Business Voice Plus

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 $539.40
The minimum total cost for the uncontracted plan is $0

What’s Included
Your plan includes the following:
- Line rental
- Included calls to local, national and mobile numbers within Australia. Calls to 1800 numbers are not charged.

What’s Excluded
The following are not included in your plan and will incur additional charges
- 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

Fees & Charges
The following rates will apply to calls made.
- Calls to 13/1300 numbers will be charged at $0.50 per call

On this plan:
- A 2 minute local call will have no charge
- A 2 minute standard national call will have no charge
- A 2 minute standard national mobile call will have no charge
- A 2 minute 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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