

SPEND MANAGEMENT TOOLS

Our spend management tools policy applies to all of the Bendigo Telco Group of companies (Bendigo Telco Group, we, us, our) comprises BCT Shepparton Pty Ltd, Vicwest Community Telco Ltd, Geelong Community Telco Ltd and Ballarat Community Enterprise Ltd, all being wholly owned subsidiaries of Bendigo Telco Ltd. Our Bendigo Telco Group of companies includes all companies trading under the names 'Bendigo Telco', 'VicWest Telco', 'Goulburn Valley Telco', 'South East Qld Telco', 'TasTel', 'Central Coast Telco' or 'BCT Precision Networks'.

Spend Management tools are services or functionalities that we offer you to assist you with managing your service expenditure and service usage. These tools include:

| Control tool | Description |
|--|--|
| Shaped ADSL plans | ADSL plans that have no excess usage charges. Instead once you reach your included allowance your service speed will be slowed for the remainder of the billing period. |
| Call barring or call restrictions | <p>Call barring, also referred to as call restrictions, are facilities that can prevent unauthorised access to certain types of telephone services. You can use call barring to manage the use of both your mobile and fixed line service.</p> <p>Call barring may be applied to some or all of the following types of calls and services:</p> <ul style="list-style-type: none"> • Premium numbers • International numbers • National (long distance) • Mobile numbers • Data, SMS and MMS services (applicable to mobile services only) |
| Opt-in services | <p>Opt-in services relate to mobile services. An opt-in service will not allow you to access a particular service or call type until you have specifically requested to do so.</p> <p>Opt-in services include:</p> <ul style="list-style-type: none"> • Opt-in to Premium content (including calls and SMS) • Opt-in to international roaming <p>Unless you have elected to Opt in to these service types you will not be able to use your mobile device to access premium content or for international roaming.</p> |

For further information Contact:

Bendigo Telco
P: 1300 228 123
23 McLaren St Bendigo
VIC 3550
www.bendigotelco.com.au

VicWest Telco
P: 1300 835 261
Geelong Office
Unit 3, 2-6 Rutland St
Newton VIC 3220

Ballarat Office
39A Peel St
Ballarat VIC 3350
www.vicwesttelco.com.au

Goulburn Valley Telco
P: 1300 735 868
56 High St
Shepparton VIC 3630
www.gvtelco.com.au

South East Qld Telco
P: 1300 228 126
Maroochydore Office
Lv 2, 12 Aerodrome Rd
Maroochydore BC QLD
4558

Ipswich Office
Gnd Floor, 114 Brisbane St
Ipswich QLD 4000
www.seqtelco.com.au

TasTel
P: 1300 228 127
Hobart Office
Lv 3, 116 Bathurst St
Hobart TAS 7000

Launceston Office
38 St John St
Launceston TAS 7250
www.tastel.com.au

Central Coast Telco
P: 1300 228 128
www.cctelco.com.au

BCT Precision Networks
P: 1300 876 675
Lv3, 480 Collins St
Melbourne VIC 3630
www.bctaustralia.com.au

Postal Address
PO Box 1062
Bendigo VIC 3552

Registered Address
23 McLaren St
Bendigo VIC 3550

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| <p>Access to unbilled amounts</p> | <p>You can access information relating to unbilled amounts on your account.</p> <p>Access to such information can be made by calling our Customer Help.</p> <p>Please note that from time to time we do experience delays in receiving usage data from our suppliers. In some instances information relating to unbilled amounts may not take into account data used, calls made or SMS/MMS messages sent within the last 72 hours. Information supplied will not take into account any included value amounts or discounts that need to be applied at the end of the month.</p> <p>Information may exclude usage incurred outside Australia, premium services and other third party charges.</p> |
| <p>Service Monitoring and Alerting</p> | <p>Bendigo Telco Group's SmartCentre lets you monitor your service usage. You can monitor:</p> <ul style="list-style-type: none"> • ADSL data usage • Mobile broadband data (accessed via your handset or via a dongle) • Mobile voice calls and SMS • International roaming on your mobile whilst travelling. <p>SmartCentre lets you setup automatic email or SMS alerting when you reach 50%, 85% or 100% of your included value on your plan. You can nominate different destinations for all of your service alerts.</p> <p>For more information about this, or to obtain access go to our website/s which can be located on the first page of this document or please contact our Customer Help on the relevant number listed on the first page of this document.</p> |

Security tools

Security tolls are services we offer that will aid in the prevention of unauthorised access and use of your service. These tools include:

| Security tool | Description | Further details / activation information |
|---|--|---|
| <p>Call Control on your fixed line service</p> | <p>Call Control allows you to restrict the type of calls being made from your phone.</p> <p>You can still make calls to restricted numbers by using a Personal Identification Number (PIN).</p> | <p>For further information or to activate Call Control contact our Customer Help.</p> |
| <p>IMEI blocking of stolen mobile phones</p> | <p>In the event that your handset is lost or stolen you can request your IMEI to be blocked. Your IMEI is an electronic serial number or international mobile equipment identity that is unique to each mobile handset. Once a handset's IMEI is blocked the phone will no longer be able to make calls.</p> | <p>To report your handset as lost or stolen contact our Customer Help.</p> |

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| | | If you recover your handset contact our Customer Help to reactivate your IMEI. |
| Mobile phone pin number | <p>Some GSM handsets are activated with a four digit default pin number to provide you with a degree of handset security. To maximize this security feature you are encouraged to change your pin after initial activation.</p> <p>Other handsets can have the pin number feature activated via the security settings option on your handset.</p> | <p>Instructions on how to activate your security settings on your handset should be located in applicable manufacturer's guide</p> |

For more information contact our Customer Help on the relevant number listed on the first page of this document.

Last updated 29 August 2016.