

BKB INTERNET

Critical Information Summary

Home "One" Broadband Internet Plans

Information About The Service

The service:

Home "One" Broadband Internet is an ADSL2+ broadband service offering fast speed internet access with a monthly included data allowance. Once you exceed your allowance, your speed is reduced (shaped) to 256Kbps for the remainder of the billing period.

Bundling:

This service is not bundled with any other services. You may purchase a phone line from us, please contact us for further information.

Mandatory components:

You must have a working fixed line (PSTN) service on the BKB, Telstra or Telstra wholesale network.

You will require a modem/router for this service. We do not include the cost for a modem/router in this plan however you may purchase one from us at an additional cost.

Minimum term:

The service is available with a minimum term of 0 months, 12 months or 24 months.

Important conditions:

This service may not be available at your location. Please call us on 1300 252 638 to find out if you can be connected to this service.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

Minimum monthly charge:

Monthly included allowance	100 GB	200 GB	300 GB	Infinite
Monthly charge – 0 Month contract	\$59	\$69	\$79	\$89
Minimum charge for 0 month term	\$224	\$234	\$244	\$254
Monthly charge – 12 month contract	\$59	\$69.00	\$79.00	\$89
Minimum charge for 12 month term	\$807	\$927	\$1047	\$1188
Monthly charge – 24 month contract	\$59	\$69	\$79	\$89

Minimum charge for 24 month term	\$1465	\$1705	\$1945	\$2185
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There is a one off installation fee of \$125 on a 1 month contract, a \$99 install fee on a 12 month contract and a \$49 fee on a 24 month contract.

Maximum monthly charge:

The maximum you will pay is outlined in the minimum monthly charge table. No excess charges apply.

Early termination charges:

If you cancel your service prior to the end of your minimum term you will incur an early termination charge as follows:

0 Month Contract	\$0
12 Month Contract	\$165
24 Month Contract	\$165

Unit Pricing Information:

Monthly included allowance	100 GB	200 GB	300 GB	Infinite
Cost of using 1GB incl. in allowance, 0 month contract	\$0.59/GB	\$0.345/GB	\$0.263/GB	\$0.001/GB
Cost of using 1GB incl. in allowance, 12 month contract	\$0.59/GB	\$0.345/GB	\$0.263/GB	\$0.001/GB
Cost of using 1GB incl. in allowance, 24 month contract	\$0.59/GB	\$0.345/GB	\$0.263/GB	\$0.001/GB

Other Information

Usage information:

You can monitor your usage at myaccount.bkb.net.au or by calling us on 1300 252 638.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 252 638 or by sending an email to accounts@bkb.net.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows:

- Phone: 1800 062 058
- Fax: 1800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>