

Hosted Voice Service - International Calling Rates

About	GigaComm's Hosted Voice Service plans enable you to make international calls. Our International Calling Rates are contained in this document.		
Details	<ul style="list-style-type: none"> All prices are quoted excluding GST Flagfalls for all calls are \$0.00 (excl. GST) Rates are quoted (below) per minute and are charged in per second increments. <p>These rates are applicable for the following GigaComm services:</p> <ul style="list-style-type: none"> Hosted Voice (Single Line) Hosted Voice (PBX) 		
Rates	Country	Call to fixed lines \$/min	Calls to mobiles \$/min
	Afghanistan	0.7110	0.7262
	Albania	0.4658	1.1319
	Algeria	0.2067	0.7652
	Andorra	0.0713	0.6095
	Angola	0.2472	0.2488
	Anguilla	0.3788	0.7170
	Antarctica	3.3334	3.3334
	Antigua & Barbuda	0.4922	0.8710
	Argentina	0.0870	0.2975
	Armenia	0.4737	0.8133
	Aruba	0.3197	0.7357
	Ascension Island	4.7851	4.7851
	Australia	0.0200	0.0417
	Austria	0.0417	0.0755
	Azerbaijan	0.6803	0.9417
	Bahamas	0.2507	0.3650
	Bahrain	0.1492	0.2137
	Bangladesh	0.0907	0.0873
	Barbados	0.4850	0.8190
	Belarus	2.3984	3.6867
	Belgium	0.0602	0.0860
	Belize	0.7388	0.7588
	Benin	0.7637	0.7437
	Bermuda	0.1225	0.1135
	Bhutan	0.2958	0.2645
	Bolivia	0.3553	0.6082
	Bosnia Herzegovina	0.4133	0.9850
	Botswana	0.2075	0.7710
	Brazil	0.0625	0.2355
	British Virgin Islands	0.8520	0.8300
	Brunei	0.0800	0.1122
	Bulgaria	0.0517	0.0902
	Burkina Faso	1.0049	0.9820
	Burundi	1.5675	1.4979
	Cambodia	0.2155	0.2090
	Cameroon	0.4765	1.0592
	Canada	0.0122	0.0122
	Cape Verde	0.7053	1.0549
	Cayman Islands	0.2633	0.6087
	Central African Republic	1.2155	1.7489
	Chad	0.9985	1.4130
	Chile	0.1015	0.4377
	China	0.0358	0.0282
	Christmas Island	1.0000	1.0000
	Colombia	0.1442	0.4777
	Comoros	1.1190	1.2037
	Congo	1.7639	1.3649
	Cook Islands	2.6741	2.4934
	Costa Rica	0.0600	0.2630
	Croatia	0.0418	0.2933
	Cuba	2.3352	2.4850
	Cyprus	0.0440	0.2717
	Czech Republic	0.0705	0.2950

Denmark	0.0340	0.0853
Diego Garcia	3.4662	3.4662
Djibouti	1.1565	1.1485
Dominica	0.3065	0.7463
Dominican Republic	0.0845	0.2760
East Timor	2.0777	1.5944
Ecuador	0.3617	0.7245
Egypt	0.2462	0.2227
El Salvador	0.5103	0.6038
EMSAT	16.6670	16.6670
Equatorial Guinea	0.8560	0.8939
Eritrea	0.7820	0.7728
Estonia	1.8079	2.3465
Ethiopia	0.7872	0.8364
Faeroe Island	0.2318	0.6887
Falkland Islands	4.7066	1.5000
Fiji	0.5633	0.5698
Finland	0.1395	0.1260
France	0.0257	0.3638
French Polynesia	0.6790	0.9677
FYR of Macedonia	0.5928	1.3815
Gabon	1.3455	1.6040
Gambia	2.3017	2.3525
Georgia	0.1560	0.2348
Germany	0.0297	0.1373
Ghana	0.5445	0.7490
Gibraltar	0.1575	0.7198
Global	16.6670	16.6670
Greece	0.0375	0.0877
Greenland	1.6162	1.7560
Grenada	0.4915	0.8253
Guadeloupe (French)	0.0485	0.1810
Guam	0.0608	0.0608
Guatemala	0.4502	0.4847
Guiana (French)	0.0695	0.1783
Guinea Bissau	1.5245	1.9207
Guinea Republic	1.5547	1.5337
Guyana	0.7895	0.8617
Haiti	0.9350	1.0077
Honduras	0.4188	0.5243
Hong Kong	0.0522	0.0447
Hungary	0.0180	0.1388
Iceland	0.1010	0.1093
India	0.0510	0.0553
Indonesia	0.1622	0.2067
Inmarsat	18.7717	9.2822
INMARSAT-AOR	16.6670	16.6670
Iran	0.1698	0.2085
Iraq	0.4080	0.7227
Ireland (Republic)	0.0228	0.1760
Israel	0.0213	0.0702
Italy	0.0280	0.0988
Ivory Coast	0.9207	1.1927
Jamaica	0.3655	0.7778
Japan	0.0900	0.3392
Jordan	0.2698	0.3387
Kazakhstan	0.1297	0.4977
Kenya	0.4195	0.4763
Kiribati	3.0306	2.8501
Korea (Nth)	2.7291	2.7291
Korea (Sth)	0.0557	0.0293
Kuwait	0.1447	0.1198
Kyrgyzstan	0.4587	0.6138
Laos	0.1938	0.1958
Latvia	1.9812	3.6867
Lebanon	0.2795	0.5300
Lesotho	0.5568	0.6665
Liberia	1.5019	1.2194
Libya	0.5473	0.9664
Liechtenstein	0.2700	0.6368
Lithuania	1.8412	3.6131
Luxembourg	0.0460	0.1130
Macau	0.1870	0.1825

