

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time.

## BizExpress Line

Plan	No Contract	12 Month Contract	24 Month Contract	Monthly Access Fee
	Once off charge per ATA			Per line
BizExpress Line (HT802)	\$95.00	\$70.00	\$30.00	\$39.90
BizExpress Line (HT814)	\$190.00	\$95.00	\$30.00	\$39.90

### INFORMATION ABOUT THE SERVICE

BizExpress Line is a digital fixed line telephone service with analogue telephone ports that are compatible with analogue telephone systems and analogue telephone handsets.

#### More Information About the Service

This service requires an active data connection that can be supplied by Bendigo Telco Group or another service provider. Each BizExpress Line requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

#### Hardware & Equipment

BizExpress Line is delivered to analogue telephone ports in an Analogue Telephone Adaptor (ATA) that plugs into the customers data service. The type of ATA depends on the number of services ordered.

Number of Services	Analogue Telephone Adapter (ATA)
1 or 2 services	BizExpress Line (HT802)
3 or 4 services	BizExpress Line (HT814)

The Handset and equipment remains the property of AAPT. If you wish to cancel your service, you will need to return the handsets to Bendigo Telco. Spare Handsets are owned by the customer and only the Vendor warranty of 18 months will apply.

#### Minimum Term

Bendigo Telco BizExpress Line plans are available on a no contract term, a 12 month contract or a 24 month contract.

#### What's Included

- All Bendigo Telco BizExpress Line plans include an ATA and unlimited calls to local, national, fixed to mobile call and voicemail within Australia.

- Hunt Group is included free when you purchase a minimum of 3 user plans.
- Single phone numbers are included with each user plan.
- Free Internal calls are available between users within the same Virtual Private Branch Exchange (vPBX).
- Calls to 1800 numbers are free of charge.
- 1 Auto Attendant included Free per customer

#### 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, premium content calls (e.g. to 19 numbers) and calls to international numbers. For details of International call rates please contact a Bendigo Telco Representative.
- Some services such as Fax and EFTPOS will not work over Bendigo Telco BizExpress. Speak to Bendigo Telco to discuss alternative fax and EFTPOS solutions.
- Additional charges apply for number blocks, and other optional features. For a full comprehensive price list, please contact a Bendigo Telco representative.
- Additional charges may apply for additional configuration requests. For a full comprehensive price list, please contact a Bendigo Telco representative or visit our website: [www.bendigotelco.com.au/bizexpress](http://www.bendigotelco.com.au/bizexpress)
- The Customer Service Guarantee (CSG) is not applicable on the Bendigo Telco BizExpress service. For more information, please refer to our Standard Form of Agreement, which can be found on our website: <http://www.bendigotelco.com.au/sfoa-compliance>

## INFORMATION ABOUT PRICING

### Monthly Access Fee & Call Charges

The below table shows the once off charges and monthly recurring charges for the BizExpress Line service.

Plans	No Contract	12 Month Contract	24 Month Contract	Monthly Access Fee
	Once off Charge per ATA			per line
BizExpress Line (HT802)	\$95.00	\$70.00	\$30.00	\$39.90
BizExpress Line (HT814)	\$190.00	\$95.00	\$30.00	\$39.90

- All Bendigo Telco BizExpress Line plans include a handset and unlimited calls to local, national, fixed to mobile call and voicemail within Australia.
- Delivery charges are \$16.50 per ATA.
- Calls to 13/1300 numbers are charged at \$0.35 per call.
- Calls to 1800 numbers are free of charge.
- International Charges are listed on the BizExpress Line page of the relevant website listed at the bottom of this document.
- If you wish to port your number from your existing service provider, an additional \$9.90 will be charges per number as a once off charge.

### Minimum Cost

The below table shows the minimum costs for the BizExpress Line service. Minimum costs include monthly recurring fee, Once Off setup charge and delivery charges.

Plans	No Contract	12 Month Contract	24 Month Contract
	Total Minimum Cost		
BizExpress Line (HT802)	\$111.50	\$565.30	\$1,004.10
BizExpress Line (HT814)	\$206.50	\$590.30	\$1,004.10

### Early Termination

Early Termination Charges are as follows: 12 Month Term - Monthly Charge times number of months remaining in the Term (capped at 6 months). 24 Month Term - Monthly Charge times number of months remaining in the Term (capped at 12 months).

## OTHER INFORMATION

### Call Quality

Service availability and quality may differ from a standard telephone service. The quality of the service is subject to network and Internet congestion. The service may not be appropriate if you or another user have a disability, serious illness or other life threatening condition which requires an uninterrupted phone line with access to 000 emergency services.

### Power Outages

Your BizExpress Line service will not function in the event of a power outage. You can, however, provide a backup phone number (i.e mobile number) at the time of your order, your incoming calls will be routed to the backup number provided.

### Other Services

Some services such as Fax and EFTPOS may not work over the BizExpress Line service. Speak to Bendigo Telco to discuss alternative fax and EFTPOS solutions.

### 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.

### Usage Information

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the SmartCentre Application and in the Usage Alerts may be up to 48 hours old.

### 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 the relevant number listed at the bottom of this document or visit the privacy and policy page on the relevant website also listed at the bottom of this document.

### 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](http://www.tio.com.au).



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



[help.bendigotelco.com.au](http://help.bendigotelco.com.au)



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