

Teams Calling powered by Bendigo Telco

Teams Calling is a cloud-based PBX solution built into the Microsoft Teams collaboration platform that enables users to make and receive calls externally from Microsoft Teams. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	PAYG	0-24 users	25-99 users	100-174 users	175+ users
Minimum Monthly Charge (<i>per user</i>)	\$11.00	\$33.00	\$27.50	\$22.00	\$17.50
Local Calls (<i>per min</i>)	\$0.10	Included			
National Calls (<i>per min</i>)	\$0.10	Included			
Mobile Calls (<i>per min</i>)	\$0.17	Included			
13/1300 Calls (<i>per call</i>)		\$0.35			
Auto Attendant and Call Queue (<i>per resource</i>)		\$5.50			
Number Hosting (<i>per number</i>)		\$0.33			
Support Option		Self-Managed: \$0		Supported: \$5.50 per user	
Early Termination Charge		N/A			

INFORMATION ABOUT THE SERVICE

BUNDLING

This offer is not conditional on any bundling arrangements.

However, customers must also have the required Microsoft 365 licences for each Microsoft Teams user, as determined by Microsoft.

HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer.

MINIMUM TERM

Teams Calling powered by Bendigo Telco plans are only available on a month-to-month basis and charged in arrears.

MONTHLY ACCESS FEE

The minimum monthly access fees for the Teams Calling powered by Bendigo Telco plans can be found in the plan table above.

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 Teams Calling powered by Bendigo Telco plans.

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 Teams Calling service comes with access to the TCAP Management portal. It will enable you or a team member to perform phone number management, user assignment or user removal whenever you need it. Alternatively, select a Supported option, and we can do this on your behalf.

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 PRICING

STANDARD CALL COST INFORMATION

Under our PAYG plan the cost of making a 2-minute Standard National Mobile Call is \$0.34.

PORT IN FEES

Number porting charges apply if you want to transfer your existing phone number/s. The following Port In charges apply:

Request Type	Port Charge (9:00am – 5:00pm AEDT/AEST)
Single numbers	\$27.50
Associated numbers (Number Ranges or Line Hunt)	\$110.00

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

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

OTHER INFORMATION

USAGE INFORMATION

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document.

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

Teams Calling powered by Bendigo Telco plans are billed in arrears. When you first start a user within your TCAP portal or change the number of users to your plan part way through a billing period, your next bill will detail these changes.

PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. 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 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.

Bendigo Telco Limited

PO Box 1062

Bendigo Vic 3552

P: 1300 228 123

F: 03 5454 5001

E: customerhelp@bendigotelco.com.au