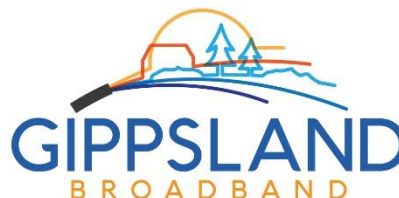


Critical Information Summary

BizPhone™



Information About the Service

Service Description

Gippsland Broadband's BizPhone is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Gippsland Broadband (for example, an IP-line connection) or by another service provider.

Requirements & Availability

BizPhone requires fixed broadband service and a wired Ethernet port. A BizPhone handset is required unless you are on the SoftPhone plan. Each BizPhone requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality.

Included Features

BizPhone plans include handset rental (except for the SoftPhone plan), a direct-in-dial geographic number (DID number), unlimited standard local and national calls, unlimited standard calls to Australian mobiles as well as a range of included features such as voicemail-to-email, call waiting and others. Acceptable Use Policy applies to included calls. Optional extras and their prices are available at

www.gippslandbroadband.com.au/business

Monthly and Once-Off Charges

Gippsland Broadband offers four main BizPhone plans, each with a standard monthly rental. Total minimum costs include \$9.95 handset delivery charge where applicable.

Plan Name	Setup Charge			Monthly Charge	Total Minimum Cost		
	0 Month Contract	12 Month Contract	24 Month Contract		0 Month Contract	12 Month Contract	24 Month Contract
Softphone	\$0	\$0	\$0	\$24.95	\$24.95	\$299.40	\$598.80
Standard	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Cordless	\$129	\$49	\$0	\$29.95	\$168.90	\$418.35	\$728.75
Premium	\$199	\$99	\$0	\$49.95	\$258.90	\$158.90	\$1208.75

Information is current as of 27/10/2016 and is subject to change without notice. All prices quoted include GST

Critical Information Summary

BizPhone™



Call Charges

Plan Name	Local Calls	Standard National Calls	Calls to Australian Mobiles	International*	1300 & 13*
Softphone	Included	Included	Included	From 4c per minute	30c once off connection
Standard	Included	Included	Included	From 4c per minute	30c once off connection
Cordless	Included	Included	Included	From 4c per minute	30c once off connection
Premium	Included	Included	Included	From 4c per minute	30c once off connection

*Rates vary depending on destination and call type. See the list of standard pricing at www.gippslandbroadband.com.au/business

- Flagfall is not charged on BizPhone service.

(ETF) will apply.

Optional Equipment

User Software and Features A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, Receptionist Application and more. Prices will depend on the options you select, see www.gippslandbroadband.com.au/business for more information.

ETF is calculated as the monthly charges multiplied by the balance of the contract period, capped at 6 months' worth if you are on a 12 month contract, or 12 months' worth if you are on a 24 month contract. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$179 will apply to each Standard or Cordless handset, and \$339 for each Premium handset.

Early Termination Charges

If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Fees

Other Information

Customer Service

If you have questions regarding a new installation, existing service or your bill please call us on 1300 258 259.

Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at:

info@gippslandbroadband.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Gippsland Broadband, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.

This is a summary only – the full legal terms for your service are contained in your agreement with Gippsland Broadband which is available online at <https://www.gippslandbroadband.com.au/business/>