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## CRITICAL INFORMATION SUMMARY

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### INFORMATION ABOUT THE SERVICE

A fixed line plan with a monthly access fee. This plan is only available to business customers with a standard fixed line service.

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## Essence Starter

### Fixed Line Plan

#### More Information About the Service;

This offer is unbundled.

#### Hardware & Equipment;

There is no hardware or equipment associated with this offer.

#### Minimum Term;

This plan is only available on a 24 month contract. The minimum total cost is \$958.80.

#### What's Included;

This plan includes your monthly line rental charge and, unlimited calls to local numbers.

#### What's Excluded;

If you use any of the following services additional charges will apply: calls to standard national numbers and mobiles, calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, 13/1300 calls, premium content calls (e.g. to 19 numbers) or calls to international numbers.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

Your minimum monthly charge is \$39.95. This charge includes line rental and calls to local numbers.

If you make calls to other numbers, or you have extra services activated on your fixed line service (such as Line Hunt or Calling Number Display) you will have to pay more than \$39.95 a month.

#### Early Termination;

The maximum early termination charge (ETC) for this plan is \$240.00. This is calculated by multiplying the plans ETC base rate by 24 (the number of months in the contract). The ETC base rate that applies to this plan is \$10.00.

Example: If you cancel your plan 12 months into your 24 month contract, your early termination fee would be \$10.00 (ETC base rate) x 12 (months remaining) = \$120.00.

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:

- Calls to mobiles (within Australia) will be charged at \$0.35 per minute.
- Calls to standard national numbers will be charged \$0.25 per call.
- Calls to 13/1300 numbers will be charged at \$0.44 per call.

#### On this plan:

- A 2 minute standard national call will cost \$0.25.
- A 2 minute mobile (within Australia) will cost \$0.70.

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

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This is a summary only, details are correct at 1<sup>st</sup> 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.

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### **Bendigo Telco Group comprises of**



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



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[cctelco.com.au](http://cctelco.com.au)



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[gvtelco.com.au](http://gvtelco.com.au)



1300 228 126  
[seqtelco.com.au](http://seqtelco.com.au)



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[tastel.com.au](http://tastel.com.au)



1300 835 261  
[vicwesttelco.com.au](http://vicwesttelco.com.au)