

# NBN HOME PHONE

## INFORMATION ABOUT THE SERVICE

This offer is for a telephone service provided over NBN Broadband services.

### Bundling requirements

The NBN Phone service is not available as a standalone service..

### Hardware & Equipment

The NBN Phone service is provided via the router supplied with your Bendigo Telco NBN Broadband service.

### Minimum Term

There is no Minimum term for NBN Phone Services.

### What's Included

Depending on which NBN technology you can connect to, during a power failure, you may not be able to make or receive any telephone calls including to the 000 Emergency Services. Priority Assistance is not available on this service.

### What's Excluded

N/A

## INFORMATION ABOUT PRICING

	NBN Home Starter	NBN Home Ultimate
Monthly Access Fee	\$10.00	\$20.00
Local & National Calls	Included	Included
Calls to Mobiles	\$0.45 call connection fee plus \$0.45 per minute capped at \$2.00 for 2 Hours. After two hours, charges revert back to \$0.45 per minute. Cost for 2 min call \$1.35.	Included
Call to 13 / 1300 Numbers	\$0.35 per call	\$0.35 per call

As standard 2 minute call to mobile on the NBN Home Starter plan cost \$1.35.

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## Early Termination

There are no early termination fees for the NBN Phone service.

## Connection charges

Connection will be \$0.00.

## 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 standard in relation to service connection times, fault repair times and keeping appointments.

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

## Availability

NBN services are delivered over either Fibre to the Premises, Fibre to the Node, Fibre to the Basement or Fixed Wireless.

The NBN Phone service is not available as a standalone service.

A limit of 2 phone numbers are available on the NBN Home Starter and NBN Home Ultimate plans.

## Number Porting

You may port your fixed line phone number onto your NBN Phone service. Phone number ports can take up to 10 weeks to complete. During the porting process, we can supply a temporary number for you to use until your number has been ported.

If porting an existing number, we require a copy of your current providers Invoice for verification purposes.

## Other services

We can provide you with a range of extra services on your NBN Phone 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.

### 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. This is referred to as pro-rate billing.

### Paper invoice charge

Paper invoices incur a fee of \$2.20 (including GST) Receiving your invoice via email does not incur a charge.

### 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.

### 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> February 2017. For full terms and conditions please refer to the product terms and conditions a copy of which is available at [www.bendigotelco.com.au](http://www.bendigotelco.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: [www.bendigotelco.com.au](http://www.bendigotelco.com.au). You must adhere to these terms when using this service.

Bendigo Telco Limited ABN 88 089 782 203

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