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# CRITICAL INFORMATION SUMMARY

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## VELOCITY MEDIUM MOBILE PLAN

### INFORMATION ABOUT THE SERVICE

Our Velocity Medium Mobile plan provides you with \$500 of included value and 1GB of data each month.



#### More information about the service;

This offer is unbundled.

#### Hardware & Equipment;

Customers who sign up to the plan will receive a SIM card only and no other hardware.

This plan is compatible with our Monthly Device Payments (MDP's). A MDP will allow you to purchase hardware using standard monthly repayments. A MDP is a separate product that is contracted for 24 months. Early termination charges apply.

#### Minimum Term;

This plan is only available month to month. Month to month plans are not contracted.

#### What's Included;

All allowances are for usage within Australia.

You can use your included value to make calls to mobiles and fixed line numbers, call 13/1300 numbers, send SMS and MMS messages, to make video calls and to check your voicemail.

Your included data allowance can be used to access the internet and to send and receive emails from your mobile handset. Data usage will be counted in kilobytes, where 1000KB=1MB and will include uploads and downloads.

Unused allowances do not carry over to the following month.

#### What's Excluded;

All monthly allowances exclude usage charges while you are overseas.

If you use any of the following services additional charges will apply:

Calls to satellite services, value added services, operator assisted/directory assistance or Sensis® calls, premium content calls (e.g. to 19 numbers) premium SMS/MMS, international or international roaming calls and paging services.

calls or access services that do not form part of your included value, or you make more calls or use more data than your monthly allowance provides you will have to pay more than \$40 a month.

#### Early Termination;

No early termination fees apply.

#### Fees & Charges;

Standard rates apply if you exceed your included allowance. All timed calls are charged in 60 second blocks.

- 1300/13 calls, calls to mobiles (within Australia) and national calls will be charged at \$0.90 per 60 seconds with a \$0.35 flag fall.
- MMS messages will be charged at \$0.50 per message.
- Retrieval of voicemail will be charged at \$0.90 per 60 sec.
- Excess usage will be charged at \$0.05 per MB.

#### On this plan:

- A 2 min standard national mobile call will cost \$2.15.
- A standard national mobile SMS has no charge.
- Excess usage charges will apply once you use your included data allowance. Excess usage will be charged at \$0.05 per MB or part thereof.

An example of how your included value works:

On this plan, if you restricted your use solely to standard national mobile calls, each 2 minutes in duration, you could make 232 calls as part of your included value. If your calls go for longer or you use your included value for other services such as sending MMS messages, you will be able to make fewer calls.

For details of international call rates or the charges that apply for using value added services please contact our customer centre.

#### IMPORTANT INFORMATION REGARDING YOUR FIRST INVOICE:

Monthly access fees are invoiced in advance. When you first start a plan or transfer services to us, your monthly invoice will generally be higher than normal. This is because it includes a portion of your monthly access fee for the current month as well as the subsequent month in advance.

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

Your monthly access fee is \$40 – if you use your mobile to make

## OTHER INFORMATION

### Coverage;

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage go to [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au). Outside 4G coverage areas compatible handsets will switch to the Optus 3G network.

Importantly if you have a compatible handset and you are in a 4G coverage area you will download data at significantly faster rates. This could see you using more data than you realised. Take advantage of our MyServiceCentre application to help you monitor your data usage and limit over expenditure. Please refer to usage information below for more information on MyServiceCentre.

### Usage Information;

We recommend that you track your usage by using our MyServiceCentre application. It is available on our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au). You will automatically receive email or SMS alerts when you reach 50%, 85% and 100% of your monthly allowance.

An extension of our MyServiceCentre application, Bendigo Bank 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.

### International Roaming;

You will need to have international roaming activated on your service prior to leaving Australia to be able to access this capability. Once you have access to international roaming it is easy to run up expensive charge's very quickly.

### Things to remember:

- All rates specified within your product terms and conditions refer to usage within Australia. Calls made, data used and SMS/MMS messages sent outside Australia will be charged at a rate levied by the overseas carrier.
- International roaming charges are not part of your plan's included value.
- For more information on international roaming go to our website. If you have a MyServiceCentre account you can receive an alert once you start to incur international roaming charges against your account. Please refer to usage information above for more information on MyServiceCentre.

### 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 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 737 881.

### 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 May 2014. For full terms and conditions please refer to the product terms and conditions a copy of which is available at [www.bendigobanktelco.com.au](http://www.bendigobanktelco.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.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au). You must adhere to these terms when using this service.

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**Call 1300 737 881 or visit [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au)**