

## BUSINESS SIP

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.

PLAN	SIP OFFICE *MIN 2 CHANNELS	SIP ULTIMATE *MIN 6 CHANNELS
SIP Channel Access Fee	\$7.50 per month, per channel	\$59.50 per month, per channel
Intra Account Call Charge	FREE	FREE
Local and 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>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>		

### BUNDLING

This offer is not conditional on any bundling arrangements.

### 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.

### 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.

### SET UP 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

Refer to table for monthly access fees and call charges. The minimum monthly fee for SIP Office is \$15 per month. The minimum monthly fee for SIP Ultimate is \$359.40 per month.

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).

### 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.

This is a summary only. Details are correct as of **January 20, 2020**. 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.

The full legal terms for this plan are available at [bendigotelco.com.au](http://bendigotelco.com.au). All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy. Copies are available at [bendigotelco.com.au](http://bendigotelco.com.au). You must adhere to these terms when using this service. Bendigo Telco Ltd and its wholly owned subsidiaries trading as Bendigo Telco Group ABN 88 089 782 203

## 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

## MAXIMUM CHARGE FOR EARLY TERMINATION

The maximum charge for early termination on the SIP Office plan is \$90 The maximum charge for early termination on the SIP Ultimate plan is \$714.

## 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.

## 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

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

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