

SIP CLASSIC

SIP Classic is a business telephone service that can be used on SIP enabled PBX telephone system, IP telephone handset or analogue telephone adaptor (ATA). SIP Classic runs over your internet connection to allow voice telephone calls to be made and received. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	SIP SINGLE	SIP VALUE (MAX 6 CHANNELS)
Minimum Monthly Charge	\$9.90 per month, per channel	\$39.90 per month, per channel
Intra Account Call Charge	FREE	FREE
Local & National Call Charge	\$0.10 /call	FREE
Mobile Call Charge	\$0.18 /min	FREE
13 / 1300 Call Charge	\$0.40 /call	FREE
Maximum Early Termination Charge (per channel)	\$118.80 (if contracted for 12 months)	\$478.80 (if contracted for 12 months)
Minimum Term	1 month	1 month
<ul style="list-style-type: none"> • Single number per channel • No direct-In-Dial (DID). • 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 setup fee applies), 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 SIP Classic 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 SIP Classic 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 SIP Classic plans can be found in the table above.

WHAT'S INCLUDED

The SIP Single plan includes one channel and one single number, plus free Intra Account calls.

The SIP Value plan includes one channel and one single number, to a maximum of 6 channels and 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 Classic SIP. Please contact our staff on to discuss Fax and Eftpos options.

Where Available, SIP Classic can be provisioned on NBN UNI-V services over NBN Fibre. When Bundled with a Bendigo Telco group NBN Broadband Service, SIP Classic rates apply as stated on the rate card. If the UNI-V service is not bundled with a Bendigo Telco Group NBN Broadband Service, or a Second UNI-V service is required, an additional monthly charge of \$34 applies to the service.

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 Single plan is \$118.80 if contracted for 12 months. The maximum charge for early termination per channel on the SIP Value plan is \$478.80 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 on a 12 Month Contract.

\$30 setup fee per channel on a month by month basis.

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.



A 2 minute standard national mobile call on the SIP Single plan would 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:

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

For all applicable charges, please contact your Business Manager.

CANCELLATION TIMEFRAMES

SIP Classic 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.

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**.