

# CRITICAL INFORMATION SUMMARY

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

## Business Group Mobile Plans

Plan	S \$29	M \$49	L \$69
Minimum Monthly Charge	\$29 /month	\$49 /month	\$69 /month
Monthly Call Allowance	Unlimited	Unlimited	Unlimited
SMS / MMS	3,000	Unlimited	Unlimited
Monthly Data Allowance	500MB	1GB	5GB
Early Termination Fee	N/A	N/A	N/A
Total Minimum Cost	\$29	\$49	\$69

S, M and L plans are available month to month. Month to month plans are not contracted. Monthly call allowance and SMS / MMS are to standard Australian numbers. Data each month is shared with other Business Group mobiles on the same account.

### INFORMATION ABOUT THE SERVICE

Month to month plans with shared data on a Business account with 2 or more services.

Your Business Group Mobile Plans are available month to month. Giving you access to the Optus 4G network, a mobile phone number, let's you make and receive calls, send and receive messages and access shared mobile data with other services on the same group of plans on the same business account.

#### More information about the service

This offer is unbundled.

#### Hardware & Equipment

Customers who sign up to the plan will receive a SIM card only and no other hardware.

This plan is compatible with our Monthly Device Payments (MDP's).

A MDP will allow you to purchase hardware using standard monthly repayments. A MDP is a separate product that is contracted for 24 months. Direct debit is a compulsory requirement of MDP. Early termination charges apply.

For any faults, issue or support in relation to hardware, please refer to the manufactures website.

#### Minimum Term

This plan is only available month-to-month. Month to month plans are not contracted.

#### What's Included

All allowances are for usage within Australia. Your included value can be used to make calls to mobiles and fixed line numbers, call 13/1300 call diversions and to check your voicemail.

Calls to 1800 numbers are free of charge. Your included SMS/MMS allowance can be used to send SMS and MMS messages.

When two or more mobiles on the same account are placed on a Business Group mobile plan, the data on those plans is shared between those mobiles. Your included data allowance can be used to access the internet and to send and receive emails from your mobile handset.

Data usage will be counted in kilobytes, where 1000KB=1MB and will include uploads and downloads. Unused allowances do not carry over to the following month..

#### What's Excluded

All monthly allowances exclude usage charges while you are overseas. 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, Video calling, premium content calls (e.g. to 19 numbers) premium SMS/MMS, international or international roaming calls and paging services.

# INFORMATION ABOUT PRICING

## Monthly Access Fee

The Monthly Access fees for the Business Group Mobile plans are as follows:

- Our Business Group Mobile Small plan is \$29 per month.
- Our Business Group Mobile Medium plan is \$ 49 per month.
- Our Business Group Mobile Large plan is \$69 per month.

If you use your mobile to make calls or access services that do not form part of your included value, or you use more data than your monthly allowance provides, you will have to pay more than the relevant monthly access fee per month.

## Early Termination

No early termination fees apply.

## Fees & Charges

- Standard rates apply if you exceed your included allowances.
- Calls to 1800 numbers are free of charge.
- Retrieval of voicemail will be charged at \$1.10c per 30 sec.

## On these plans

- On the S plan, there is an allowance of 3,000 SMS/MMS messages. Once you have used your included SMS/MMS allowance, a standard national mobile SMS will cost \$0.25c and a standard national mobile MMS will cost \$0.55c.
- On the M and L plans, SMS/MMS are unlimited.
- For international call rates, please visit our website or contact our Customer Help team.
- Once you have reached your included data limit on the shared group mobile pool, you will be automatically charged an additional \$30 for an extra 1GB of data. After that, each time you exceed the 1GB block of extra data within the current billing period, and additional 1GB block of extra data will be added at a charge of \$30. The cost of using one megabyte of data within Australia is \$1.03.

## OTHER INFORMATION

### Coverage

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage, go to the mobile plans page on our website. Outside 4G coverage areas compatible handsets will switch to the Optus 3G network.

Importantly if you have a compatible handset and you are in a 4G coverage area you will download data at significantly faster rates.

### 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.

### International Roaming

You will need to have international roaming activated on your service prior to leaving Australia to be able to access this capability. Once you have access to international roaming it is easy to run up expensive charge's very quickly.

### Things to remember

- All rates specified within your product terms and conditions refer to usage within Australia. Calls made, data used and SMS/MMS messages sent outside Australia will be charged at a rate levied by the overseas carrier.
- International roaming charges are not part of your plans included value.
- For more information on international roaming visit the relevant website listed at the bottom of this document.

### 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 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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