

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are **inclusive** of GST unless otherwise stated.



## SMS Gateway

SMS Gateway allows you to create and schedule SMS, or simply send a quick SMS to your contacts in an intuitive portal. You can track contact engagement with direct SMS campaigns and measure the delivery of messages within a dashboard. SMS Gateway can provide you with different platform to engage with your customers and can streamline your business operations by simplifying order confirmations, booking notifications, setting up two-factor authentication and more. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

ITEM	PRICING
SMS Gateway fee – Per Month (Minimum monthly fee)	\$5.50
Virtual Number – Per Number – Per Month	\$27.50
Shared Number – Per Number – Per Month	Free
Per SMS – In and Out	\$0.11
Activation and Set Up – Once Off	\$330.00

### INFORMATION ABOUT THE SERVICE

#### BUNDLING

This offer is not conditional on any bundling arrangements.

#### HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer.

#### MINIMUM TERM

SMS Gateway plans are only available on a month-to-month basis. There is a 30-day cancellation term applicable.

#### MONTHLY ACCESS FEE

The minimum monthly access fees for the SMS Gateway plans can be found in the plan table above.

#### WHAT'S INCLUDED

Access to an SMS Gateway to manage contacts and send SMS to contacts.

#### WHAT'S EXCLUDED

An underlying internet access service. Internet access plans are available from Bendigo Telco and can be found at: [bendigotelco.com.au](http://bendigotelco.com.au).

#### EARLY TERMINATION CHARGE

There are no early termination charges applicable on the SMS Gateway Plans.

#### SERVICE LIMITATIONS

Internet access is required to access the SMS Gateway management portal.

### INFORMATION ABOUT PRICING

#### STANDARD CALL COST INFORMATION

Under our SMS Gateway plan the cost of sending an SMS is \$0.11 per SMS.

#### OTHER INFORMATION

##### USAGE INFORMATION

We recommend that you use our SMS Gateway Portal to track your usage. [portal.cloudcalling.bendigotelco.com.au](http://portal.cloudcalling.bendigotelco.com.au)

##### CUSTOMER EXPERIENCE

Bendigo Telco has an all Australian-based Customer Experience team who can help you with any technical support, account, or sale questions. Just give us a call on 1300 228 123 or lodge a fault via our SmartCentre application.

##### SUMMARY

This is a summary only – the full legal terms for this plan are contained in your agreement with Bendigo Telco Ltd, including Our Standard Form of Agreement which is available at: [bendigotelco.com.au/legal/sfoa-compliance](http://bendigotelco.com.au/legal/sfoa-compliance)

##### BILLING

SMS Gateway plans are billed in advance. SMS charges are in arrears.

##### PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

### FOR MORE INFORMATION

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 call our Australian based Customer Experience team on **1300 228 123** or follow our dispute resolution process via <https://www.bendigotelco.com.au/legal/privacy-policy>

#### TIO

If after 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/making-a-complaint](http://www.tio.com.au/making-a-complaint).

#### Bendigo Telco Limited

PO Box 1062, Bendigo Vic 3552

E: [customerhelp@bendigotelco.com.au](mailto:customerhelp@bendigotelco.com.au)