

Critical Information Summary

Gnet Live: Teams Direct Routing per Trunk

The Service

The Gnet Live Teams Direct Routing Trunk plans are voice communications add on services delivered via Microsoft Teams.

Included number of channels	1	3	5	10	20	50	100
Minimum monthly charge	\$10	\$25	\$50	\$80	\$125	\$250	\$500
Setup Fee	\$50						
Australian Local and National Calls	\$0.10/call						
Australian Mobile Calls	\$0.11/min						
International	Varies						
13/1300 Calls	\$0.25/call						
National Directory Assistance	\$0.75/call						
Standard 2min call to a mobile	\$0.22						
Included DID's	1	3	5	10	20	100 Cont. Range	100 Cont. Range

- Some International rates are actively blocked because they are high risk.
- 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 Teams Direct Routing Trunk service you will need an appropriate Microsoft/Office 365 Licence that includes Teams Voice. The Microsoft licencing can be supplied by yourself or Gnet Live.

Equipment Required

- You will need to have a device that is capable of running Microsoft Teams with voice capabilities.
- Gnet Live can provide you with a Microsoft Certified Teams device, 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 backup option if the power goes out then your service will not operate.
- This service will provide emergency 000 call connection but it should not be relied on as an emergency service.

Inclusions & Exclusions

- This service only includes the Teams Direct Routing trunk Microsoft licencing is not included but can be purchased from Gnet Live separately.
- This service does not include the setup of your Microsoft Teams tenant to use this service, However Gnet Live can provide this service separately.
- The service is for consumers only and may not be resold.

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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