

CRITICAL INFORMATION SUMMARY

ADSL Basics

INFORMATION ABOUT THE SERVICE
ADSL Basics and ADSL Basics Off Net plans
come with all included data each month.

More information about the service;

This offer is unbundled.

Hardware & Equipment;

Customers signing up to this plan will receive a \$0 upfront modem. The modem included with your plan is as specified in your order and must be obtained at the time of sign-up or it is forfeited.

Minimum Term;

This plan is only available on a 24 month contract. The minimum total cost is \$1198.80 (for ADSL Basics) and \$1678.80 (for ADSL Basics Off Net) over 24 months

What's Included;

ADSL Basics plans comes with included data each month, \$0 set up and a \$0 upfront modem.

Your included data allowance can be used to access the internet and to send and receive emails.

All services are supplied with dynamic IP addressing.

What's Excluded;

Services cannot be supplied with a static IP address.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is

Plan Name	Zone	Monthly Access Fee
ADSL Basics	Onnet	\$49.95
ADSL Basics Offnet	Offnet	\$69.95

These charges include your monthly access fee, included data, calls to local, standard national, Australian mobile numbers and 13/1300/1800 numbers.

Early Termination;

If at any stage you disconnect your ADSL Basics plan before your minimum term has ended, you will be required to pay an early termination charge.

The maximum early termination charge (ETC) for ADSL Basics is \$55.

The maximum early termination charge (ETC) for ADSL Basics Off Net is \$220.

Fees & Charges;

If you withdraw your request for service after it has been accepted and prior to service completion you will be charged a \$110 order withdrawal fee.

An incorrect call-out fee will be charged if you lodge a fault and a technician visits your premises and no fault is found. The fee will be charged at \$220 per instance.

All requests for relocation of service will be processed as a cancellation and a new connection. Each request will attract a disconnection fee and where applicable a new connection fee.

Service Availability and 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.

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.

IMPORTANT INFORMATION REGARDING YOUR FIRST INVOICE

Monthly access fees are invoiced in advance. When you first start a plan or transfer services to us, your monthly invoice will generally be higher than normal. This is because it includes a portion of your monthly access fee for the current month as well as the subsequent month in advance.

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 737 881.

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 September 2015. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.bendigobanktelco.com.au.

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