

Critical Information Summary

Gnet.Live: Senior Living Broadband and Phone Package

The Service

The Gnet.Live Senior Living Plans are broadband communication services delivered via our Watagan Digital Network. The service is available at a number of Senior Living Villages. It offers fast Internet access and a fixed line phone service. The setup includes the transfer of your existing landline number (where possible) to our service or a new number can be supplied. Phone inclusions and excess charges can be seen below.

Plan	Senior 15	Senior 60	Senior 120
Minimum monthly charge	\$50	\$70	\$90
Typical Minimum Speed	15/5Mbps	60/30Mbps	120/50Mbps
Monthly Included Data Allowance	Unlimited data		
Once off connection fee (Includes Router & Premium Setup)	\$100		
Available Zone	1 & 3	1 & 3	1 only
Minimum Term	1 Month		
Minimum charge for first month	\$150	\$170	\$190

Maximum Monthly Charge

Included with all Senior plans are calls to standard landline numbers within Australia. Senior 60 & Senior 120 also include Australian Mobiles. Additional calls over the included amount will result in additional charges as outlined below under unit pricing information. There are NO excess usage charges on data. Invoices which are paid 7 days late will incur a late fee charge of 10%.

Package Arrangements

The Internet portion and phone portion of these services are a package and not separable.

You cannot separately cancel either portion of the package (Broadband Service or Voice Service). Cancellation will cease both services.

Mandatory Components

To receive our Senior Living service you will need to be living in a Senior Living Village serviced by Gnet.Live and have your site inspected and approved by one of our technicians. Upon approval you have the option to proceed with a connection. Gnet.Live will need access to your property to install a small antenna on the outside of your residence. This unit remains the property of Gnet.Live who may need to access it from time to time for maintenance and upgrades. This antenna will be connected via cable to a single Ethernet wall socket (Network Boundary point) installed inside your residence. You will need to use the supplied power injector to power the external antenna.

Equipment Required

You need a compatible modem to connect your devices to GNET Senior Living Broadband and Phone and a standard phone handset to use your included voice service. A Wi-Fi modem router is included in the Senior Living Broadband and Phone Package.

Important Conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

Inclusions & Exclusions

Non-commercial purposes: The service is for residential consumers and used for personal or domestic purposes only.

Voice Service Non-Included Calls: The different service levels (Senior 15, Senior 60 & Senior 120) include certain calls. Calls that are not included in your service-(e.g. calls to Directory Services) will be charged at listed GNET rates on a 'pay as you go' basis and added to your monthly bill. Standard International Call Rates apply for calls to satellite phones and international calls. Calls to 19/1900 numbers are not supported.

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 call fees you have accrued that are not included in your package.

Call Charge Rates

Monthly Included Allowance	Senior 15	Senior 60	Senior 120
Standard Australian Landlines	Included		
13/1300 calls	30 cents p/call		
Australian Mobiles	300 Minutes	Included	
Excess	\$0.30 per Minute	NA	
Standard 2 Minute National Mobile call	\$0.60	NA	
International Call	No International Calls Included – Prices are as per our International Price Rates		
Calls to premium service numbers	Not Available		
Calls to directory service numbers	\$0.95 cents per call		

Call usage information can be obtained via our portal <https://my.gnet.live>

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: 1 800 062 058
- Fax: 1 800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>



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

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