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## CRITICAL INFORMATION SUMMARY

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### INFORMATION ABOUT THE SERVICE

An NBN Broadband connection with a monthly fee.

## Super NBN

### Broadband

#### More Information About the Service;

This offer is unbundled.

#### Hardware & Equipment;

NBN modem/router is included with this plan.

#### Minimum Term;

This plan is available over a 24 month contract.

#### What's Included;

Your Super NBN Broadband service includes your NBN Broadband Service, 2,000GB of included data and an NBN Broadband Wifi modem/router.

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

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

- Super 12/1 2,000GB - \$65 per month (total min. cost over 24 months \$1,560). Cost per GB data \$0.0325.
- Super 25/5 2,000GB - \$75 per month (total min. cost over 24 months \$1,800). Cost per GB data \$0.0375.
- Super 50/20 2,000GB - \$85 per month (total min. cost over 24 months \$2,040). Cost per GB data \$0.0425.
- Super 100/40 2,000GB - \$95 per month (total min. cost over 24 months \$2,280). Cost per GB data \$0.0475.

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An order withdrawal fee of \$110 is applicable if an order is withdrawn once our provisioning team has submitted the request to our supplier.

#### 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.

- Up to 12/1 will vary between 5Mb/s download and 12Mb/s download.
- Up to 25/5 will vary between 5Mb/s download and 25Mb/s download.
- Up to 50/20 will vary between 12Mb/s download and 50Mb/s download.
- Up to 100/40 will vary between 12Mb/s download and 100Mb/s download.

#### 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).

### 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).

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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.

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### Bendigo Telco Group comprises of



1300 228 123  
[bendigotelco.com.au](http://bendigotelco.com.au)



1300 228 128  
[cctelco.com.au](http://cctelco.com.au)



1300 735 868  
[gvtelco.com.au](http://gvtelco.com.au)



1300 228 126  
[seqtelco.com.au](http://seqtelco.com.au)



1300 228 127  
[tastel.com.au](http://tastel.com.au)



1300 835 261  
[vicwesttelco.com.au](http://vicwesttelco.com.au)