

BIZEXPRESS LINE

BizExpress Line is a digital fixed line telephone service with analogue telephone ports. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	BIZEXPRESS LINE (HT802) 1-2 LINES	BIZEXPRESS LINE (HT814) 3-4 LINES
Minimum Monthly Charge	\$39.90 /month, per line	\$39.90 /month, per line
Local, National and Mobile Call Charge	FREE	FREE
13 / 1300 Call Charge	\$0.35 /call	\$0.35 /call
Maximum Early Termination Charge	\$478.80 (if contracted 24 months)	\$478.80 (if contracted 24 months)
Minimum Term	1 month	1 month
	<ul style="list-style-type: none"> Plans are available month to month, on a 12 month contract or on a 24 month contract Once off charges apply per ATA, refer to Additional Pricing Information on page 2 	

BUNDLING

This offer is not conditional on any bundling arrangement.

HARDWARE & EQUIPMENT

This service requires an active data connection that can be supplied by Bendigo Telco Group or another service provider. Each BizExpress Line requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

BizExpress Line is delivered to analogue telephone ports in an Analogue Telephone Adaptor (ATA) that plugs into the customers data service. The type of ATA depends on the number of services ordered.

NUMBER OF SERVICES	ANALOGUE TELEPHONE ADAPTER (ATA)
1 or 2 services	BizExpress Line (HT802)
3 or 4 services	BizExpress Line (HT814)

The Handset and equipment remains the property of AAPT. If you wish to cancel your service, you will need to return the handsets to Bendigo Telco. Spare Handsets are owned by the customer and only the Vendor warranty of 18 months will apply.

MINIMUM TERM

These plans are available on a month to month basis, a 12 month contract or a 24 month contract.

MONTHLY ACCESS FEE

The minimum monthly access fees for the BizExpress plans can be found in the plan table above.

WHAT'S INCLUDED

All Bendigo Telco BizExpress Line plans include an ATA and unlimited calls to local, national, fixed to mobile call and voicemail within Australia.

Hunt Group is included free when you purchase a minimum of 3 user plans.

Single phone numbers are included with each user plan.

Free Internal calls are available between users within the same Virtual

Private Branch Exchange (vPBX).

Calls to 1800 numbers are free of charge.

1 Auto Attendant included Free per customer

WHAT'S EXCLUDED

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) and calls to international numbers. For details of International call rates please contact a Bendigo Telco Representative.

Some services such as Fax and EFTPOS will not work over Bendigo Telco BizExpress. Speak to Bendigo Telco to discuss alternative fax and EFTPOS solutions.

Additional charges apply for number blocks, and other optional features. For a full comprehensive price list, please contact a Bendigo Telco representative.

Additional charges may apply for additional configuration requests. For a full comprehensive price list, please contact a Bendigo Telco

EARLY TERMINATION CHARGE

Early termination charges only apply to contracted services.

PLANS	NO CONTRACT	12 MONTH CONTRACT	24 MONTH CONTRACT
Early Termination Charge			
BizExpress Line (HT802)	N/A	\$239.40	\$478.80
BizExpress Line (HT814)	N/A	\$239.40	\$478.80

IMPORTANT CONDITION

Customer Service Guarantee (CSG) Waiver - A condition of providing customers with an NBN Phone service is that you acknowledge that you waive your protection and rights under the Customer Service Guarantee.

A copy of the CSG is accessible from www.bendigotelco.com.au

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are **inclusive** of GST, unless otherwise stated.



ADDITIONAL PRICING INFORMATION

The below table shows the once off charges for the BizExpress Line plans.

PLANS	NO CONTRACT	12 MONTH CONTRACT	24 MONTH CONTRACT
Once off charge per ATA			
BizExpress Line (HT802)	\$95.00	\$70.00	\$30.00
BizExpress Line (HT814)	\$190.00	\$95.00	\$30.00

- Delivery charges are \$16.50 per ATA.
- Calls to 1800 numbers are free of charge.
- International Charges are listed on the BizExpress Line page of the relevant website listed at the bottom of this document.
- If you wish to port your number from your existing service provider, an additional \$9.90 will be charges per number as a once off charge

CALL QUALITY

Service availability and quality may differ from a standard telephone service. The quality of the service is subject to network and Internet congestion. The service may not be appropriate if you or another user have a disability, serious illness or other life threatening condition which requires an uninterrupted phone line with access to 000 emergency services.

POWER OUTAGES

Your BizExpress Line service will not function in the event of a power outage. You can, however, provide a backup phone number (i.e mobile number) at the time of your order, your incoming calls will be routed to the backup number provided.

USAGE INFORMATION

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the Smart-Centre Application and in the Usage Alerts may be up to 48 hours old.

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.

PAPER INVOICE CHARGE

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

WE'RE HERE TO HELP

FOR MORE INFORMATION

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 call Customer Help 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**.