

## Critical Information Summary

### Gnet Live: Fax IP

#### The Service

The Gnet Live Fax IP Plans are a Fax to Email, Email to Fax, and Print to Fax or optionally the Fax IP ATA.

Plan	Fax IP
Minimum monthly charge	\$30
Setup Fee	\$50
Australian Local and National Calls	Included
Australian Mobile Calls	\$0.3/Min
International	Varies
13/1300 Calls	\$0.30/call
National Directory Assistance	\$0.75/call
Standard 2min call to a mobile	\$0
Optional ATA for fax machines	\$200

- 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.

#### Minimum and Maximum Monthly Charge

All normal monthly costs are fixed. You will pay for calls that are not included in your package. Invoices which are paid 14 days later than the due date will incur a late fee charge of 10% added to the invoice amount.

#### Mandatory Components

To receive the Gnet Live Fax IP service you will need an Internet connection.

#### Equipment Required

- You need to provide your own email service and computer/fax endpoints.
- Gnet Live can provide you with a suitable VoIP adapter for your fax machine \$200 once off.

#### Minimum Term

The service is available with a minimum term of 1 month.

#### Important Conditions

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

#### Inclusions & Exclusions

- 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

All plans have a minimum duration of 1 month. If you are unhappy with your service then you may terminate your service and only pay for the first month and the setup fee and any usage that is not included.

## 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>



1800 694 638 | <https://gnet.live>  
PO BOX 54 Cooranbong NSW 2265 Australia  
GNET COMMUNICATIONS PTY LTD ABN 26 600 573 135

CIS-2001BFAX.4