

CONSUMER NBN™ PLANS

Broadband internet services delivered over nbn™ infrastructure. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	COST (PER MONTH)	TYPICAL EVENING SPEEDS	DATA ALLOWANCE	ACCESS TYPE	MINIMUM COST	MINIMUM TERM
Basic25	\$75	18Mbps Download 4Mbps Upload	Unlimited	FW	\$75	One month
	\$75	18Mbps Download 6Mbps Upload	Unlimited	FTTP/FTTN /HFC/ FTTC/FTTB	\$75	One month
Standard50	\$85	40Mbps Download 17Mbps Upload	Unlimited	FTTP/FTTN /HFC/ FTTC/FTTB	\$85	One month
WirelessPlus	\$85	45Mbps Download 6Mbps Upload	Unlimited	FW	\$85	One month
Fast100	\$95	80Mbps Download 17Mbps Upload	Unlimited	FTTP/FTTN /HFC/ FTTC/FTTB	\$95	One month
SuperFast250	\$125	210Mbps Download 20Mbps Upload	Unlimited	FTTP/ /HFC	\$125	One month
UltraFast	\$140	650Mbps Download 40Mbps Upload	Unlimited	FTTP/HFC	\$140	One month

SERVICE DESCRIPTION

Broadband internet that is delivered over the nbn™ network.

SERVICE AVAILABILITY

Access Type is the technology that is used to deliver nbn™ to your premises. The Technology Type will determine what plans and speeds are available. Visit nbn@rolloutmap.nbn.com.au to see what technology is available at your premises or contact us.

SuperFast250 and UltraFast is not available in Tasmania.

WHAT'S INCLUDED

Features of this service include:

- Internet access with unlimited data usage
- 1 static IP address
- Australian-based phone support

TYPICAL EVENING SPEEDS

Are the Typical Busy Period Speeds that you may achieve during the peak period between 7pm to 11pm. For more information, please visit our website.

HARDWARE & EQUIPMENT

No hardware is provided on these plans. You will need a compatible and configured modem to connect to the internet. Please contact us to confirm that your modem is compatible or if you need assistance configuring your modem. nbn™ equipment such as a connection box, (plus a nbn™ outdoor antenna for Fixed Wireless services) may need to be installed. We can provide you with more information once we know where you want to connect the service.

MINIMUM TERM

These plans are not contracted and are available on a month-to-month basis. Services can be cancelled by providing 30 days' notice.

BUNDLING

Bundling is not required with this service.

MONTHLY ACCESS FEE

The minimum monthly cost can be found in the plan table above.

ADDITIONAL PRICING INFORMATION

- Bendigo Telco will charge \$8.80 for an additional static IP address.

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 on your premises. Standard installation of NBN equipment is done without charge to you. If your address qualifies for FTN (Fibre to the Node), and you do not have an active fixed voice service in place that we can connect to, there will be a \$300 charge to connect a new or activate an existing copper pair on-site. For more information about applicable charges, please speak to our Customer Support team.

A Subsequent Installation fee of \$297 applies to a secondary connection. For example, you already have nbn™ and are connecting a secondary dwelling such as a granny flat.

NBN SPEEDS

Typical evening speeds are the Typical Busy Period Speeds that you may achieve during the peak period between 7pm to 11pm. Actual throughput speeds are influenced 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.

Network congestion on domestic and international links can be present during peak activity times.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable and may be affected by the location of your router.

If you are using FTN, FTTB or FTTC and it can't support the speed tier you're on; we will change your plan to the most suitable one or cancel your plan without any charge.

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.



NBN INSTALLATION

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

You must obtain the consent of the property owner to have nbn™ installed. 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 required if the ports on the first device are full, and a new order is placed. Charges 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 network, you will not be able to move back to the existing copper-based network.

An authorised person over the age of 18 must be present on the day of the technician installation appointment. If the appointment is missed or an unauthorised person is present a \$165 missed appointment fee will apply.

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 move 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 Support 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.

BILLING

nbn™ plans are billed in advance. This means your first bill will appear higher than normal as it will cover a prorated amount for the first month and a full month in advance. When the service is cancelled, any advanced fees are credited back.

When you perform a plan change part way through the month, your invoice will display prorated charges for your existing plan, credits for any advanced charges, and the new plan will be prorated for the first month, and then charged in advance.

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**.