

## Bendigo Telco – Business SIP

Business SIP is a business telephone service that can be used on SIP enabled PBX telephone system, IP telephone handset or analogue telephone adaptor (ATA). Business SIP runs over your internet connection to allow voice telephone calls to be made and received and allows for advanced PBX phone system functionality such as 100 number in dial ranges and call hunt groups. Services can be delivered as SIP Trunk or SIP lines to business customers with a valid ABN. Please refer to WHAT'S INCLUDED below for plan inclusions.

PLAN	SIP OFFICE (MIN 2 CHANNELS)	SIP ULTIMATE (MIN 2 CHANNELS)
SIP Channel Access Fee	\$7.50 per month, per channel	\$59.90 per month, per channel
Intra Account Call Charge	FREE	FREE
Local & National Call Charge	\$0.10 /call	Included
Mobile Call Charge	\$0.18 /min	Included
13/1300 Call Charge	\$0.40 /call	Included
Minimum Monthly Charge	\$15.00 per month	\$119.80 per month
Maximum Early Termination Charge (per channel)	\$90 (if contracted for 12 months)	\$718.80 (if contracted for 12 months)
Minimum Term	1 month	1 month

- Calls are charged in 60 second increments.
- Plans are available on a month-by-month basis (setup fee applies) or on a 12-month contract (no set up fee). Refer Additional Pricing Information below.
- An optional Voicemail to Email feature is available for an additional \$3.30 per month. Please speak to our representatives if you would like to enable this feature.

### INFORMATION ABOUT THE SERVICE

#### BUNDLING

This offer is not conditional on any bundling arrangements. A Bendigo Telco supplied internet connection is preferred.

#### HARDWARE & EQUIPMENT

No hardware is included as part of the Business SIP plan. Customers must have a device that the SIP Service can terminate on. Some devices that can terminate SIP include:

- IP Handset
- SIP Enabled PBX
- Analogue Telephone Adapter (ATA)

NOTE – Changes to existing phone system/hardware (e.g., features or functions) needs to be made by your current system support team for installation/setup.

#### MINIMUM TERM

The Business SIP plans can be selected either on a month-by-month basis or on a 12-month contract.

#### MONTHLY ACCESS FEE

The minimum monthly charge for the Business SIP plans can be found in the table above.

#### WHAT'S INCLUDED

The SIP Office plan includes a minimum of 2 channels and single numbers, plus free intra account calls. The SIP Ultimate plan includes a minimum of 2 channels and a minimum of 2 single numbers, plus free intra account calls, free local & national calls, free calls to mobiles and free calls to 13/1300 calls.

By default, access to international numbers are blocked to prevent bill shock. Should you require access to International numbers, you can call our Customer Experience team on 1300 228 123 to arrange activation.

#### 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.

Handsets and Phone systems are not included in this plan.

#### AVAILABILITY

It is your responsibility to ensure your network cabling and infrastructure is SIP compatible.

We will only provide SIP Trunk plans using a suitable NBN, Mid Band Ethernet or Fibre service to our specifications. Call quality is dependent on the quality of your internet connection. A Bendigo Telco supplied internet connection is preferred.

Some services such as Fax and Eftpos may not work over SIP. Please contact our staff to discuss Fax and Eftpos options.

This service does not include a battery backup power supply. Therefore, depending on your service you may not be able to make calls during a power outage, including calls to emergency services.

## 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.



### EARLY TERMINATION CHARGE

Early termination charges apply to services on a 12-month contract. The applicable ETC per channel is calculated by multiplying the remaining months by the monthly access fee. The maximum charge for early termination per channel on the SIP Office plan is \$90 if contracted for 12 months. The maximum charge for early termination per channel on the SIP Ultimate plan is \$718.80 if contracted for 12 months.

There are no early termination charges for month-to-month plans.

### OTHER INFORMATION

#### IMPORTANT CONDITION

Customer Service Guarantee (CSG) Waiver - A condition of providing customers with an SIP 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.bendigoelco.com.au](http://www.bendigoelco.com.au)

#### CANCELLATION TIMEFRAMES

Business SIP cancellations take 30 days to complete. We require at least 30 days notice of your intention to cancel. Billing will continue until the cancellation is complete.

#### ADDITIONAL PRICING INFORMATION

\$0 setup fee if service contracted for 12 Months.  
\$30 setup fee per channel on a month-by-month basis.

A 2-minute standard national mobile call on the SIP Office plan will cost \$0.36

#### NUMBER PORTING (Porting In)

Number porting charges apply if you want to transfer your existing phone number (regular landline or VoIP) to your SIP service. The following porting charges apply:

Request Type	Port Charge (8.00am - 8.00pm)
Single Number	\$5
1-5 Numbers	\$120
6-20 Numbers	\$150
21-100 Numbers	\$300
101-200 Numbers	\$420
200+ Numbers	\$950

Port out charges may apply from your losing carrier. It is your responsibility to validate this with your losing provider.

#### NUMBER HOSTING CHARGES

Business SIP allows you to purchase additional numbers or number ranges for your SIP service. The following charges apply:

Number Range	Monthly Fee
Single Number	\$5.50
10 Number Block	\$22.00
50 Number Block	\$33.00
100 Number Block	\$44.00

For all applicable charges, please contact your Business Manager.

### PORTING NUMBER VALIDATION (PNV)

A regulatory form that allows the gaining carrier to request service number details from the losing carrier. The following porting charges apply:

Port Number Validation Charges	Once-off PNV Charge	Once-off PNV Reject Charge
Single number	N/A	N/A
1 – 5 numbers	\$92.00	\$33.00
6 – 20 numbers	\$154.00	\$61.00
21 – 100 numbers	\$185.00	\$72.00
101 – 200 numbers	\$323.00	\$127.00
200+ numbers	\$378.00	\$253.00

### 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 any included monthly allowance(s). Information in the SmartCentre 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.

All costs mentioned on this Critical Information Summary (CIS) are inclusive of GST.

### 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 our Customer Experience on **1300 228 123**.

### TIO

If you have raised 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)