

## CRITICAL INFORMATION SUMMARY

### 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.

## BizExpress Line

### Telephone Service

#### 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 equipment remains the property of AAPT. If you wish to cancel your service, you will need to return the handsets to Bendigo Telco. Spare ATA's 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. Early Termination Charges are applied when a BizExpress Line plan is cancelled prior to the expiry of minimum contract term.

#### 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 lines.
- Single phone numbers are included with each line.
- 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 the relevant website listed at the bottom of this document.
- 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 via sfoa and compliance on the relevant website listed at the bottom of this document.

### 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 analogue telephone adapter 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 charged per simple PSTN 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 ARE 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).

This is a summary only, details are correct at 1<sup>st</sup> September 2017. For full terms and conditions please refer to the product terms and conditions, copies are available at the relevant website listed at the bottom of this document.

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies are available at the relevant website listed at the bottom of this document. You must adhere to these terms when using this service.

Bendigo Telco Ltd and it's wholly owned subsidiaries trading as Bendigo Telco Group ABN 88 089 782 203.

### Bendigo Telco Group comprises of



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