

Voice-over-IP, 1300/1800 and DID Services

Information about the service

The services offered by Gridare are:

- A VoIP (Voice-over-IP) service
- 1300 and 1800 numbers
- DID (Direct-Inward-Dial) numbers

You must have an Internet connection in order to make use of our service.

Information about pricing

Telephone Component	
Minimum monthly charge	\$8.95 per month per extension (SIP extension)
Standard National Landline Calls	\$0.023 per min Cost of a standard 2 minute call \$0.046
National mobile calls	\$0.189 per minute Cost of a standard 2 minute call \$0.378
13 & 1300 calls	\$0.30 untimed
International calls	Variable – call rates can be obtained by logging into members portal, or by contacting our customer service centre on 02 8090 3400.

Other information

Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.gridare.com>.

Billing

All services are prepaid, therefore a tax invoice is generated when a payment is received from you for the amount you paid.

At the beginning of each month, a statement summary of usage for the previous month is generated and sent to you via email.

Customer service details

For further assistance, please contact our customer service centre at 02 8090 3400.

If you wish to make a complaint, please contact our complaints resolution team at the same number above or lodge your complaint by emailing support@gridare.com.

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Gridare Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to tio@tio.com.au; or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.