

## Hosted Voice Service

<b>Hosted Voice</b>			
<b>Service Description</b>	This Service allows you to make and receive calls using an Internet connection (VoIP) and an attached PBX service.		
<b>Minimum term</b>	24 Months		
<b>Setup Fee (once off charge incl. GST)</b>	\$165		
<b>Minimum Monthly Charge (incl. GST)</b>	<b>Plan Name</b>	<b>Minimum Monthly Charge</b>	
	Hosted Voice – PAYG	\$20 per extension	
	Hosted Voice – Value	\$60 per extension	
<b>What is included?</b>		<b>PAYG</b>	<b>Value</b>
	Calls to standard local, national and mobile (excluding 13/1300 numbers)	-	Unlimited
	1 Australian Direct in Dial (DID) number per extension	✓	✓
	Line hunt groups (no charge for multiple groups)	✓	✓
	Single automated receptionist	✓	✓
	Call forward, transfer, park/pickup, queuing	✓	✓
	Voicemail and voicemail to email	✓	✓
	Service flags (after hours switch)	✓	✓
Call twinning (mobile)	✓	✓	
<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. This includes associated cabling, configuration on your network and any routers and/or switches within your network to allow the Hosted Voice handsets to work. Alternatively, you may take up our Premium UC softphone application available on PC or Mobile.

#### 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 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

#### Premium UC Softphone Client

Premium-UC Client	Price (Monthly)
Mobile	\$10 per user
PC	\$10 per user
Mobile & PC	\$15 per user

#### Optional Features

Feature	Price (Monthly)
Fax to email	\$25
Advanced auto attendant	\$20
Conference rooms	\$10
Custom music on hold	\$5
Simple call recording	\$5
Additional DID	\$3

#### 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	

#### 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, except in the case of port rejections, returns and outside extended hours porting requests. Additional number porting is charged at \$50 per request.

#### 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 per hour with a 30-minute minimum callout time.

## 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 25<sup>th</sup> 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](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 [accounts@gigacomm.net.au](mailto: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](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)