

Cloud Calling Express

Cloud Calling Express is a cloud-based PBX solution with internal channels. It is great for businesses who need a simplified voice solution with medium to low call volumes and has multiple users using the same devices. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	Lite		Essentials		Professional	
Plan option	PAYG	Included Calls	PAYG	Included Calls	PAYG	Included Calls
External Lines (<i>one concurrent call per line, per month</i>)	\$9.46	\$55.00	\$9.46	\$55.00	\$9.46	\$55.00
Internal Channels* (<i>price per Int. Channel, per month, minimum of 4</i>)	\$11.00		\$16.50		\$22.00	
Local Calls – Per Call	\$0.11	Included	\$0.11	Included	\$0.11	Included
National Calls – Per Minute (<i>billed in 1 second intervals</i>)	\$0.06	Included	\$0.06	Included	\$0.06	Included
Mobile Calls – Per Minute (<i>billed in 1 second intervals</i>)	\$0.14	Included	\$0.14	Included	\$0.14	Included
13/1300 Calls – Per Call	\$0.33	Included	\$0.33	Included	\$0.33	Included
Number Hosting (<i>per number, per month</i>)	\$0.385 each, per month		\$0.385 each, per month		\$0.385 each, per month	
Internal Channels* are available in the following increments: 4,8,16,24,32,48,64,96,128,192,256,512,1024						
Features:			Inclusions			
Maximum Users	Unlimited		Unlimited		Unlimited	
Conference Bridges	0		Unlimited		Unlimited	
Conference Participants	0 (3-way call)		10		50	
Video Conference	No		No		No	
Ring Group	Yes		Yes		Yes	
Devices per user	Up to 3		Up to 5		Up to 25	
Call Forward	Yes		Yes		Yes	
Selective Call Forward	No		Yes		Yes	
BLF	Yes		Yes		Yes	
Softphone	Yes		Yes		Yes	
Call Parking	Yes		Yes		Yes	
Voicemail	Yes		Yes		Yes	
IVR	Single-tier		Multi-tier		Multi-tier	
Music on hold	Yes		Yes		Yes	
Call Queueing	No		Basic		Advanced	
Time of day routing	No		Yes		Yes	
Call Recording	No		Yes		Yes	
Fax, Chat & Messaging	No		Yes		Yes	

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.



INFORMATION ABOUT THE SERVICE

BUNDLING

This offer is not conditional on any bundling arrangements.

HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer. Hardware can be purchased or by BYOD.

MINIMUM TERM

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

MONTHLY ACCESS FEE

The minimum monthly access fees for the Cloud Calling Express plans are: **Lite**: \$53.85 per month: **Essentials**: \$75.85 per month: **Professional**: \$97.85 per month.

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.

WHAT'S EXCLUDED

An underlying internet access service. Internet access plans are available from Bendigo Telco and can be found at: 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, 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**.

EARLY TERMINATION CHARGE

There are no early termination charges applicable on the Cloud Calling Express plans. There is a 30-day cancellation term.

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.

MANAGE YOUR SERVICES ONLINE

Your Cloud Calling Express service comes with access to a voice management portal to view and manage your services.

INFORMATION ABOUT PRICING

STANDARD CALL COST INFORMATION

Under our PAYG plans the cost of making a 2-minute Standard National Call is \$0.12 and a 2-minute Mobile Call is \$0.28.

SUPPORT OPTIONS

Users can self-manage their platform or acquire business hours or 24/7 support for additions costs. Price on application.

PORT IN FEES

CAT-A (Simple) and CAT-C (Complex) number porting charges apply if you want to transfer your existing phone number/s. Port in fees are Price on application.

Out-of-hours complex porting is available upon request. Additional costs will apply. Please contact us to check if this applies to your service.

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

OTHER INFORMATION

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 Express plans are billed in arrears. When you first start an external line within your Cloud Calling portal or change the number of internal channels to your plan part way through a billing period, your next bill will reflect 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 after 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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