

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. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	SIP OFFICE (MIN 2 CHANNELS)	SIP ULTIMATE (MIN 6 CHANNELS)
SIP Channel Access Fee	\$7.50 per month, per channel	\$59.50 per month, per channel
Intra Account Call Charge	FREE	FREE
Local and National Call Charge	\$0.10 /call	FREE
Mobile Call Charge	\$0.18 /min	FREE
13 / 1300 Call Charge	\$0.40 /call	FREE
Minimum Monthly Charge	\$15 per month	\$357 per month
Maximum Early Termination Charge (per channel)	\$90 (if contracted for 12 months)	\$714 (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 (set up 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.

BUNDLING

This offer is not conditional on any bundling arrangements.

HARDWARE & EQUIPMENT

No hardware is provided 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)

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 plan 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 6 channels and a minimum of 6 single numbers, plus free intra account calls, free local & national calls, free calls to mobiles and free calls to 13/1300 calls.

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 phone system is SIP compatible. We will only provide SIP Trunk plans using a broadband ADSL2+, NBN, Mid Band Ethernet or Fibre service supplied by us to our specifications. Some services such as Fax and Eftpos may not work over SIP. Please contact our staff to discuss Fax and Eftpos options.

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 \$714 if contracted for 12 months. There are no early termination charges for month to month plans.

IMPORTANT CONDITION

Customer Service Guarantee (CSG) Waiver - A condition of providing customers with an NBN 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.bendigotelco.com.au

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

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:

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.



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

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.

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 your 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.

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 Customer Help on **1300 228 123**.

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**.