

CRITICAL INFORMATION SUMMARY

CHOICE \$99.95 Fixed Line Plan

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.

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 only available on a 12 month contract. The minimum total cost is \$1,199.40 over 12 months.

What's Included;

This plan includes your monthly line rental charge, unlimited calls to local, standard national numbers and mobiles within Australia.

What's Excluded;

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, 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 \$99.95. This charge includes line rental and calls to local numbers, standard national numbers and mobiles within Australia.

If you make calls to other numbers, or you have extra services activated on your fixed line service (such as Message Bank or Calling Number Display) you will be charged more than \$99.95 a month.

Early Termination;

The maximum early termination charge (ETC) for this plan is \$120.00. This is calculated by multiplying the plans ETC base rate by 12 (the number of months in the contract). The ETC base rate that applies to this plan is \$10.00.

Example: If you cancel your plan 6 months into your 12 month contract, your early termination fee would be \$10.00 (ETC base rate) x 6 (months remaining) = \$60.00

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:

- Calls to 1300/13 numbers will be charged at \$0.40 per call

On this plan:

- A 2 minute standard national call will have no charge
- A 2 minute standard national mobile call will have no charge

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 1st October 2015. 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