

Cloud Calling is our phone system solution, simplified.

Is a reliable, easy-to-use solution that enables businesses to efficiently manage their internal and external voice communications. It is a cloud-based phone system that eliminates the need for traditional on-premises phone system equipment. The solution offers advanced telephony features, scalability, and flexibility, allowing businesses to streamline their voice communications and enhance productivity.

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

Enterprise Plan	PAYG	Inc. Calls	Bundled	PAYG	Inc. Calls	Bundled
User/End Point: <i>There can be a mixture of Office and Executive users Each user/endpoint can make 3 concurrent calls</i>	Office Users <i>Basic or handset only users</i>			Executive Users <i>Handset and softphone users</i>		
Per User / Per month (Inc. GST) Minimum monthly fee	\$11.00	\$27.50	\$33.00	\$16.50	\$33.00	\$38.50
Number Hosting – Per Number	\$0.39	\$0.39	\$0.39	\$0.39	\$0.39	\$0.39
Local Calls – Per Call	\$0.11	Included	Included	\$0.11	Included	Included
National Calls – Per Minute (billed in 1 second intervals)	\$0.06	Included	Included	\$0.06	Included	Included
Mobile Calls – Per Minute (Billed in 1 second intervals)	\$0.14	Included	Included	\$0.14	Included	Included
13/1300 Calls – Per Call	\$0.33	\$0.33	\$0.33	\$0.33	\$0.33	\$0.33
International Calls	See the International Rate Card on our website					
Included Features						
Standard Features: <i>Call forwarding, waiting, anonymous calling</i>	✓	✓	✓	✓	✓	✓
Voicemail: <i>Collect from phone or email</i>	✓	✓	✓	✓	✓	✓
Three-way calls: <i>More than 2 parties on a call</i>	✓	✓	✓	✓	✓	✓
Selective Call Handling: <i>Redirect calls based on criteria, time, or number</i>	✓	✓	✓	✓	✓	✓
Busy Lamp Field: <i>See if a colleague is on the phone on your SIP device</i>				✓	✓	✓
Shared Call Appearance: <i>Make or receive calls across multiple SIP devices from a single account</i>				✓	✓	✓
Softphone: <i>Make or receive calls via PC or mobile</i>				✓	✓	✓
Push to Talk: <i>Call automatically answers to speaker mode</i>				✓	✓	✓
Do Not Disturb: <i>Reject calls when busy</i>				✓	✓	✓
Call Recording Lite: <i>Retention Period: 30 days. Recording Length: No Limit</i>	Optional	Optional	✓	Optional	Optional	✓
Group Services						
Enterprise Plan	PAYG		Included Calls		Bundled	
Hunt group with Time-of-Day Routing: <i>Distributes incoming calls to all users assigned to the Hunt Group according to a specific Policy</i>	✓		✓		✓	
Auto Attendant with Time-of-Day Routing: <i>An automated receptionist that plays an announcement to incoming callers and directs the calls based on caller selection.</i>	\$16.50		\$16.50		✓	

INFORMATION ABOUT THE SERVICE

BUNDLING

This offer is not conditional on any bundling arrangements.

MINIMUM TERM

Cloud Calling plans are only available on a month-to-month basis.

HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer. Hardware can be purchased or by BYOD. Please ensure that the device is

compatible by confirming with Bendigo Telco.

MONTHLY ACCESS FEE

The minimum monthly access fees for the Cloud Calling plans can be found in the plan table above.

EARLY TERMINATION CHARGE

There are no early termination charges applicable.

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.



SERVICE LIMITATIONS

As an IP Telephony service, voice calls will be impacted by any power failure that causes local data connectivity to fail.

During a local power failure, you will not be able to use your service for calls, including Emergency '000' or alarm services.

Capacity for concurrent calls is limited to the available bandwidth of the internet access service at that site. We recommend that your underlying internet access service provides sufficient bandwidth to support all your voice line traffic in each direction in order to ensure your service voice quality.

WHAT'S INCLUDED

All allowances for usage are applicable only to End Users who are based within Australia. Calls to 1800 numbers are free of charge. Certain calls are included in the Enterprise Plans: Included Calls and Bundled.

WHAT'S EXCLUDED

An underlying internet access service. Internet access plans are available from Bendigo Telco and can be found at: www.bendigotelco.com.au.

If you use any of the following services, additional charges will apply: Calls to satellite services, calls to international numbers, calls from mobile satellite services, and calls to directory services.

Bendigo Telco does not provide access to Premium Call services such as 1900 numbers. By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our Customer Experience department on 1300 228 123.

INFORMATION ABOUT PRICING

STANDARD CALL COST INFORMATION

Under our PAYG plan, the cost of making a 2-minute Standard National Mobile Call is \$0.28.

PORT IN FEES

Number porting charges apply if you want to transfer your existing phone number/s. The following Port In charges apply:

CAT-A (Simple) - Up to 5 single phone numbers

CAT-A (Simple) Request Type	Item
Simple (CAT A) Port - Per Number	\$27.50
Retarget Fee (Per Number) – First Instance	Free
Retarget Fee (Per Number) – Second Instance	\$27.50
Emergency Returns Simple (Per Batch)	\$660.00
PNV Reject Simple – Per Number	\$33.00
Porting Withdrawal Fee	\$108.90

CAT-C (Complex) - 6 or more single phone numbers - Number Ranges - Complex services attached

CAT-C (Complex) Request Type	Item
Complex (CAT C) Port (Per Batch)	\$176.00
Retarget Fee (Per Batch) – First Instance	Free
Retarget Fee (Per Batch) – Second Instance	\$658.90
Out of Hours Porting	POA
Emergency Returns (1-5 Numbers) Per Batch	\$770.00
Emergency Returns (6-20 Numbers) Per Batch	\$990.00
Emergency Returns (21-100 Numbers) Per Batch	\$2,750.00
Emergency Returns (100+ Numbers) Per Batch	\$4,180.00
PNV Reject Complex – Per Number	\$27.50
Porting Withdrawal Fee	\$108.90

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

OTHER INFORMATION

ADDITIONAL FEATURES / ADDONS AVAILABLE

Users/End Points (per user)	PAYG	Inc. Calls	Bundled
Virtual Park User	\$5.50	\$5.50	✓
Voicemail User	\$5.50	\$5.50	✓
Addons (per user)	PAYG	Inc. Calls	Bundled
Business Fax & Fax to Email	\$18.70	\$18.70	✓
Call Recording Lite	\$3.30	\$3.30	✓
Call Recording – Unlimited*	\$14.30	\$14.30	\$14.30

* Retention Period: Unlimited. Recording Length: No Limit

USAGE INFORMATION

We recommend that you use the voice portal to manage to track your usage. Details will be provided upon signing up.

CUSTOMER EXPERIENCE

Bendigo Telco has an all Australian-based Customer Experience team who can help you with any technical support, account, or sale questions. Just give us a call on 1300 228 123 or lodge a fault via our SmartCentre application.

SUMMARY

This is a summary only – the full legal terms for this plan are contained in your agreement with Bendigo Telco Ltd, including Our Standard Form of Agreement, which is available at: bendigotelco.com.au/legal/sfoa-compliance

BILLING

Cloud Calling plans are billed in arrears. When you first start a user within your Cloud Calling portal or change the amount of users to your plan part way through a billing period, your next bill will detail these changes.

PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

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 Australian based Customer Experience team on **1300 228 123** or follow our dispute resolution process via <https://www.bendigotelco.com.au/legal/privacy-policy>

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/making-a-complaint.

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