
CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

A fixed line plan with a monthly access fee.

This plan will support standard fixed lines and ISDN 2 services.

Enterprise Active

Fixed Line Service

More Information About the Service;

This offer is unbundled.

Hardware & Equipment;

There is no hardware or equipment associated with this offer. Minimum Term; Standard fixed lines are supplied on a month to month basis – no minimum term applies. A three month minimum term applies to ISDN 2 services. If you cancel your service before the minimum term an early termination fee will apply.

What's Included;

This plan includes your monthly line rental charge.

What's Excluded;

You will be charged for the amount of calls you make each month.

INFORMATION ABOUT PRICING

Monthly Access Fee;

Your minimum monthly charge is \$34.95 (for a PSTN service) and \$89.50 (for an ISDN 2 service). This charge includes line rental only. You will be charged for the calls you make each month on top of this amount.

Early Termination;

No early termination charge applies when cancelling a PSTN service. If you cancel your ISDN service within 3 months of connecting to this plan you will have to pay an early termination charge. The maximum early termination charge payable when cancelling an ISDN service is \$268.50. This is calculated by multiplying the minimum monthly charge for an ISDN service by the minimum term. Example: \$89.50 x 3 = \$268.50. If you cancel your plan or move to another plan with a lower monthly access fee before your contract term has ended, you will have to pay an early termination charge.

Fees & Charges;

The following rates will apply to calls made. All timed calls are charged in one second increments:

- Local calls will be charged at \$0.16 per call (standard fixed line) and \$0.14 per call (ISDN 2)-Calls to standard national numbers are charged at \$0.13 per minute with a minimum call charge of \$0.10 per call.
- Calls to standard national numbers are capped at \$1.00 for the first 10 minutes. Standard rates apply after the capped period.

- Calls to mobiles (within Australia) will be charged at \$0.27 per minute with a minimum all charge of \$0.20 per call.
- Calls to mobiles (within Australia) are capped at \$1.50 for the first 10 minutes. Standard rates apply after the capped period.
- Calls to 13/1300 numbers will be charged at \$0.44 per call.

On this plan:

- A 2 minute standard national call will cost \$0.26
- A 2 minute standard national mobile call will cost \$0.54

For details of international call rates please visit the relevant website or contact our customer centre details of which are listed at the bottom of this document.

Connection Charges;

Installation charges apply when connecting a new service. The connection charge will vary depending on whether a technician is required to attend the site to complete the connection and if cabling work is required.

Connection and Restoration Timeframes;

Where you request a new connection we will endeavour to connect the service on the date requested. All service connections are subject to appointment availability.

The Customer Service Guarantee (CSG) sets out minimum performance standards in relation to fixed line service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from the relevant website listed at the bottom of this document.

Other Services;

We can provide you with a range of extra services on your fixed line service. Some services will attract additional fees.

OTHER INFORMATION

Usage information

We recommend that you use our SmartCentre application to track your usage. It is available at our website. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

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 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.

This is a summary only, details are correct at 1st August 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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