

CRITICAL INFORMATION SUMMARY

Business VoIP Plus

INFORMATION ABOUT THE SERVICE

A VoIP 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 telephone line they will be delivered using your internet connection

More information about the service

This offer is unbundled.

A 512 / 128 Kbps connection is recommended and is the minimum connection speed Bendigo Bank Telco will support. The service is not supported on wireless, satellite or mobile broadband connections.

Hardware & Equipment

There is no hardware or equipment associated with this offer.

You will require a VoIP-enabled device (along with a handset) to connect your VoIP service.

VoIP enabled devices can be purchased from Bendigo Bank Telco. For pricing on these devices please call our Customer Centre on 1300 251 124.

Minimum Term

This plan is available on a 24 month contract.

The minimum total cost for the contracted plan is \$958.80

What's Included

Your plan includes the following:

- Line rental
- Included calls to local, national and mobile numbers within Australia. Calls to 1800 numbers are not charged.

What's Excluded

The following are not included in your plan and will incur additional charges

- 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

INFORMATION ABOUT PRICING

Monthly Access Fee

Your minimum monthly charge is \$39.95. This includes your monthly access, local calls, standard national numbers and mobiles within Australia. Calls to other Bendigo Bank Telco customers connected to Business VoIP Plus plans are included.

Early Termination

The maximum early termination charge (ETC) for this plan is \$479.52. This 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 \$19.98.

Example: If you cancel your plan 12 months into your 24 month contract, your early termination fee would be \$19.98 (ETC base rate) x 12 (months remaining) = \$239.76

If you cancel your plan or move to another plan with a lower monthly access fee before your contract term has ended you will have to pay an early termination charge.

Fees & Charges

The following rates will apply to calls made. All timed calls are charged in 60 second increments with a one minute minimum:

- Calls to 13/1300 numbers will be charged at \$0.50 per call

On this plan:

- A 2 minute local call will have no charge
- A 2 minute standard national call will have no charge
- A 2 minute standard national mobile call will have no charge have no charge
- A 2 min 13/1300 call will cost \$0.50

For details of international call rates please see our website www.bendigobanktelco.com.au or contact our Customer Centre on 1300 251 124.

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

No installation charges apply for a Business VoIP Plus Service. Installation charges may apply for data and fixed line services.

Connection Timeframes

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

If you are porting your service to a Business VoIP, Number Portability time frames will apply. Time frames will be advised at the time of order submission.

Customer Service Guarantee Waiver (CSG):

A condition of providing customers with a Business VoIP service is that you acknowledge that you waive your protection and rights under the Customer Service Guarantee.

A copy of the (CSG) is accessible from www.bendigobanktelco.com.au

OTHER INFORMATION

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 May 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.

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. 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 251 124. or visit www.bendigobanktelco.com.au