

# CRITICAL INFORMATION SUMMARY

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

## NBN Home Phone

| Plan                       | Home Starter  | Home Ultimate   |
|----------------------------|---|-----------------|
| Monthly Access Charge      | \$10 /month   | \$20 /month     |
| Local & National Calls     | Included  | Included        |
| Calls to Mobiles           | \$0.45 call connection fee plus \$0.45 per minute, capped at \$2.0 for 2 hours. After 2 hours, charges revert back to \$0.45 per minute. Cost for 2 min call \$1.35 | Included        |
| Calls to 13 / 1300 Numbers | \$0.35 per call   | \$0.35 per call |

### INFORMATION ABOUT THE SERVICE

This offer is for a telephone service provided over NBN Broadband services.

#### More Information About the Service

The NBN Phone service is not available as a standalone service.

#### 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 Starter: Line rental, Unlimited Local and Standard National Calls.
- NBN Home Ultimate - Line rental, Unlimited Local, Standard National calls and calls to Mobiles.

#### What's Excluded

- 1900 premium calls are not supported on the NBN Home Starter or NBN Home Ultimate plans.
- NBN Broadband service

### INFORMATION ABOUT PRICING

#### Monthly Access Fee

- NBN Home Starter \$10 per month.
- NBN Home Ultimate \$20 per month.

#### 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 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 Starter and NBN Home Ultimate 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.

### 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 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).