

The maximum early termination charge (ETC) for this plan is \$460.00. This is calculated by adding the maximum ETC due for the Essence Starter Landline plan (\$240) and the disconnection fee due for the Essence Starter internet plan (\$220).

The ETC due for the Essence Starter Landline plan is calculated by multiplying the plans ETC Base rate by 24 (the number of months in the contract). The ETC base rate that applies to this plan is \$10.00.

For example, if you cancel your standard fixed line service 12 months into your 24 month contract your early termination charge would be \$10 (ETC based rate) x 12 (months remaining) = \$120.00.

A \$220.00 disconnection fee applies to the Essence Starter internet plan. If you cancel either your fixed line or internet service, or downgrade either of the plans to another plan with a lower monthly access fee before your contract term has ended, you will have to pay the early termination charge or disconnection fee due for that service.

If at any time you terminate or downgrade your Essence Starter Landline Plan, your Essence Starter internet plan will be moved to a relevant standalone plan.

Fees & Charges;

The following rates will apply to calls made. All timed calls are charged in one second increments:

- Calls to mobiles (within Australia) will be charged at \$0.35 per minute
- Calls to standard national numbers will be charged \$0.25 per call
- Calls to 1300/13 numbers will be charged at \$0.44 per call

Additional charges:

- If you withdraw your broadband request for service, after it has been accepted and prior to service completion, you will be charged a \$110 order withdrawal fee.
- An incorrect call-out fee will be charged if you lodge a fault and a technician visits your premises and no fault is found. The fee will be charged at \$220 per instance.

- All requests for relocation of a broadband service will be processed as a cancellation and a new connection. Each request will attract a disconnection fee and where applicable a new connection fee.

On this plan:

- A 2 minute standard national call will cost \$0.25
- A 2 minute standard national mobile call will cost \$0.70
- The cost of 1MB of data is \$0.0008.

For details of international call rates please visit the relevant website or contact our customer centre details of which are listed at the bottom of this document.

Connection Charges;

Your bundle includes a \$0 connection fee for your broadband service. 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.

OTHER INFORMATION

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 fixed line service connection times, fault repair times and keeping appointments. A copy of the (CSG) is accessible from the relevant website listed at the bottom of this document.

Broadband Service Availability & Pricing

Service availability is dependent on geographic location. Services will be connected to either Zone 1 or Zone 2. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. To confirm which one 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 and 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.

Other Services

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

Usage Information

We recommend that you use our SmartCentre application to track your usage. It is available at 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).

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. You'll still receive a full month's call and data allowance.

Paper Invoice Charge

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

WE'RE HERE TO HELP

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 Help Team 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.



customerhelp@bendigotelco.com.au



help.bendigotelco.com.au



1300 228 123