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## CRITICAL INFORMATION SUMMARY

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### INFORMATION ABOUT THE SERVICE

A fixed line plan and a 1000GB ADSL Broadband service with a monthly charge.

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## Home 1000GB Super Bundle

**More Information About the Service;**  
Fixed line and ADSL Broadband.

**Hardware & Equipment;**  
No modem/router is included with this plan. Customers may choose to purchase either a ADSL2+ compatible modem/router or a ADSL2+ NBN Compatible Modem Router for an additional charge.

**Minimum Term;**  
This plan is a 24-month contract. The total minimum cost is \$2,040 over 24 months.

**What's Included;**  
This plan includes line rental and 1000GB of ADSL Broadband. If you exceed your monthly usage allowance, 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 data usage charges. Unused monthly data allowances will not carry over to the following month.

**What's Excluded;**  
This plan does not have an included value of calls. You will be charged for the amount of the calls you make each month. The rates you will be charged are specified below. There is no telephone handset included.

### INFORMATION ABOUT PRICING

**Monthly Access Fee;**  
Your minimum monthly charge is \$85. This charge includes line rental and 1,000GB of ADSL Broadband. You will be charged for the calls you make each month on top of this amount.

**Early Termination;**  
An Early Termination Charge of \$150 applies if the Broadband and/or fixed line service is churned or cancelled during the 24-month contract period.

**Fees & Charges;**  
The following rates will apply to calls made. All timed calls are charged in one second increments.

- Local calls will be charged at \$0.18 per call
- Calls to National Numbers on the 1,000 Super Bundle are charged a \$0.35 connection fee, plus \$0.25 per minute up to a maximum of \$1.50 per call for calls up to 2 hours. After 2 hours, charges revert to \$0.25 per minute.

- Calls to Mobiles on the 1,000 Super Bundle are charged a \$0.35 connection fee, plus \$0.35 per minute up to a maximum of \$1.50 per call for calls up to 1 hour. After 1 hour, charges revert to \$0.35 per minute.
- Calls to 13/1300 numbers are charged at \$0.44 per call
- Calls to 1800 numbers are free of charge

**On this plan:**

- A 2-minute standard national call will cost \$0.85.
- A 2-minute standard mobile call will cost \$1.05.
- 1MB of data will cost \$0.000085.

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;**  
Connection charges apply when connecting a new telephone service or relocating an existing telephone service. The connection charge will vary depending on whether a technician is required to attend the site and complete the connection, and if cabling work is required. Charges vary from \$60 to \$299. Please consult with our Customer Service Representatives to discuss.

**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).

### Hardware Configuration & Support;

Bendigo Telco will provide the username and password details for Super Broadband connections. Our Customer Help Team are able to support modems that are purchased/supplied via Bendigo Telco. If using a modem that is purchased from another retailer/provider, please refer to the manufacturer for support and assistance.

### OTHER INFORMATION

#### 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 ARE 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 the relevant number listed at the bottom of this document or visit the privacy and policy page on the relevant website also listed at the bottom of this document.

#### 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).

This is a summary only, details are correct at 1<sup>st</sup> August 2017. For full terms and conditions please refer to the product terms and conditions, copies are available at the relevant website listed at the bottom of this document.

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies are available at the relevant website listed at the bottom of this document. You must adhere to these terms when using this service.

Bendigo Telco Ltd and it's wholly owned subsidiaries trading as Bendigo Telco Group ABN 88 089 782 203.

### Bendigo Telco Group comprises of



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