

CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time. All prices and charges are listed inclusive of GST.

NBN Home Phone

| Plan | NBN Home Phone |
|----------------------------|-----------------|
| Monthly Access Charge | \$10 /month |
| Local & National Calls | Included |
| Calls to Mobiles | Included |
| Calls to 13 / 1300 Numbers | \$0.44 per call |

INFORMATION ABOUT THE SERVICE

This plan is only available to customers who have a residential NBN service with Bendigo Telco. This plan will allow you to make and receive phone calls delivered using your internet connection.

More Information About the Service

NBN services are delivered over either Fibre to the Premises, Fibre to the Node, Fibre to the Basement, Fibre to the Curb, HFC or Fixed Wireless.

The NBN Phone service is not available as a standalone service. A limit of 2 phone numbers are available on the NBN Business Phone plans.

Hardware & Equipment

The NBN Phone service is provided via the router supplied with your Bendigo Telco Group NBN Broadband service. Your phone handset is not included

Minimum Term

This plan is month to month, no contract applies.

What's Included

NBN Home Phone includes all local, national and mobile calls.

What's Excluded

- 1900 premium calls are not supported on the NBN Business Phone plan.
- International calls are blocked by default. Customer can opt into international call by contacting Customer Help.
- NBN Broadband service

Important Conditions

Customer Service Guarantee (CSG) Waiver - A condition of providing customers with an NBN Business Phone service is that you acknowledge that you waive your protection and rights under the Customer Service Guarantee.

A copy of the CSG is accessible from www.bendigotelco.com.au

INFORMATION ABOUT PRICING

Monthly Access Fee

The monthly access fee is \$10.

Early Termination

There are no early termination fees for our NBN Home Phone service.

Connection Charges

There are no connection charges for an NBN Home Phone service that is connected to an active Bendigo Telco Group NBN Broadband service. Fees may apply for connecting a NBN Broadband service. Refer to NBN Broadband CIS for details on charges.

OTHER INFORMATION

Voice Quality

NBN Home Phone uses a technology called Voice over IP (VoIP). VoIP is a technology that allows phone calls to traverse over the internet. The availability and quality of VoIP services may differ from a standard telephone service. You can make and receive calls while surfing the web, however the VoIP service may be impaired if you do so, depending on the type of surfing or downloading, and your broadband connection speed.

Availability

- NBN phone services are delivered over either Fibre to the Premises, Fibre to the Node, Fibre to the Basement, Fibre to the Curb, HFC or Fixed Wireless.
- The NBN Phone service is not available as a standalone service.
- A limit of 2 phone numbers are available on the NBN Home Phone plans.

Number Porting

You may port your fixed line phone number onto your NBN Phone service. Phone number ports can take up to 10 weeks to complete. During the porting process, we can supply a temporary number for you to use until your number has been ported.

If porting an existing number, we require a copy of your current providers Invoice for verification purposes.

- If you are bringing your existing telephone number across to use on the Bendigo Telco NBN Phone service, a once off fee of \$5 will apply.
- If you choose to port your service to another provider, you will be charged a \$150 port away fee in addition to any applicable Early Termination Fees.
- If you are porting your service from another provider, you may be charged a 'Port-out' fee. When porting from an existing Bendigo Telco PSTN service, an \$8.00 fee will apply.

Other Services

We can provide you with a range of extra services on your NBN Home Phone service. An optional Voicemail to Email feature is available for an additional \$3.30 per month. Please speak to our representatives if you would like to enable this feature.

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.

Paper Invoice Charge

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

WE'RE HERE TO HELP

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 on **1300 228 123**.

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.