

South East Qld Community Telco
Level 1, 31 Nicholas Street
Ipswich Mall
PO Box 837
Ipswich Qld 4305

Phone 1300 320 409
Fax (07) 3454 9950
Web seq.communitytelco.com.au



21 June 2010

Dear customer

**No change to your services
under South East Qld Community Telco's new business structure**

Our Community Telco™ model is based on the extremely successful **Community Bank®** model, founded by Bendigo Bank. Whilst Bendigo Bank centralises its operations in Bendigo, it continues to actively support local communities around the country. Community Telco Australia (CTA), which has run the operational side of South East Qld Community Telco for some time, follows the same philosophy.

This letter is to notify you that, effective 30 June 2010, CTA will be purchasing South East Qld Community Telco. Your services, account management and the brand you see will remain unchanged. This new business structure will enable South East Qld Community Telco to further focus on local customers, and we will continue to commit a percentage of revenue into worthwhile, local community projects.

South East Qld Community Telco has been part of Ipswich and surrounding areas for many years now, and over that time we have been involved in many community projects. We don't intend to change that connection; in fact we are looking to strengthen it.

Your services will continue uninterrupted and these changes will have minimal impact on the way you communicate with us.

Your account

Your South East Qld Community Telco account and services will be transferred to Community Telco Australia, effective 30 June 2010. This will be reflected as a change in the company name and ABN that appears on your invoice (as of 1 August) and in all Standard Forms of Agreement, terms and conditions, application forms, and on any marketing material from us (as of 30 June). Apart from this you should see no other material changes.

What you legally need to know

Copies of our updated Acceptable Use Policy, Standard Form of Agreement (full and summary) and schedule of charges can be downloaded from our website: seq.communitytelco.com.au from 30 June.

No changes have been made to the material terms and conditions under which your services are supplied.

Contacting us

We're here and ready to take your call on 1300 320 409, and we are still at Level 1, 31 Nicholas Street in the Ipswich Mall. Our post office box for payments (PO Box 837, Ipswich, QLD, 4305) also remains unchanged.

Paying your bill

The invoice you receive in August for your July services will reflect the change in company name. Your service pricing will stay the same, however we are implementing changes to some of our payment options. Please refer to the table below for full details.

Paying your bill	Change	Where/how?	Other details
Internet and phone banking	New BPAY details	BPAY with your participating bank, credit union or building society. See your current invoice or contact us for BPAY details.	Pay direct from your cheque or savings account
Direct debit	No change – you do not need to do anything	If you wish to pay by direct debit and you don't already, you must complete a direct debit form. This is available by contacting us on 1300 320 409.	This authority will remain in place until withdrawn by you or you cease to be a Community Telco customer
Pay by phone	New phone number but no change to what you need to do	Phone 1300 320 409 to pay by credit card	Visa / MasterCard
Pay by mail	No change – you do not need to do anything	Post the payment slip on the bottom of your invoice to: PO Box 837, Ipswich, QLD 4305	Cheque – made out to Community Telco Australia Pty Ltd – or credit card as per payment slip on invoice
Payment methods below are no longer supported			
At your local Bendigo Bank branch	No longer available		
At an agency	No longer available		
EFT	No longer available		

Continued local commitment

We remain committed to Ipswich and South East Queensland, and to our current and future customers. Our organisational structure may have changed, but our objective of providing quality customer service while investing in our local community will continue and **you should see no change in your current services.**

I would like to take this opportunity to personally thank you for your ongoing support. Please don't hesitate to contact our customer service team on 1300 320 409 if you have any further questions.

Yours sincerely



David Joss
Chief Operating Officer
Community Telco Australia