

GigaComm Office Voice Plans

Service Description	GigaComm's office voice 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 (Excluding GST)	Plan	Monthly Charge (24 Month Contract)	Monthly Charge (36 Month Contract)	
	Basic Voice (Per Plan)	\$42.50	\$36.50	
	Office Voice (Per Plan)	\$52.50	\$42.50	
	Smart Voice (Per Plan)	\$62.50	\$52.50	
Handsets (Excluding GST)	Handset Model	Handset Features	Monthly Charge (24 Month Contract)	Monthly Charge (36 Month Contract)
	Yealink T53W	Black and white LCD, 8 Soft Keys	\$12.00	\$9.00
	Yealink T57W	Colour Pixel display, 29 Soft Keys	\$19.65	\$13.10
	Yealink W73P	DECT Handset and Base Station	\$13.14	\$8.76
What is included?	Features of this service include: <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 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.			
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	If you require assistance with onsite installation your GigaComm account manager may be able to refer you to an authorised cabler in your area. If you require a PSU/PoE injector for a designated handset these can be purchased for \$20 each. 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.			

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

Information about this service

Where is it available?

GigaComm Office 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 its 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 and agree 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 however the Fair Use

Policy 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](#).

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 the 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

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