

# Critical Information Summary

## Gnet Live: Hosted Phone System

### The Service

The Hosted Phone System is a cloud-hosted business phone system designed to be used by businesses who make and take calls and want a flexible system that meets their business needs. The Hosted Phone System is charged per extension.

### Service Charges

| Service                        | Monthly Charge |
|--------------------------------|----------------|
| Per Extension                  | \$10           |
| Additional Single Numbers      | \$2            |
| Additional 100 Number Range    | \$50           |
| Call Recording per 1G of space | \$50           |

### Calling Charges

| Service                                   | Rate   | Rate Type  |
|---|--------|------------|
| Australia National 02/03/07/08            | \$0.10 | Untimed    |
| Australia Mobile 04                       | \$0.11 | Per Minute |
| Australia 13/1300/1345                    | \$0.25 | Untimed    |
| Australia 180/1800                        | \$0.00 | Untimed    |
| New Zealand National (03, 04, 06, 07, 09) | \$0.12 | Per Minute |
| New Zealand Mobile (02XX)                 | \$0.14 | Per Minute |
| New Zealand 0800/0508 Numbers             | \$0.00 | Untimed    |

- 1 DID included per extension
- Supports MS Teams
- Mobile App for remote calls
- Supports IVR's, Call Queues, Voicemail and conference rooms
- Up to 2 concurrent calls per user
- Additional numbers are \$2 per number per month
- Mobiles billed by the second
- For international rates please visit our [website](#). Some High risk and high-cost International Destinations are blocked.
- 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 suitable IP Phones and supporting hardware.

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.

### 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

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, the setup fee and any usage charges.

## 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-2103BHPBX-PAYG.7