

CRITICAL INFORMATION SUMMARY

Business Voice

INFORMATION ABOUT THE SERVICE

A fixed line plan with a monthly access fee. This plan is available to business customers with a standard fixed line service.

More information about the service

This offer is unbundled.

Hardware & Equipment

There is no hardware or equipment associated with this offer.

Minimum Term

This plan is available on a 12 month contract as well as month to month.

The minimum total cost for the contracted plan is \$359.40

The minimum total cost for the uncontracted plan is \$0

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 monthly charge is:

Plan Name	Contract	Monthly Access Fee
Business Voice	12 Months	\$29.95
Business Voice	Month to Month	\$34.95

Early Termination

The maximum early termination charge (ETC) for this plan is

Plan Name	Contract	Max Early Termination Charge
Business Voice	12 Months	\$240
Business Voice	Month to Month	\$0

The early termination charge is calculated by multiplying the ETC base rate by the number of months remaining on your contract. The ETC base rate that applies is \$20.

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

Installation charges apply when connecting a new service. The installation 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 & Restoration Timeframes

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 www.bendigobanktelco.com.au

Other Services

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

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.

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Call 1300 251 124. or visit www.bendigobanktelco.com.au