

## Hosted Voice Service

<b>Service Description</b>	This service allows you to make and receive calls using an Internet connection (VoIP) and an attached PBX service. Each service includes one IP enabled handset.		
<b>Minimum term</b>	24 Months		
<b>Setup Fee (once off)</b>	\$0 (excl. GST)		
<b>Minimum Monthly Charge</b>	<b>Plan Name</b>	<b>Minimum Monthly Charge</b>	
	PBX Voice Line – Value	\$37 per line (excl. GST)	
<b>What is included?</b>			<b>Value</b>
	1 x W60P cordless IP handset <u>or</u> 1 x T42S IP handset (per line)		✓
	Calls to standard local, national and mobile numbers (excluding 13/1300 numbers and international)		Unlimited
	1 x Australian Direct in Dial (DID) number		✓
	Inbound Call Features: Anonymous Call Reject, Call Forwarding, Call Pickup, Black Listing, Call Screening, Do Not Disturb, Hunt Groups, Shared Line, Simultaneous Ring, Voicemail		✓
	Outbound Call Features: Caller ID Blocking, Caller ID Setting, Speed Dial, Last Number Redial, Call Return		✓
Advanced Features: Call Parking, Call Transfers, Presence Setting		✓	
<b>Early Termination Charges</b>	If you cancel your service within the contract period, you must provide 30 days' notice and you will be charged an Early Termination Charge equal to sum of the remaining months of your contract.		

### Information about this service

#### Where is it available?

This service is available at any premise where a GigaComm supplied internet connection exists

#### What do I need to access the service?

You will need appropriate handsets supplied by GigaComm. You will need to ensure that all on-premises cabling and network routers and/or switches are configured to allow the Hosted Voice handsets to work.

GigaComm also offers managed routers and PoE switches for an additional charge.

#### Do I have to bundle anything with this service?

Yes, it is a requirement that your internet connection is supplied by GigaComm.

Each Line includes a compatible handset. Additional handsets can be ordered separately.

#### Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or your breach our "fair use" policy available on our website.

This service does not support calls to:

- Premium call services such as 1900 numbers
- Some operator assisted numbers, special service numbers and mobile satellite phone numbers
- Fax, dial-up modem or other analogue data calls (e.g. EFTPOS, HICAPS)

This service does not include a battery backup power supply nbn's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.

This service is intended for business use only and is not available for telemarketing, call centre functions and similar uses.

### Information about Pricing

#### Call Rates

The following call rates apply where not included in plan.

Destination	Flagfall	Cost (excl. GST)
Local	No Charge	\$0.14 per call
National	No Charge	\$0.14 per call
Fixed to Mobile	No Charge	\$0.23 per minute
Calls to 13/1300	No Charge	\$0.37 per call
Calls to 1800	No Charge	No Charge
International rates	Refer to website for details	

#### Optional add-ons

You may choose to add the following add-ons to your service.

Add-on	Monthly Cost (excl. GST)
Auto Attendant feature	\$10
Web Conference Rooms feature	\$10
Reception Console feature	\$10
Simple Call Recording feature	\$10
Microsoft Teams line	\$15 per line
Fax to/from email service	\$15

#### Other

You may choose to bring your own phone number over from another provider. A single number port over to GigaComm is included free of charge. Additional number porting is charged at \$50 (excl. GST) per request.

In the case of complex ports, port rejections, returns and outside extended hours porting requests, an additional fee may be payable.

## Adjustment Fees

After your phone system has been activated, all changes and adjustments required will be provided at no extra cost in the first 30 days. After this period, adjustments to this service are charged at \$220 (excl. GST) per hour with a 30-minute minimum time allocation.

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address, free of charge.

### Billing Date

Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

### First Bill Charges

Your first monthly invoice shows transactions for the following:

- Installation. The installation fee, and any payments you made to us prior to installation.
- Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
- Next period fees. The monthly fee for the next billing period.

### Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

## Other Information

### GigaComm Customer Contacts

#### New Sales Details

Contact our sales team on [info@gigacomm.net.au](mailto:info@gigacomm.net.au)

#### Support Details

Contact our support team on [support@gigacomm.net.au](mailto:support@gigacomm.net.au)

#### Billing Details

Contact our billing team on [billing@gigacom.net.au](mailto:billing@gigacom.net.au)

### Customer Complaints and TIO information

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.

You can contact GigaComm's complaint resolution team at [complaints@gigacomm.net.au](mailto:complaints@gigacomm.net.au)

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**.

For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)