

## CRITICAL INFORMATION SUMMARY

### CHOICE \$49.95 Fixed Line Plan

#### INFORMATION ABOUT THE SERVICE

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

#### 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 supplied on a month to month basis – no minimum term applies.

#### What's Included;

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

#### What's Excluded;

If you use any of the following services additional charges will apply; calls to mobiles, standard national numbers, satellite services, value added services (such as wake up and reminder calls), operator assisted/directory assistance and Sensis® calls, premium content calls (e.g. to 19 numbers) and international calls.

#### INFORMATION ABOUT PRICING

##### Monthly Access Fee;

Your minimum monthly charge is \$49.95. This charge includes line rental and local calls.

If you make calls to other numbers, or you have extra services activated on your fixed line service (such as Message Bank or Calling Number Display) you will be charged more than \$49.95 a month.

##### Early Termination;

No early termination charge applies.

##### Fees & Charges;

The following rates will apply to calls made. All timed calls are charged in one second increments:

- Calls to standard national numbers are charged a \$0.35 connection fee plus \$0.25 per minute up to a maximum of \$2.00 per call for calls up to 20 minutes. After the capped period calls will be charged at \$0.25 per minute.

- Calls to mobiles (within Australia) are charged a \$0.35 connection fee plus \$0.35 per minute up to a maximum of \$2.00 for the first 20 minutes. After the capped period calls will be charged at \$0.35 per minute.
- Calls to 1300/13 numbers will be charged at \$0.40 per call.

#### 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 see our website [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au) or 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 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 service connection times, fault repair times and keeping appointments.

A copy of the (CSG) is accessible from [www.bendigobanktelco.com.au](http://www.bendigobanktelco.com.au)

#### 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

##### 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 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 1st October 2015. 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)**