

CRITICAL INFORMATION SUMMARY

INSPIRE
\$69.95
COMMUNITY
HOME PHONE

INFORMATION ABOUT THE SERVICE OFFER SUMMARY

A standard fixed line plan.

Bundling requirements

This offer is unbundled.

Hardware and equipment

There is no hardware associated with this offer.

Minimum term

12 Month Contract Term applies to \$69.95 Community Home Phone plan. The minimum total cost on a 24 month contract is \$839.40.

What's included

This plan includes line rental, local calls & national calls.

What's excluded

This plan does not have an include calls to mobiles, satellite services, value added services (such as reminder and wake up calls), operator assisted/ directory assistance and Sensis calls, premium content calls (e.g. to 19 number), and international calls. You will be charged for the amount for the calls that are not included that you make each month.

INFORMATION ABOUT PRICING

Monthly access fee

Your minimum monthly charge is \$69.95. This charge includes line rental, local calls & national calls only. You will be charged for the call types you make each month on top of this amount.

Early termination

Early termination charge applies when cancelling \$69.95 Community Home Phone.

The maximum early termination charge payable when cancelling is \$168.00. This is calculated by multiplying the number of months remaining times by \$7.00.

For example if there are 6 months remaining the early termination charge would be \$42.00 (6 x \$7.00)

Fees and charges

The following rates will apply to calls made.

All timed calls are charged in one second increments.

- 1300/13 calls will be charged at \$0.35 per call
- Calls to mobiles (within Australia) will be charged at \$0.35 per minute with a call connection fee of \$0.35 per call.

On this plan:

- A 2 min standard national mobile call will cost \$1.05
- A 2 min standard national call will cost \$0.00

For details of international call rates please contact our customer centre.

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 and complete the connection and if cabling work is required.

Connection and restoration timeframes

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

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

A copy of the (CSG) is accessible from our website.

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 MyServiceCentre application to track your usage. It is available at MyServiceCentre.bendigo.telco.com.au. Once you have a MyServiceCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

An extension of our MyServiceCentre application, Bendigo Telco's Mobile app lets you monitor your handset, ADSL and mobile broadband usage on the go. Our Mobile app is downloadable from standard marketplaces.

Pro-rata billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

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 Centre on 1300 228 123

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 14 February 2013. For full terms and conditions please refer to the product terms and conditions a copy of which is available at bendigo.telco.com.au.

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies of which are available at our website: bendigo.telco.com.au. You must adhere to these terms when using this service.

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CALL 1300 228 123 OR VISIT bendigo.telco.com.au