

ESSENCE ULTIMATE BUNDLE

INFORMATION ABOUT THE SERVICE

The Essence Ultimate Bundle provides you with a range of included call types as well as an unlimited internet plan. This bundle is only available to business customers with a standard fixed line service.

More information about the service;

This offer bundles our Essence Business Landline plan with our Essence Ultimate Internet plan.

Our Essence Ultimate Internet plan is not available as a standalone product; it is only available when bundled with the Essence Business Landline plan.

Hardware & Equipment;

Customer signing up to this bundle 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 bundle is only available on a 24 month contract. The minimum total cost is \$3,598.80 over 24 months.

\$3,598.80 = \$2,398.80 (Minimum cost of the Essence Business Landline Plan) + \$1,200.00 (Minimum cost of the Essence Ultimate Internet plan).

What's Included;

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

To be eligible for the sign-up bonus you must connect one fixed line and one internet service to the featured plans. Only one bonus will be issued per account regardless of the number of services linked to the featured plans.

All broadband services are supplied with dynamic IP addressing

What's Excluded;

If you use any of the following services additional charges will apply: calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, 13/1300 calls, premium content calls (e.g. to 19 numbers) or calls to international numbers.

Services cannot be supplied with a static IP address.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is \$149.95 = \$99.95 (Essence Ultimate Landline plan) + \$50.00 (Essence Ultimate Internet plan).

This charge includes line rental and calls to local numbers, standard national numbers and mobiles within Australia as well as unlimited data.

If you have extra services activated on your fixed line service (such as Line Hunt or Calling Number Display) you will have to pay more than \$149.95 a month.

Early Termination;

The maximum early termination charge (ETC) for this plan is \$700.00.

This is calculated by adding the maximum ETC due for the Essence Ultimate Landline plan (\$480) and the disconnection fee due for the Essence Ultimate Internet plan (\$220).

The ETC due for the Essence Ultimate Landline plan is calculated by multiplying the plans ETC base rate by 24 (the number of months in the contract). The ETC base rate that applies to this plan is \$20.00.

The \$220 disconnection fee applies to the Essence Ultimate Internet Plan.

If you cancel either your landline or internet service, or downgrade either of the plans to another plan with a lower monthly access fee before your contract term has ended, you will have to pay the termination charge or disconnection fee due for that service.

If at any time you terminate or downgrade your Essence Ultimate Landline Plan, your Essence Starter Internet plan will be moved to a relevant standalone plan.

Fees & Charges;

The following rates will apply to calls made. All timed calls are charged in one second increments: - Calls to 1300/13 calls will be charged at \$0.44 per call.

Additional charges:

- If you withdraw your broadband 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 a broadband 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:

- A 2 minute standard national call has no charge
- A 2 minute standard national mobile call has no charge
- 1MB of data has no charge.

For details of international call rates please see our website or contact our customer centre.

Connection Charges:

Your bundle includes a \$0 connection fee for your broadband service. 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 and Restoration Timeframes for Fixed Line Services;

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.

A copy of the (CSG) is accessible from our website.

Other Services:

We can provide you with a range of extra services on your fixed line service. Some services will attract additional fees.

Broadband 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 one 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 and 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. Once you have a MyServiceCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance. An extension of our MyServiceCentre application, our 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, this is called Pro Rata Billing.

Invoice Options

Paper invoices incur a fee of \$2.20 (including GST). Receiving your invoice via email does not incur a charge.

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.

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

Bendigo Telco Group consists of the following

