

Critical Information Summary

Gnet Live: Basic VoIP Phone

The Service

The Gnet Live Basic VoIP Phone Plans are voice communications add on services delivered via an existing Gnet Live internet connection.

Plan	Voice Basic	Voice	Voice Plus
Minimum monthly charge	\$0	\$10	\$20
Setup Fee	\$0	\$0	\$0
Australian Local and National Calls	\$0.15/call	Included	Included
Australian Mobile Calls	\$0.22/min	\$0.15/min	Included
International	Varies		
13/1300 Calls	\$0.35/call		
National Directory Assistance	\$0.75/call		
Standard 2min call to a mobile	\$0.44	\$0.30	\$0

- 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 Basic VoIP Phone service you will need to be connected in an area serviced by Gnet Live and have an existing Gnet Live internet connection.

Bundling Requirements

This service is only available in a bundle with either a Gnet Live WDN Fixed Wireless Internet service or a Gnet Live NBN service. If you cancel the internet service then this service will be cancelled at the same time. This service is not available as a stand alone service.

Equipment Required

- You will need to have a suitable VoIP adapter or a suitable router with an integrated VoIP adapter.
- Gnet Live can provide you with a suitable VoIP adapter, the cost will depend on the selected model.

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

- This service includes a Voicemail to email service and Call waiting. If you require a more complex setup then please see our business phone system plans.
- 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>



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