INFORMATION ABOUT THE SERVICE
A fixed line plan with a monthly access fee. This plan is available to residential customers with a standard fixed line service.

INFORMATION ABOUT PRICING

Monthly Access Fee;
Your minimum monthly charge is $29.95. This includes line rental only.

You will be charged for the calls that you make each month and for any extra services that you have activated on your fixed line service (such as Message Bank or Calling Number Display).

Early Termination;
No early termination charge applies.

Fees & Charges;
The following rates will apply to calls made. All timed calls are charged in one second increments:
- Local calls will be charged at $0.20 per call.
- Calls to standard national numbers are charged a $0.35 connection fee plus $0.35 per minute up to a maximum of $2.00 per call for calls up to 20 minutes. After the capped period calls will be charged at $0.25 per minute.
- Calls to mobiles (within Australia) are charged a $0.35 connection fee plus $0.35 per minute up to a maximum of $2.00 for the first 20 minutes. After the capped period calls will be charged at $0.25 per minute.
- Calls to 1300/13 numbers will be charged at $0.35 per call.

For details of international call rates please see our website www.bendigobanktelco.com.au or contact our customer centre.

Connection Charges:
Installation charges apply when connecting a new service. The connection 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 and 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 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

This is a summary only, details are correct at 1 February 2013. 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 737 881 or visit www.bendigobanktelco.com.au