

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

Our **Flexi XS \$15 plan** includes \$220 call value to standard numbers, unlimited SMS/ MMS and 1GB of data each month.

Our **Flexi S \$20 plan** includes \$330 call value to standard numbers, unlimited SMS/MMS and 1.5GB of data each month. The 12 month contract included unlimited calls to standard numbers and 2GB of data each month.

Our **Flexi M \$30 plan** includes unlimited calls to standard numbers, unlimited SMS/ MMS and 2GB of data each month. The 12 month contract includes 5GB of data each month.

Our **Flexi L \$40 plan** includes unlimited calls to standard numbers, unlimited SMS/MMS and 5GB of data each month. The 12 month contract includes 10GB of data each month.

Our **Flexi XL \$60 plan** includes unlimited calls to standard numbers, unlimited SMS/MMS and 10GB of data each month. The 12 month contract includes 15GB of data each month.

## Flexi Mobile Plans

### More information about the service;

This offer is unbundled.

### Hardware & Equipment;

Customers who sign up to the plan will receive a SIM card only and no other hardware.

This plan is compatible with our Monthly Device Payments (MDP's). A MDP will allow you to purchase hardware using standard monthly repayments. An MDP is a separate product that is contracted for 24 months. Direct debit is a compulsory requirement of MDP. Early termination charges apply.

### Minimum Term;

The Flexi plans are available on a month by month non-contract option or a 12 month contracted option.

### What's Included;

All allowances are for usage within Australia. Your included value can be used to make calls to mobiles and fixed line numbers, call 13/1300 call diversions and to check your voicemail.

Calls to 1800 numbers are free of charge. Your included SMS/MMS allowance can be used to send SMS and MMS messages. The Flexi M, L and XL plans include an allowance for International calls.

Your included data allowance can be used to access the internet and to send and receive emails from your mobile handset. Data usage will be counted in kilobytes, where 1000KB=1MB and will include uploads and downloads. Unused allowances do not carry over to the following month.

### What's Excluded;

All monthly allowances exclude usage charges while you are overseas. If you use any of the following services additional charges will apply: Calls to satellite services, value added services, operator assisted/ directory assistance or Sensis® calls, Video calling, premium content calls (e.g. to 19 numbers) premium SMS/MMS, international roaming calls and paging services. The Flexi XS and S plan do not include any international calls.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

The Monthly Access fees for the Flexi Mobile plans are as follows:

Our Flexi XS plan is \$15 per month.

Our Flexi S plan is \$20 per month.

Our Flexi M plan is \$30 per month.

Our Flexi L plan is \$40 per month.

Our Flexi XL plan is \$60 per month.

If you use your mobile to make calls or access services that do not form part of your included value, or you use more data than your monthly allowance provides, you will have to pay more than the relevant monthly access fee per month.

#### Early Termination;

On the 12 month contract option, the following Early Termination Fees apply:

Flexi S & Flexi M plans: 0-5 months - \$60, 6-12 months - \$25

Flexi L plan: 0-5 months - \$85, 6-12 months - \$35

Flexi XL plan: 0-5 months - \$120, 6-12 months - \$45

#### Fees & Charges;

- Standard rates apply if you exceed your included allowances.
- All timed calls are charged in 60 second blocks with the exception of Voicemail retrieval which is charged in 30 seconds blocks.
- Calls to mobiles (within Australia), national calls, call diversion and calls to 13/1300 will be charged at \$1.10 per 60 seconds.
- Calls to 1800 numbers are free of charge.
- SMS and MMS are unlimited on all Flexi plans.
- Retrieval of voicemail will be charged at \$1.10c per 30 sec.
- For international call rates, please visit our website or contact our Customer Help Team.
- Once you have reached your included data limit on your plan, you will be automatically be charged an additional \$10 for an extra 1GB of data. After that, each time you exceed the 1GB block of extra data within the current billing period, an additional 1GB block of extra data will be added at a charge of \$10.

## OTHER INFORMATION

### Coverage:

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage, go to the mobile plans page on our website. Outside 4G coverage areas compatible handsets will switch to the Optus 3G network.

Importantly if you have a compatible handset and you are in a 4G coverage area you will download data at significantly faster rates.

### Usage Information:

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on our website. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the SmartCentre Application and in the Usage Alerts may be up to 48 hours old.

### International Roaming:

You will need to have international roaming activated on your service prior to leaving Australia to be able to access this capability. Once you have access to international roaming it is easy to run up expensive charge's very quick!

### Things to remember:

- All rates specified within your product terms and conditions refer to usage within Australia. Calls made, data used and SMS/MMS messages sent outside Australia will be charged at a rate levied by the overseas carrier.
- International roaming charges are not part of your plans included value.
- For more information on international roaming go to our website.

### Billing:

When you first start a Plan or change your Plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

### 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 Help Team.

### 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 1st August 2017. For full terms and conditions please refer to the product terms and conditions a copy of which is available at [www.bendigotelco.com.au](http://www.bendigotelco.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.bendigotelco.com.au](http://www.bendigotelco.com.au). You must adhere to these terms when using this service.

Bendigo Telco Ltd and its wholly owned subsidiaries trading as Bendigo Telco Group ABN 88 089 782 203.

### Bendigo Telco Group comprises of



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