Madagascar	2.1224	2.1512
Malawi	0.3817	1.2447
Malaysia	0.0322	0.0533
Maldives Republic	3.0712	3.0631
Mali	0.9010	1.1362
Malta	0.0447	0.1175
Mariana Island	0.0833	0.1393
Marshall Islands	0.8934	0.8334
Martinique	0.0527	0.1727
Mauritania	1.5095	1.4782
Mauritius	0.1758	0.1507
Mexico	0.0642	0.1227
Micronesia	0.6987	0.6667
Moldova	0.6990	0.8210
Monaco	0.2653	1.1807
Mongolia	0.1000	0.1143
Montenegro	0.3333	0.3333
Montserrat	0.8138	0.8138
Morocco	0.0697	1.1794
Mozambique	0.1970	0.7435
Myanmar	0.4260	0.4477
Namibia	0.1515	0.3612
Nauru	3.0652	3.2857
Nepal	0.3510	0.3760
Netherlands	0.0503	0.1775
Netherlands Antilles	0.4387	0.4303
New Caledonia	0.5655	0.5343
New Zealand	0.0372	0.1307
Nicaragua	0.6273	0.7973
Niger	1.4884	1.1217
Nigeria	0.1983	0.1707
Niue Island	2.4355	4.4241
Norfolk Island	4.9686	3.3334
Norway	0.0448	0.1388
Oman	0.3592	0.8334
Pakistan	0.3467	0.3787
Palau	0.8117	1.8109
Palestine	0.5317	0.5927
Panama	0.1095	0.4440
Papua New Guinea	1.4287	1.9740
Paraguay	0.1132	0.3660
Peru	0.0735	0.2927
Philippines	0.3537	0.4608
Poland	0.0428	0.0687
Portugal	0.0298	0.0813
Puerto Rico	0.0288	0.0500
Qatar	0.5172	0.6347
Reunion	0.0720	0.1780
Romania	0.0188	0.0683
Russia	0.2225	0.5893
Rwanda	0.9929	1.0004
Samoa (American)	0.1145	0.1203
Samoa (Western)	1.9345	1.9797
San Marino	1.5172	3.3491
Sao Tome & Principe	2.9234	3.5247
Saudi Arabia	0.2943	0.4407
Senegal	1.3412	1.7594
Serbia	0.4113	1.2447
Seychelles	1.7070	1.9930
Sierra Leone	1.4905	1.4240
Singapore	0.0263	0.0262
Sint Maarten	0.3177	0.3707
Slovak Republic	0.0280	0.3783
Slovenia	0.0557	1.2580
Solomon Islands	2.4327	3.1891
Somalia	1.4007	1.5270
South Africa	0.0597	0.1840
South Sudan	1.1284	0.9817
Spain	0.0358	0.0797
Sri Lanka	0.3987	0.4333
St Helena	5.0253	5.0253
St Kitts & Nevis	0.4662	0.8424
St Lucia	0.5723	0.7463

St Pierre & Miquelon	0.8342	1.7675
St Vincent & Bequia	0.5055	0.8037
Sudan	0.3450	0.7213
Surinam	0.5000	0.5000
Suriname	0.4238	0.9034
Swaziland	0.1657	0.5638
Sweden	0.0220	0.0673
Switzerland	0.0495	0.8944
Syria	0.3203	0.5063
Taiwan	0.0465	0.3260
Tajikistan	0.4850	0.5572
Tanzania	0.9922	0.9294
Thailand	0.0372	0.0520
Togo	1.1625	1.4307
Tokelau	5.4776	5.4776
Tonga	1.4440	1.2604
Trinidad & Tobago	0.1998	0.6133
Tunisia	1.8145	1.5594
Turkey	0.1192	0.3287
Turkmenistan	0.3940	0.4925
Turks & Caicos Is	0.4243	0.8275
Tuvalu	2.8201	2.0000
Uganda	1.1515	1.2280
UK Special	0.5000	0.5000
Ukraine	0.3545	0.7510
United Arab Emirates	0.5097	0.5577
United Kingdom	0.0170	0.6275
Uruguay	0.1792	0.5843
USA	0.0282	0.0282
Uzbekistan	0.1643	0.1938
Vanuatu	2.1475	2.1607
Vatican City	0.0833	0.0833
Venezuela	0.1103	0.7930
Vietnam	0.2037	0.2650
Virgin Islands (USA)	0.0637	0.0637
Wallis and Futuna Islands	1.1399	1.1399
Yemen	0.4828	0.5433
Zaire	1.0000	1.0000
Zambia	0.2388	0.4460
Zimbabwe	0.3063	1.3870

Information about these rates

How will I be charged for these calls?

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 on your eligible Hosted Voice Service, and in arrears for any usage charges (including calls to international numbers).

Invoices are sent a few days after the start of each billing period.

What if I think I have been charged the wrong amount?

GigaComm does its best to ensure that you will always be charged the correct amount for the calls. Where you believe you have been charged an incorrect amount, please email our billing support team at billing@gigacomm.net.au

Other Information

GigaComm Customer Contacts

New Sales Details

Contact our sales team on info@gigacomm.net.au

Support Details

Contact our support team on support@gigacomm.net.au

Billing Details

Contact our billing team on 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

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