

## CRITICAL INFORMATION SUMMARY

### NBN VOICE INCLUDED

#### INFORMATION ABOUT THE SERVICE

An NBN Voice plan with a monthly access fee. This plan will allow you to make and receive phone calls but instead of the calls being delivered using a standard copper telephone line they will be delivered using a NBN Fibre connection.



#### More information about the service;

This plan is only available to customers who have an active NBN data service delivered over fibre with Bendigo Bank Telco at the same address and on the same account.

The service is not supported on wireless or satellite.

#### Hardware & Equipment;

There is no hardware or equipment associated with this offer. You will require a standard analogue handset to use your NBN voice service.

#### Minimum Term;

This plan is only available on a 12 Month contract. The minimum total cost is \$959.40 over 12 months.

#### What's Included;

This plan includes your monthly access and calls to local, standard national, 13/1300/1800 numbers and mobiles within Australia.

Your service includes a range of features such as Caller ID, Call Waiting and Call Forwarding. For further information speak to a sales or customer service representative.

#### What's Excluded;

If you use any of the following services additional charges will apply; calls to satellite services, value added services (such as wake up and reminder calls), operator assisted/directory assistance, Sensis® calls and international calls.

#### INFORMATION ABOUT PRICING

##### Monthly Access Fee;

Your minimum monthly charge is \$79.95. This includes your monthly access and calls to local, standard national, 13/1300/1800 and Australian mobile numbers.

You will be charged for all other calls you make each month.

##### Early Termination;

The maximum early termination fee for this plan is \$40. 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 \$40 early termination fee.

#### Fees & Charges;

On this plan:

- A 2 minute standard national call will have no charge.
- A 2 minute standard national mobile call will have no charge.

For details of international call rates please see our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au) or contact our customer centre.

#### 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.

#### Connection Charges and Installation;

Where you request a new connection we will endeavour to connect the service on the date requested.

No installation charges apply for a NBN Voice Included service. Installation charges may apply for NBN data services.

Non-standard installations may incur additional charges. NBN Co will advise you of any such charges prior to installation. Your approval and acceptance of these charges will be sought prior to work commencing.

You must obtain the consent of the property owner to have the NBN Voice installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed), and be able to provide that to Bendigo Bank Telco upon request.

The cabling that is required in your premises beyond the network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

If you have existing phone sockets at your property and want to be able to use them for the NBN Voice service, you will need to have an Austel approved technician connect your existing sockets up to the network termination device at your cost.

For further information regarding the installation of an NBN Service please refer to our website at [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au)

### Partial Customer Service Guarantee Waiver (CSG);

A condition of providing you with an NBN Voice service is that you acknowledge that you waive your protection and rights under the Customer Service Guarantee in relation to maximum timeframe to connect a service.

A copy of the Partial CSG Waiver is accessible from [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au).

### OTHER INFORMATION

#### Power Outages and Battery Backup;

In the event of a power outage, you will not be able to make or receive any calls if you do not have a battery backup connected to your NBN Voice service.

When you order a NBN Voice Service from us you can decide if you would like the service supplied with a backup power supplier (i.e. battery backup). The backup battery will be supplied at no cost.

For further information on Battery Backup please see our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au).

#### Service Availability;

Service availability is dependent on geographic location.

NBN Voice is only available in areas where the NBN is available, and is delivered using NBN Co Fibre technology.

NBN access technology is determined by the NBN Co roll out strategy. To determine the access technology at your location please refer to our website at [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au) for further information.

#### 19/1900 calls;

Calls to numbers starting with 19/1900, 0500 or Universal International Free phone numbers (UFN) are not available on a NBN Voice service.

#### 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 March 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](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.

Telecommunications and internet products are provided by Community Telco Australia Pty Ltd ABN 93 094 908 326 trading as Bendigo Bank Telco ('CTA'). CTA is not an authorised deposit-taking institution (or bank) and the acquiring or purchasing of telecommunications and internet products does not represent a deposit with, obligation or liability of Bendigo and Adelaide Bank limited.

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