

SUPER NBN BROADBAND

INFORMATION ABOUT THE SERVICE

An Internet connection with a monthly fee.

Bundling requirements

This offer is unbundled.

Hardware & Equipment

NBN Modem (Included on 24-month contract term).

Minimum Term

A 24 Month contract term applies.

What's Included

Most NBN Broadband connections will be \$0 on a 24 month contracted service. A charge may apply for the connection of NBN Broadband in a New Development. For more information about applicable charges, please speak to our Customer Service Representatives. A \$0 upfront modem will also be included. The modem included within your plan is as specified on your application form and must be obtained from Bendigo Telco at the time of sign-up or it is forfeited. Orders are subject to stock availability.

What's Excluded

N/A

INFORMATION ABOUT PRICING

Monthly Access Fee

	Monthly Fee	Minimum total cost over 24 Months	Cost per GB
Super 12/1 2,000GB	\$65	\$1,560	\$0.0325
Super 25/5 2,000GB	\$75	\$1,800	\$0.0375
Super 50/20 2,000GB	\$85	\$2,040	\$0.0425
Super 100/40 2,000GB	\$95	\$2,280	\$0.0475

Once your monthly quota has been exceeded, your speed will be slowed to 1Mb/s for the remainder of the billing period.

Availability

Service availability is dependent on geographic location. NBN services are delivered over either Fibre to the Premises, Fibre to the Node, Fibre to the Basement or Fixed Wireless. Fixed Wireless speeds may vary depending on your distance to the tower and the number of users connected to the tower. The 100/40 plans are not available over Fixed Wireless. For more information on the NBN service availability, please contact us.

Relocation Fees

If you need to relocate your service throughout the term of the contract, a \$50 relocation fee will be charged.

Early Termination

The early termination charge payable when cancelling a contacted NBN service is \$200.00. This charge is the same throughout the contract term.

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 installations 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.

Order Withdrawal

An order withdrawal fee of \$110 is applicable if an order is withdrawn once our provisioning team has submitted the request to our supplier.

Connection and 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 standard in relation to service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from our website.

Other services

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

OTHER INFORMATION

Usage information

We recommend that you use our SmartCentre application to track your usage. It is available at: www.bendigotelco.com.au/smartcentre. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

Pro-ratabilling

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. This is referred to as pro-rata billing.

Paper invoice charge

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

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 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

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.

NBN services are not currently available in multiple dwelling units (MDUs).

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.

This is a summary only, details are correct at 1st February 2017. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.bendigotelco.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.bendigotelco.com.au. You must adhere to these terms when using this service.

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