

## Critical Information Summary

### Gnet Live: Business Voice

#### The Service

Business Voice is a hosted IP PBX System. To get the full features and benefits of the PBX you will need IP Phones. We can supply a good range of new IP Phones both corded and cordless.

Plan	M	L	XL
Price	\$60	\$140	\$240
Concurrent Calls	2	5	10
Standard National Landline Calls	Included	Included	Included
Calls to Australian Mobiles	100 mins included then \$0.30 p/min	500 mins included then \$0.13 p/min	1000 mins included then \$0.13 p/min
13/1300 Calls	\$0.30 p/call	\$0.30 p/call	\$0.30 p/call
IVR Menu	Limited to basic message only	Full options	Full options
Standard Setup	\$149	\$149	\$149
Minimum Cost over 12 months	\$869	\$1,829	\$3,029
Phone Numbers (Direct Inbound Dialing – DID)	3 included 3 max	5 included	5 included
Max Extensions	2	Unlimited	Unlimited

- Additional numbers are \$2 per number per month
- Mobiles billed by the second
- International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. Please call us to enable international calling. For a full list of International rates please visit our [website](#).
- Calls to 19/1900 numbers are blocked and not supported on this service.
- All prices include GST.

#### Mandatory Components

To receive our Business Voice service you will need to have an existing Gnet Live internet connection, with suitable IP Phones and supporting hardware. Minimum term: The service is available with a minimum term of 12 months.

#### Important Conditions

- This service does not include a battery back up option if the power goes out then your service will not operate.

#### Inclusions & Exclusions

- This service includes a Voicemail to email service and Call waiting.
- The service is for consumers only and may not be resold.
- Any cabling that is required in your premises beyond the Network Boundary point is your responsibility.

#### Early termination charges

If you need to cancel your service within your 12-month contract period you will need to pay out the remaining minimum cost of your contracted service.

## Enquires, Feedback and Complaints

We are committed to providing you with excellent service. Please contact us by calling 02 4977 3000 or via our website <https://gnet.live> if you have any questions.

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after contacting us you may contact the TIO for independent mediation. If you wish to contact the TIO, you can do so as follows:

- Phone: 1800 062 058
- Fax: 1800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>

Full Terms and Conditions available at <https://gnet.live/legal>



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