

CRITICAL INFORMATION SUMMARY

Goulburn Valley Telco

Business SIP

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 one channel and one single number, plus free Intra Account calls.
- The SIP Ultimate plan includes one channel and one single number, 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.

Set up fee

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

Information about Pricing

Call Plan	Sip Channels	Intra Account	Local & National Calls	Calls to Mobiles	Calls to 13/1300	Requirements
	Per Month	Per Call	Per Call	Per Minute	Per Call	
SIP Office	\$7.50	Free	\$0.10	\$0.18	\$0.40	Minimum 2 Channels
SIP Ultimate	\$59.90	Free	Free	Free	Free	Minimum 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.

Number Porting - Number porting charges apply if you want to transfer your existing phone number (regular landline or VoIP) to your SIP service.

Simple Port Charges:

Request Type	Port Charge (8am-8pm)
Single Number	\$5

Complex Port Charges:

Local Number Portability Request	Port Charge (8am-8pm)
1-5 Numbers	\$120
6-20 Numbers	\$150
21-100 Numbers	\$300
101-200 Numbers	\$420
200 Number	\$950

For all applicable charges, please contact our Customer Representatives.

Number Hosting Charges - Business SIP allows you to purchase additional numbers or number ranges for your SIP service. The charges for additional numbers and number ranges are below:

Number Range	Monthly Fee
Single Number	\$5.50
10 Number Block	\$22.00
50 Number Block	\$33.00
100 Number Block	\$44.00

OTHER INFORMATION

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 Goulburn Valley Telco staff on 1300 735 868 to discuss Fax and Eftpos options.

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.

Pro-rata billing - If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

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

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 Centre on 1300 735 868.

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

Bendigo Telco Group consists of the following



This is a summary only, details are correct at 1st September 2016. For full terms and conditions please refer to the product terms and conditions a copy of which is available at www.bendigotelco.com.au.

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

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