GBNCO
GIGABIT BROADBAND NETWORKS

Prime Business Phone to Deliver Optimum Desktop Productivity

T53W

ONdesk EXECUTIVE

$29

per month

The SIP-T43U IP phone is a feature-rich business tool for excellent communications and extended functionality. It is a 12-line IP phone that comes with a 3.7-inch large black-and-white screen and the EXP43 support. United Yealink Optima HD Voice technology and wideband codec of Opus, the T43U awards you the superb audio quality and crystal-clear voice communications.

The phone feels quicker and more responsive when performing call features. Moreover, the T43U puts dual USB ports in a phone that makes Bluetooth, Wi-Fi, USB headset and USB recording come true, and you can use any two of them freely according to your needs.

The Yealink new T4U series offers the same elegant appearance as the T4 line, but with improvements for greater interoperability and better collaboration.

1800 40 20 10

GBNCO.COM.AU

Critical Information Summary
ONdesk BUSINESS 29

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Description about the service

This is an IP based voice telephony service that is supplied over a fixed broadband internet service and a wired ethernet port that can be used to make national and international calls.

Minimum monthly charge payable: $29 per extension/handset per month

Maximum charge for early termination: $1044 (see below for details)

Minimum term applicable: 36 months

The internet service may be supplied by any service provider. Each handset extension requires a minimum bandwidth of 100kbps of uncongested upstream and downstream for optimal quality. Call quality may be affected by the internet connection, firewall, hardware or other matters outside the control of GBNCo. Whilst 000 calls can be made most services connected to the broadband network won't work during a power outage. This means you won't be able to call 000 in a power outage. It's a good idea to have another way of contacting 000 in a power outage, such as a charged mobile phone. Calls to 1900, back to base alarms, fax services and EFTPOS systems cannot be used with the voice IP Voice service.

Bundling

This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:

It is required that handsets are supplied by GBNCo.

GBNCo reserves the right to credit check customers before approval and acceptance of an application for new services. The handsets remain the property of GBNCo unless purchased outright by the active customer.

Important Conditions:

The monthly plan fees include: lease repayment, a phone number, all local/national/calls to Australian mobile calls, voice mail to email, programming of all standard features of our hosted PBX and one hunt group.

If the GBNCo Phone mobile app is selected to couple with a handset, an additional $5 per month is charged commencing after 6 months of activation. This plan is not available for telemarketing, call centre function or other similar uses.

Additional charges; each additional hunt group/IVR $5 per month, complex programming (more than one IVR or Huntgroup) $10 per handset, Porting in $30 per number or $130 per 100 indial range plus $55 per month hosting of a ported indial range. International calls are charged in 1 minute blocks. Calls to 13/1300 25c per call. International calls (top 25 destinations) 20c for 15 mins

Early termination charges:

If you cancel the service before the end of the contract term of 36 months, a fee of 50% of the monthly rental, times the remaining months of the contract will be payable to GBNCo. At the end of 36 months, the GBNCo monthly charges will continue at the same rate.

Usage Information:

Up to date usage of the service can be obtained at 'View My Bill' at www.gbnco.com.au or contacting customer service on 1800 40 20 10 or emailing info@gbnco.com.au.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 40 20 10, or email info@gbnco.com.au if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO):
We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online http://www.tio.com.au/making-a-complaint.

This CIS is a summary only. Please contact GBNCo for further information or visit our website www.gbnco.com.au for full terms and conditions.

This summary is valid as of January 2021.