

Critical Information Summary



Phones

1. Service information

The BCL phone system is a high-speed fibre optic based broadband internet service which is delivered over the BCL network. If you are a user of BCL Phone service, this service shares the same network connection.

If the floor where your chamber is located is Wi-Fi enabled, the internet service is accessible wirelessly.

Term

There is no minimum term for this service and it is delivered on a month to month basis.

What's included

- Service delivery to chambers
- Handset support + training
- Full compatibility of system with clerk operators and secretaries
- All internal calls
- Speed-dialling functionality
- 24/7 service desk support (7am-7pm onsite)

What's not included

- Handsets/accessories (these can be purchased from BCL for an additional charge)
- Diversions to external numbers

2. Pricing information

Monthly Charge

Charge for your line rental is \$20/month (ex GST).

Call are charged at the following rates:

- \$0.053 (exc. GST) for local calls
- \$0.13 (exc. GST) for calls to Telstra mobiles
- \$0.16 (exc. GST) for calls to non-Telstra mobiles

Service Desk support is included in this charge and any additional services will be billed on a standard charge rate – please see Critical Information Summary for IT Services - IT Site Visit.

3. Connection information

The BCL phone system is located on BCL premises, it operates as a duplicate system enabling reliability of services.

4. Other information

The speed of your internet service may vary due to a number of factors such as your distance from the BCL network hub, location of your floor or your equipment and software and internet traffic

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

5. For more information please contact the BCL Service Desk



03 9225 8888



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www.bcl.net.au