

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time. All prices and charges listed are inclusive of GST.

## Home NBN Broadband

### INFORMATION ABOUT THE SERVICE

An NBN Broadband connection with a monthly fee

#### More Information About the Service

This offer is unbundled.

#### Hardware & Equipment

A Netcomm NF18ACV Wireless Gateway is included with this plan.

#### Minimum Term

This plan is available on a month-to-month plan or on a 24 month contract.

#### What's Included

Your Home NBN Broadband service includes your NBN Broadband Service, a monthly quota of included data (see tabled below) and a Netcomm NF18ACV Wireless Gateway.

If you exceed your monthly usage allowance, the speed of your service will be reduced to 1Mb/s for the duration of the current billing period.

### INFORMATION ABOUT PRICING

Plan	Starter	Standard	Super
NBN Speed Tier	NBN 12 10Mb/s typical evening speed	NBN 50 40Mb/s typical evening speed	NBN 50 40Mb/s typical evening speed
Monthly Access Charge	\$69 /month	\$79 /month	\$89 /month
100/40 Speed Boost	-	+\$20 /month	+\$20 /month
Minimum total cost on 24 Month Contract	\$1656	\$1896	\$2136
Minimum total cost on no-contract plan	\$239	\$249	\$259
Monthly Data Allowance	100GB	500GB	2000GB
Additional fees	<ul style="list-style-type: none"><li>\$170 service establishment fee. This fee is waived when signing up to a 24 month contract.</li><li>\$300 nbn™ New Development charge may apply if your premises is identified by nbn™ as being within the site boundary of a new development.</li><li>\$220 early termination fee. More information under <b>Additional Pricing</b></li><li>\$50 relocation fee. More information under <b>Additional Pricing</b></li><li>\$20 plan change fee. More information under <b>Additional Pricing</b></li></ul>		

#### Monthly Access Fee

Refer to above table for monthly charges.

#### Minimum Monthly Fee

- Starter Plan - \$69 /month
- Standard Plan - \$79 /month
- Standard Plan with Speed Boost- \$99 /month
- Super Plan - \$89 /month
- Super Plan with Speed Boost - \$109 /month

#### Additional Pricing

- Early Termination Fee - if you choose to cancel your service and you are currently in contract, you will be charged an Early Termination Fee of \$220.
- Relocation Fee - If you move your service to a different address, you will be charged at \$50 once-off relocation fee. You can continue

to use your existing modem. NBN Establishment fees will apply if relocating to an address which has not previously had NBN connected or does not have an active copper pair available for connection.

- Plan change fee - A plan change fee applies when changing plans, or adding/removing a speed boost.

#### 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.

## OTHER INFORMATION

### NBN Speeds

Actual NBN throughput speeds are impacted 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.

Additionally devices connected by Wi-Fi may experience slower speed than those connected by Ethernet cable as well as the location of your modem. Network congestion on domestic and international links can be present during peak times of activity.

Typical speeds from your service will vary depending on the selected NBN connection speed. Refer to table on page one for typical evening download speeds.

### 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).

An additional Network Termination Device may be installed at no charge, in the event that the ports on the first device are full and a new order is

placed. Charges only 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 optic network you will not be able to move back to the existing copper based network.

### Other Services

We can provide you with a range of extra services on your NBN 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.

### 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](http://www.tio.com.au).