
CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

A standard 1000GB ADSL Broadband connection with a monthly fee.

Super 1000GB

Broadband

More Information About the Service;

This offer is unbundled.

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 month to month. No contract applies.

What's Included;

This plan includes 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.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is \$60. This charge includes 1000GB of ADSL Broadband.

Early Termination;

No early termination charges apply to this plan.

Fees & Charges;

Cost of using 1MB of data is \$0.00006.

Connection Charges;

The connection fee for a new Broadband connection is \$150 on the Super Broadband Plans.

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.

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 INFORMATION

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 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.

This is a summary only, details are correct at 1st 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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