VoIP Home Phone

Residential Internet	
Service Description	GigaComm's VOIP home phone service allows you to make and receive calls using an internet connection (VoIP)
Minimum term	1 Month or 24 Months
Setup Fee (once off charge incl. GST)	Nil

Minimum Monthly Charge (inc. GST)	**Plan Name**	**Minimum Monthly Charge**
	Home Phone Line - Basic	$5
	Home Phone Line - Value	$15

What is included?	Features of this service include: ● 1 Australian Direct in Dial (DID) number ● Australian based email and phone support
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 (ETC) equal to sum of the remaining months of your contract and is capped at $50.

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 an active broadband connection and an approved VoIP adapter or router with a built in ATA. GigaComm can supply one of these for an additional cost.

NOTE: most handsets will plug into your VoIP compliant adapter or router, however we cannot guarantee your existing handsets will work with the service.

Do I have to bundle anything with this service?

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

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. This means you will not be able to make calls during a power outage, including calls to emergency services.

Information about Pricing

Monthly Charges

Refer to the above table.

Call Rates

Destination	Flagfall	Cost
Local	No Charge	$0.15 per call
National	No Charge	$0.15 per call
Fixed to Mobile	No Charge	$0.25 per minute
Calls to 13/1300	No Charge	$0.44 per call
Calls to 1800	No Charge	No Charge
International rates	Refer to website for details	

Others

You may choose to bring your own phone number over from another provider for an additional charge. A single number port over to GigaComm is charged at $15 per number.

Billing Information

Billing Charges

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

Billing Date

Your bill is generated on the 25th of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges.

First Bill Charges

Your first bill will include:

● Charges for part of the month from when your service was activated to the end of that billing cycle;
● The minimum monthly Charge in advance for the next billing cycle; and
● Any additional charges for non-recurring items used during that 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

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

Billing Details
Contact our billing team on accounts@gigacomm.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