

Girawa Residential Phone Explained

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1. What is Girawa Residential Phone?

It is a Residential Phone Service **specially designed for Sri Lankans**. Girawa Residential Phone works similar to any other residential phone, such as Telstra, Optus or other VoIP service providers such as engin, gotalk etc.

We provide most competitive rates so that you can substantially cut your "phone bill".

With Girawa Residential Phone, you can make following calls.

- Calls within Girawa Network
- Local calls (e.g. calls to any Telstra, Optus etc. telephone numbers)
- National/STD calls (e.g. calls from Melbourne to Sydney etc.)
- Mobile calls (e.g. calls to mobile phones such as Telstra, Optus, 3 mobile, Vodafone, etc.)
- International calls (e.g. calls to Sri Lanka, US, UK, Canada etc.)
- Incoming calls from another Girawa telephone or any other telephone (e.g. Telstra, Optus, mobiles etc.)

With Girawa Residential Phone, you can meet all you major telecommunication requirements at a much lower cost.

2. A summary of Girawa Residential Phone key features & benefits?

Monthly Fee is A\$5
You get a Girawa Telephone Number
You can also get, as an option, a regular Australian Telephone number attached to Girawa Phone
You just use a regular telephone to make calls
Calls between Girawa phones are absolutely free. If you have a Girawa phone in Sri Lanka, calls between Australia & Sri Lanka are absolutely free
Australia local & national/STD calls un-timed, at low cost
Australia mobile calls at low rate
Calls to Sri Lanka regular telephone lines, through Sri Lanka Telecom, from 12.9cents/minute
Calls to other international destinations are at very low rates
We can provide the Internet Phone Adapter at a very competitive, discounted price. Alternatively, you can bring your own Internet Phone Adapter
Can be used anywhere in the world
Local support in Australia, Sri Lanka, US, UK, Canada. 24x7 customer support
Installation support in Sri Lanka
No contracts, No hidden charges, No commitments
BIG savings. For a regular monthly usage, save over A\$2400/year compared to Telstra, Optus. Save up to A\$600/year (or more) compared to VoIP service providers, e.g. engine, gotalk etc.

3. How do you Provide Girawa Residential Phone? What is Girawa Phone Network?

We provide Girawa Residential Phone from our Girawa Phone Network.

As a licensed international telecommunication service provider, we own and operate our own Girawa Phone Network, being responsible for end to end service and network operations.

Girawa Phone Network is separate to other telecom service providers' networks such as Telstra, Optus, engine, gotalk etc.

4. How does Girawa Residential Phone work?

With Girawa Residential Phone, you will get a Girawa Phone number. With that you can connect to our Girawa Phone Network.

You can then call any other Girawa phone within Girawa network as well as make other local, national/STD, mobile and international calls as explained in (1) above.

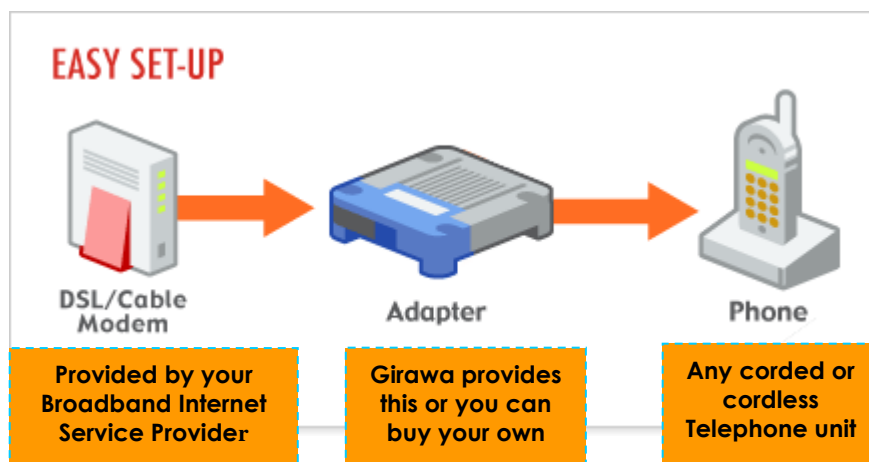
5. How do I get Girawa Residential Phone? What do I need to have?

