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## CRITICAL INFORMATION SUMMARY

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### INFORMATION ABOUT THE SERVICE

A Standard Fixed Line Plan.

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## Super Home Phone

### 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;

Standard Fixed Lines are supplied on a month to month basis – no minimum term applies.

#### What's Included;

This plan includes line rental.

#### What's Excluded;

This plan does not have an included value of calls. You will be charged for the amount of the calls you make each month. The rates you will be charged are specified below.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

Your minimum monthly charge is \$29.95. 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 applies when cancelling your Super Home Phone plan.

#### 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 \$0.18 per call.
- Calls to National Numbers are charged a \$0.35 connection fee, plus \$0.25 per minute up to a maximum of \$1.50 per call for calls up to 2 hours. After 2 hours, charges revert to \$0.25 per minute.
- Calls to Mobiles are charged a \$0.35 connection fee, plus \$0.35 per minute up to a maximum of \$1.50 per call for calls up to 1 hour. After 1 hour, charges revert to \$0.35 per minute.
- Calls to 13/1300 numbers are charged at \$0.44 per call.
- Calls to 1800 numbers are free of charge.

#### On this plan:

- A 2 minute standard national call will cost \$0.85.
- A 2 minute standard national mobile call will cost \$1.05

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 & 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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