

PRESS RELEASE

Local Telco delivers positive half year result

Bendigo Community Telco today announced another positive half year financial result.

The Community Telco was originally established as a strategic initiative for our community to ensure we had access to;

- Essential infrastructure and services in telecommunications to ensure our businesses gained effective access to facilities equivalent to our Capital City counterparts.
- Active competition across our market.
- Appropriate capacity within the business to focus on our customers' requirements and to provide solutions relevant to their business rather than just being another supplier of products and services.
- The ability to set priorities for investment in the latest technology at a local level.
- Enhance our skill base to benefit our local economy.

Substantial investments over the past two years have been made to enhance our offering, for example the successful establishment of Bendigo and Adelaide Bank's ATM Wide Area Network in 2012, and the Bank's National Branch Network the year before. Chairman Mr Rob Hunt described the last 12 months as "very encouraging for our Telco customers and shareholders, as the completion of these large capacity projects should ensure a consistent return on investment over the coming years."

Mr Hunt was pleased to announce that the Board has declared a fully franked half year dividend of 5.5 cents, and he thanked the company's shareholders, customers and staff for their continued support of this local business. "Our customers, shareholders and the community remain critical to our business moving forward he said". The dedication of our entire team and their staff's commitment to our 8 Star Customer Service Promise, combined with our core expertise and infrastructure, ensures we will be in a great position to continue to design and build the correct solutions to meet our customer's objectives."

Chief Executive Officer, Mr Phil Lazenby echoed Mr Hunt's comments and remains focused on providing specialist customer solutions backed up by measured, exceptional customer service. "What other Telco has local people answering the phone in their own local call centre?" he stated. "The emergence of new technologies and industry advancements remain the key to the route of our business highlighting the increased take-up of cloud products and services. The security of our customer's data also remains a key priority with our business recently being certified with the highly regarded Payment Card Industry (PCI) compliance status. This status confirms that we can handle data for financial institutions more securely, which should give all of our customers a great deal of comfort.

Mr Hunt said the next 6 months was about capitalising on the implementation of new infrastructure and enhanced skills and using this to leverage our capabilities both locally and nationally.

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