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## CRITICAL INFORMATION SUMMARY

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### INFORMATION ABOUT THE SERVICE

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

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## NBN Home Phone

### More Information About the Service;

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 Group NBN Broadband service.

### Minimum Term;

This plan is month to month, no contract applies.

### What's Included;

- NBN Home Starter: Line rental, Unlimited Local and Standard National Calls.
- NBN Home Ultimate - Line rental, Unlimited Local, Standard National calls and calls to Mobiles.

### What's Excluded;

- NBN Home Starter: Calls to mobiles are charged \$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.
- A standard 2 minute call to mobile on the NBN Home Starter plan will cost \$1.35.
- 1900 premium calls are not supported on the NBN Home Starter or NBN Home Ultimate plans.
- NBN Home Ultimate - Calls to 13/1300 numbers are charged at \$0.35 per call.
- NBN Broadband service

### INFORMATION ABOUT PRICING

#### Monthly Access Fee;

- NBN Home Starter \$9 per month.
- NBN Home Ultimate \$18 per month.

#### Early Termination;

There are no early termination fees for our NBN Home Phone service.

#### Connection Charges;

There are no connection charges for an NBN Home Phone service that is connected to an active Bendigo Telco Group NBN Broadband service. Fees may apply for connecting a NBN Broadband service. Refer to NBN Broadband CIS for details on charges.

### Voice Quality;

NBN Home Phone uses a technology call Voice over IP (VoIP). VoIP is a technology that allows phone calls to traverse over the internet. The availability and quality of VoIP services may differ from a standard telephone services. You can make and receive calls while surfing the web, however the VoIP service may be impaired if you do so, depending on the type of surfing or downloading, and your broadband connection speed.

### Availability;

- NBN phone 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 Home 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 Home Phone service. An optional Voicemail to Email feature is available for an additional \$3.30 per month. Please speak to our representatives if you would like to enable this feature.

### OTHER INFORMATION

#### 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> January 2018. 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



1300 228 123  
[bendigotelco.com.au](http://bendigotelco.com.au)



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[cctelco.com.au](http://cctelco.com.au)



1300 735 868  
[gvtelco.com.au](http://gvtelco.com.au)



1300 228 126  
[seqtelco.com.au](http://seqtelco.com.au)



1300 228 127  
[tastel.com.au](http://tastel.com.au)



1300 835 261  
[vicwesttelco.com.au](http://vicwesttelco.com.au)