

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time.

## SIP Classic

Plan	SIP Single	SIP Value * max 6 channels
SIP Channel Access Fee	\$.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
<ul style="list-style-type: none"><li>• Single number per channel</li><li>• No Direct-In-Dial (DID)</li><li>• Prices shown include GST.</li><li>• Calls are charged in 60 second increments</li><li>• A 2-minute national mobile call on the SIP Office plan would cost \$0.36.</li><li>• 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.</li></ul>		

### INFORMATION ABOUT THE SERVICE

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.

#### More Information About the Service

This offer is unbundled.

#### 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 plan can be selected either on a month by month basis or on a 12-month contract.

#### 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.

### INFORMATION ABOUT PRICING

#### Setup Fee

- \$0 setup fee on a 12 Month Contract.
- \$30 setup fee per channel on a month by month basis.

#### Monthly Access Fee & Call Charges

The minimum monthly charge for SIP Single is \$9.90. The minimum monthly charge for SIP Value is \$39.90.

The SIP Single plan would cost a minimum of \$118.80 over 12 months and the SIP Value plan would cost a minimum of \$478.80 over 12 months.

### 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.

### Early Termination

Early Termination fees apply on the 12-month contract option. The ETC is calculated by multiplying the monthly access fees by the number of months remaining on the contract.

## OTHER INFORMATION

### 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. You'll still receive a full month's call and data allowance.

### Usage information

We recommend that you use our SmartCentre application to track your usage. It is available at our website. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s).

### Paper Invoice Charge

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

## WE'RE HERE TO HELP

### For More Information or Questions

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 phone our Customer Help Team on the relevant number listed at the bottom of this document or visit the privacy and policy page on the relevant website also listed at the bottom of this document.

### 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](http://www.tio.com.au).