

CRITICAL INFORMATION SUMMARY

ADSL Active & ADSL Active (Off Net)

INFORMATION ABOUT THE SERVICE

The ADSL Active and ADSL Active (Off Net) plans come with included data each month, so there will never be any excess usage charges.

More information about the service

This offer is unbundled.

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.

Minimum term

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

What's Included

These plans include a connection, modem and delivery.

Your all 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

Your service does not include an email account.

INFORMATION ABOUT PRICING

Monthly Access Fee

Your monthly charge is:

Plan Name	Zone	Monthly Access Fee
ADSL Active	On-net	\$39.95
ADSL Active (Off Net)	Off-net	\$59.95

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.

Service Availability & Pricing

Service availability is dependent on geographic location. Services will be connected to either On net or Off net. Broadband zones are based on the industry's current zoning of Telephone and Broadband exchanges. 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.

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.

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