

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

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.

Business SIP

Telephone Service

More Information About the Service;

This offer is unbundled.

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.
- The SIP Office plan would cost a minimum of \$180 over 12 months (minimum of 2 channels) and the SIP Ultimate plan would cost a minimum of \$4,312.80 over 12 months (minimum of 6 channels).

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.

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;

Plan	SIP Channels	Intra Account	Local & National Calls	Calls to Mobiles	Calls to 13/1300	Requires
	p/month	p/month	p/call	p/min	p/call	
SIP Office	\$7.50	FREE	\$0.10	\$0.18	\$0.40	Min. 2 Channels
SIP Ultimate	\$59.90	FREE	FREE	FREE	FREE	Min. 6 Channels

- Prices shown include GST.
- Calls are charged in 60 second increments
- A 2-minute national mobile call on the SIP Office plan would cost \$0.36.
- 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.

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.

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

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.

Paper Invoice Charge;

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

WE ARE 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.

This is a summary only, details are correct at 1st August 2017. For full terms and conditions please refer to the product terms and conditions, copies are available at the relevant website listed at the bottom of this document.

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies are available at the relevant website listed at the bottom of this document. You must adhere to these terms when using this service.

Bendigo Telco Ltd and it's wholly owned subsidiaries trading as Bendigo Telco Group ABN 88 089 782 203.

Bendigo Telco Group comprises of



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