

# CRITICAL INFORMATION SUMMARY

## CHOICE INTERNET 100GB

### INFORMATION ABOUT THE SERVICE

A broadband plan that includes  
100GB of 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 on your application form 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 \$1,078.80 (for Zone 1) and \$1,558.80 (for Zone 2) over 24 months.

#### What's Included;

This plan includes 100GB of data each month, \$0 connection, a \$0 upfront modem and 5 email boxes.

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

Data will be counted in kilobytes, where 1000KB=1MB. If your monthly data download exceeds 100GB the speed of your service will be reduced to 256/64k for the duration of the current billing period. Importantly this means you will not incur excess usage charges.

Your service also includes 5 email boxes. Each email box is capable of storing 50MB of data.

All services are supplied with dynamic IP addressing.

#### What's Excluded;

Unused monthly data allowances will not carry over to the following month.

Services cannot be supplied with a static IP address.

#### Early Termination;

The maximum early termination charge (ETC) for this plan is \$220.

If you disconnect your service, or downgrade your plan to another plan with a lower monthly access fee before your contract term has ended, you will have to pay a \$220 disconnection fee.

#### 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.

#### On this plan:

- The cost of 1MB of data is 0.0008 (Zone 1) and \$0.0011 (Zone 2).

#### Service Availability and Pricing;

Service availability is dependent on geographic location. Services will be connected to either Zone 1 or Zone 2. 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.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

Your maximum monthly charge is \$44.95 (for Zone 1) and \$64.95 (for Zone 2). This charge includes 100GB of data each month.

## OTHER INFORMATION

### Usage Information;

We recommend that you track your usage by using our MyServiceCentre application. It is available on our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au). You will automatically receive email or SMS alerts when you reach 50%, 85% and 100% of your monthly allowance.

An extension of our MyServiceCentre application, Bendigo Bank Telco's Mobile app lets you monitor your handset, ADSL and mobile broadband usage on the go. Our Mobile app is downloadable from standard marketplaces.

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

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This is a summary only, details are correct at 1 June 2012.

For full terms and conditions please refer to the product terms and conditions a copy of which is available at [www.bendigobanktelco.com.au](http://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](http://www.bendigobanktelco.com.au). You must adhere to these terms when using this service.

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**Call 1300 737 881 or visit [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au)**