

CRITICAL INFORMATION SUMMARY

ADSL Active & Voice & ADSL Active & Voice (Off Net)

INFORMATION ABOUT THE SERVICE

ADSL Active & Voice and ADSL Active & Voice (Off Net) plans are bundled plans which include an ADSL service and a fixed line service.

ADSL Active & Voice and ADSL Active & Voice (Off Net) plans come with all included data each month.

More information about the service

This offer is a bundled service and includes an ADSL service and a standard fixed line connection. To be eligible for a bundled service you must have an active voice and data service at the same address and on the same account.

Hardware & Equipment

Customers signing up to this plan will receive a modem at the time of service connection. The modem included with your plan is as specified on your application form.

You will require a standard analogue handset to use your ADSL Active & Voice and ADSL Active & Voice (Off Net) service.

Minimum Term

This plan is only available month-to-month. Month-to-month plans are not contracted.

What's Included

Our ADSL Active & Voice and ADSL Active & Voice (Off Net) plans include both an ADSL and fixed line product:

- Your included data allowance can be used to access the internet and to send and receive emails.
- Your data service is supplied with dynamic IP addressing.
- Your voice service includes a range of features such as Caller ID, Call Waiting and Call Forwarding.

For further information speak to a sales or customer service representative.

What's Excluded

Your service does not include an email account.

If you use any of the following services additional charges will apply; calls to local numbers, mobiles, standard national numbers, 13/1300 numbers, satellite services, value added services (such as wake up and reminder calls), operator assisted/directory assistance and Sensis® calls, premium content calls (e.g. to 19 numbers) and international calls.

INFORMATION ABOUT PRICING

Monthly Access Fee

Your monthly charge is:

Plan Name	Zone	Monthly Access Fee
ADSL Active & Voice	On-net	\$64.95
ADSL Active & Voice (Off Net)	Off-net	\$84.95

Early Termination

No early termination fees apply.

Fees & Charges

These plans include a \$199 set up fee for On net services or a \$230 set up fee for Off net services which includes your connection, modem and delivery.

If you withdraw your request for service after it has been accepted and prior to service completion you will be charged a \$150 order withdrawal fee.

A call out fee will be charged where a technician is required to attend your site: A fee of \$110 per hour or part thereof during Business Hours, \$143 per hour or part thereof 5.00pm - 8.00am Monday to Friday, excluding Public Holidays, or \$176 per hour or part thereof for all other times.

All requests for relocation of service will be processed as a cancellation and a new connection.

The following rates will apply to calls made.

All timed calls are charged per minute and billed in 60 second increments:

- Local calls will be charged at \$0.20 per call.
- Calls to standard national numbers will be charged at \$0.15 per minute.
- Calls to mobiles (within Australia) at \$0.30 per minute.
- Calls to 1300/13 numbers will be charged at \$0.50 per call

On this plan:

- A 2 minute standard national call will cost \$0.30
- A 2 minute standard national mobile call will cost \$0.60

For details of international call rates please see our website www.bendigobanktelco.com.au or contact our customer centre

Service Availability & Pricing

Service availability is dependent on geographic location. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. On-Net covers most metro areas, while Off Net services are generally located in regional areas. To confirm which zone 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, 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.

Installation Charges

These plans include a standard installation.

Installation charges apply when connecting a new fixed line service. The connection charge will vary depending on whether a technician is required to attend the site to complete the connection and if cabling work is required.

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 service connection times, fault repair times and keeping appointments.

OTHER INFORMATION

Usage Information

We recommend that you use our MyServiceCentre application to track your usage. It is available on our website: www.bendigobanktelco.com.au.

Pro-rata Billing

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, it's called pro-rata billing.

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 251 124.

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 March 2017. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.bendigobanktelco.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.bendigobanktelco.com.au. You must adhere to these terms when using this service.

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