

# CRITICAL INFORMATION SUMMARY

INSPIRE  
**\$29.95**  
MOBILE  
BROADBAND

INFORMATION ABOUT THE SERVICE  
Our Inspire \$29.95 plan provides you with  
5GB of included data each month.



**More information about the service;**  
This offer is unbundled.

**Hardware & Equipment;**  
Customers who sign up to this 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.

To ensure you are obtaining the best speeds available from our network it is important to check the system requirements on your personal device are compliant with our network. For full details of applicable system requirements please contact our Customer Centre.

**Minimum Term;**  
This plan is available month to month. Month to month plans are not contracted.

**What's Included;**  
Your included data allowance can be used to access the internet and to send and receive emails within Australia.

Data usage will be counted in kilobytes, where 1000KB=1MB and will include both uploads and downloads.

Unused allowances do not carry over to the following month.

**What's Excluded;**  
Your monthly allowance excludes usage charges while you are overseas.

You cannot use the supplied SIM card to access voice calls.

## INFORMATION ABOUT PRICING

**Monthly Access Fee;**  
Your minimum monthly charge is \$29.95 – if you use more data than your monthly allowance provides, use your device to send SMS messages or use the service whilst overseas you will have to pay more than \$29.95 a month.

**Early Termination;**  
Month-to-month plans are not contracted.

**Fees & Charges;**  
On this plan the cost of downloading 1MB of data within Australia is \$0.0060. Excess usage charges will apply once you use your included data allowance. Excess usage will be charged at \$0.02 per MB.

You can use this service to send SMS messages. SMS messages sent within Australia will be charged at a rate of \$0.25 per message.

## OTHER INFORMATION

**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. Data used and SMS messages sent outside Australia will be charged at a rate levied by the overseas carrier.
- International roaming charges are not part of your plans 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, 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 1 July 2013.

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.

Telecommunications and internet products are provided by Community Telco Australia Pty Ltd ABN 93 094 908 326 trading as Bendigo Bank Telco ('CTA'). CTA is not an authorised deposit-taking institution (or bank) and the acquiring or purchasing of telecommunications and internet products does not represent a deposit with, obligation or liability of Bendigo and Adelaide Bank limited.

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