

CRITICAL INFORMATION SUMMARY

Business VoIP

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 available month to month. Month to month plans are not contracted.

What's Included

Your plan includes the following:

- Line rental
- Calls to 1800 numbers are not charged

What's Excluded

This plan does not include any calls. All calls except calls to 1800 numbers will incur additional charges as advised under 'Fees and charges'.

INFORMATION ABOUT PRICING

Monthly Access Fee

Your minimum monthly charge is \$9.95. This includes your monthly access.

Early Termination

No early termination fee applies.

Fees & Charges

The following rates will apply to calls made. All timed calls are charged in one second increments:

- Calls to local numbers will be charged at \$0.20 per call
- Calls to standard national numbers will be charged \$0.15 per minute
- Calls to mobiles (within Australia) will be charged at \$0.32 per minute
- Calls to 13/1300 numbers will be charged at \$0.50 per call

On this plan:

- A 2 minute local call will cost \$0.20
- A 2 minute standard national call will cost \$0.30
- A 2 minute standard national mobile call will cost \$0.64
- 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.

Connection Charges

No installation charges apply for a Business VoIP 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