

GigaComm Included Voice Plans

Service Description	GigaComm's office phone plans enable you to make and receive calls using an Internet connection (VoIP) and an attached cloud hosted PBX service.			
Minimum term	24 Months or 36 Months			
Channel Fees (INC GST)	Contract Term	Basic Voice (Per Plan)	Office Voice (Per Plan)	Smart Voice (Per Plan)
	24 Months	\$46.50	\$57.50	\$68.50
	36 Months	\$40.50	\$46.50	\$57.50
Handsets (INC GST)	Handset Model	Handset Features	24 Month	36 Month
	Yealink T42S	Black and white LCD, 6 Soft Keys	\$15.50	\$12.50
	Yealink T46S	Colour Pixel display, 10 Soft Keys	\$22.50	\$15.50
	Yealink T48S	Colour Touch Display, 29 Soft Keys	\$27.50	\$22.50
	Yealink T49G	1080p HD touch screen LCD, 29 Soft Keys, Built-in Wi-Fi	\$45.50	\$37.50
	Yealink W60P	Wireless Handset, Range: 50m–300m	\$15.50	\$12.50
	*W60P Companion Handset - Yealink W56H	Companion Wireless handset, Range: 50m–300m	\$9.50	\$7.50
What is included?	<p>Features of this service include:</p> <ul style="list-style-type: none"> • Unlimited local and national calls (please refer to our Fair Use Policy) • 1000 Minutes of included mobile calls per channel • Australian based support team • Each channel comes with one assigned phone number/in dial – porting charges may apply <p>Concurrent calls for this service are limited by available channels, in-dial numbers and the configuration requested. If the concurrent calls are exceeded, then any additional calls will not terminate.</p>			
Early Termination Charges	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 the sum of the remaining months of your contract.			
What do I need to access this service?	To access GigaComm voice services you will need adequate network cabling at your premises and switches to provide access to your data network and appropriate access to power.			
Additional Service and Equipment charges	<p>If you require assistance with onsite installation your GigaComm account manager may be able to refer you to an authorised cabler in your area.</p> <p>If you require a PSU/PoE injector for a designated handset these can be purchased for \$20 each.</p> <p>After a period of 30 days, any adjustments to the configuration of this service are charged at \$220 (excl. GST) per hour with a 30-minute minimum time allocation.</p>			

*W56H can only be purchased with a W60P handset. A total of 3 additional companion handset can be purchased per W60P.

For handset datasheets please see <https://www.gigacomm.net.au/product-datasheets>.

Channel Features

Line Type	Basic Voice	Office Voice	Smart Voice
Inbound Call Features			
Anonymous Call Reject		✓	✓
Call Forwarding	✓	✓	✓
Call Pickup		✓	✓
Blacklisting		✓	✓
Call Screening		✓	✓
Do Not Disturb		✓	✓
Hunt Groups		✓	✓
Shared Line		✓	✓
Simultaneous Ring		✓	✓
Voicemail		✓	✓
Auto Attendant			✓
Call Queuing			✓
Outbound Call Features			
Caller ID Blocking	✓	✓	✓
Caller ID Setting	✓	✓	✓
Speed Dial		✓	✓
Last Number Redial		✓	✓
Call Return		✓	✓
CLI Setting			✓
Advanced Features			
Call Parking		✓	✓
Audio Conferencing		✓	✓
Call Transfers		✓	✓
Caller Tune Management		✓	✓
Call Recording			✓
Remote Call Back			✓
Remote Dial Tone			✓
Preference Management			
Set Phone Personal Information	✓	✓	✓
Extension Dialling		✓	✓
Set Time Zone	✓	✓	✓
Tim Schedules	✓	✓	✓
Codec Options	✓	✓	✓
Account SIP Peering Setting	✓	✓	✓
Transport Options		✓	✓
Additional Features			
Media Settings		✓	✓
Click to Call		✓	✓
Web Conferencing			✓
Reception Console			✓

Information about this service

Where is it available?

GigaComm included voice plans require a fixed broadband connection with a minimum requirement of 128Kbps of dedicated symmetric bandwidth.

What do I need to access the service?

You will need to use appropriate handsets or softphone software 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 upfront charge.

Do I have to bundle anything with this service?

Each channel requires one or more compatible handset(s). Additional handsets can be ordered through your GigaComm account manager.

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 you 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 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.

Call recordings will automatically be deleted and purged without written notice 45 days after the initial recording date. You must, at your own discretion download any recordings prior to data being purged.

By subscribing to this service, you agree that GigaComm and it's related, connected entities or upstream carriers may share information to the extent necessary to provide access to these services and accompanying features.

GigaComm reserves the right to alter or replace any number per compliance within the National Numbering Plan or under any direction from the ACMA.

Any ancillary charges that may be incurred from number porting including, without limitation any charges payable for rescheduling or modifying porting request.

Third-party providers may make configuration changes, updates, and feature changes to accompanying software or features from time to time. These changes may include interoperability between hardware systems and features. GigaComm endeavours to assist the customer in retaining similar or equivalent interoperability. By subscribing to this service, you understand that GigaComm is not responsible for any impact to the customer's service or functions impacted by Third-party changes.

Information about Pricing

Call Rates

All local and national calls are included fair use applies. 1000 minutes of mobile phone calls are included per channel.

Australia – Mobile - \$0.0450 Per minute

Australia - 13/1300 - \$0.29 Per answered call

Australia - 1800 - \$0.00 Free call

Rates are billed per second, minimum 60 seconds per call rounded up to 3 decimal places.

GigaComm may amend call rates at any time by providing 5 business days' notice.

For additional rates including international calls see the <https://www.gigacomm.net.au/critical-information-summaries/> webpage and check [call rates](#).

Additional Charges

Call collection Charges

Chargeable Leg	13 / 1300 / 1800
Fixed Origination	\$0.100 per minute*
Mobile Origination	\$0.100 per minute*

*Billed per second Minimum 60 seconds per call.

Setup and Porting

13 / 1300 & 1800

Charge Type	Charge Per Number
New number	\$50.00
Ported number	\$44.00

Simple Number Porting Charges

Category	Once Off Fee (AUD)	Unit
Simple Port	\$7.00	Per Number
Complex Port	\$150.00	Per Batch

Port Rejection Charges

Category	Once Off Fee (AUD)	Unit
Simple Port Rejected	\$20.00	Per attempt, per number
Complex Port Rejected	\$17.00	Per attempt, per number

Port Reschedule Charges

Category	Once Off Fee (AUD)	Unit
Simple Port	\$0.00	Per number
Complex Port	\$150.00	Per number

*If a Simple Port is rescheduled more than twice, an additional charge of \$20 fee per number may apply.

Standard Fixed Line DID

Charge Type	Charge Per Month
Single DID (Per Number)	\$1.00
100 DIDs (Per Block)	\$15.00

Reversal / Emergency Return

Charge Type	Once Off Fee	Unit
Simple Port	\$150.00	Per number
Complex Port	\$325.00	1 – 5 numbers
Complex Port	\$750.00	6 – 20 numbers
Complex Port	\$2,000	21 – 100 numbers
Complex Port	\$3,100	100+

Microsoft Teams Integration

Charge Type (Each)	24 Month	36 Month
Up to 9 Licenses	\$12.00	\$10.00
10 – 29 Licenses	\$11.00	\$9.00
30+ Licenses	\$8.00	\$7.00

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.

GigaComm Customer Contacts

Sales team on info@gigacomm.net.au

Support team on support@gigacomm.net.au

Billing team on billing@gigacom.net.au

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