When you subscribe to this service, you will get a Girawa Phone number and you can connect to Girawa Phone Network to make calls as explained in (1) above.

To connect to Girawa Phone Network, you need the following;

- Broadband Internet (wireless, cable or ADSL) with a Router or a Switch.
This is usually provided by your Internet Service Provider with the Broadband Internet connection.
- Internet Phone Adapter (ATA)
Girawa can provide you this. Or you can buy your own from any other VoIP store
- A regular telephone unit
You can use any normal telephone unit. This can be either corded or cordless telephone unit.

The following figure shows the connectivity.



6. What is an Internet Phone Adapter?

Internet Phone Adapter, as shown in figure below, is a small box that allows you to connect a regular telephone to Girawa Telephone Network through Internet.



So, it allows you to connect to Girawa Telephone Network and make calls as explained in (1) above.

7. Do you provide installation/technical support for Girawa phones in Australia, Sri Lanka & other countries?

We do provide local support in Australia, US, UK, Canada & Sri Lanka

We provide remote technical support anywhere in the world.

We do installation support in Sri Lanka. Our technical staff can visit Sri Lanka location and install and test Girawa phone for you for a small fee.

We also provide 24x7 customer support. In Australia, you can call 1300 808 378 or send an email to ausales@girawa.com for any support or query.

8. Can I install Girawa phone by myself?

Yes you can. We provide Girawa Internet Adapter with all configurations done, so you can just plug in and use it immediately. It is really "plug-and-play".

9. Can I use Girawa Residential Phone Service without Internet Phone Adapter? What is the advantage of using Internet Phone Adapter?

If you do not want to use an Internet Phone Adapter, you can still use Girawa Residential Phone Service using **X-lite** Softphone. You can download **X-lite** from www.girawa.com free of charge.

Since **X-lite** Softphone is a software application that runs on a computer, you need to have the computer switched on with headset connected. The quality of voice call may also depend on the performance of the computer.

With Internet Phone Adapter, you do not need the computer switched on. You simply use a regular telephone to make calls as explained in (1) whenever you want.

Further, Internet Phone Adapter is a “purpose-built” device for voice, and therefore you will have better voice call quality.

10. Can I take my Girawa Phone with me wherever I travel?

Yes you can. Simply take the Internet Phone Adapter with you and connect to Broadband Internet at the new location. It will immediately work.

If you do not want to take the Internet Adapter with you, simply use the X-lite Softphone (on a computer) with your account details at the new location.

11. Will my current Broadband Internet connection work with Girawa Residential Phone Service?

Standard Broadband Internet setups usually work with Girawa Residential Phone, however if you are unsure please contact us for more information.

12. What is Girawa Phone Number?

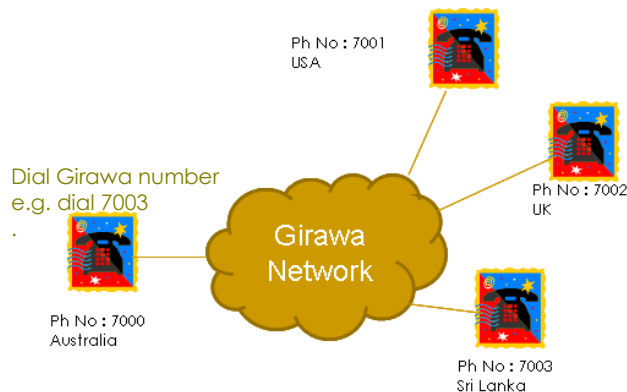
Girawa Phone Number is a number given from our Girawa Telephone network. It is a number that looks like 7654.

Once you have Girawa phone with the number, you can make calls to any other Girawa phone or any other number (e.g. Telstra, Optus, mobile, international etc.).

13. How can I make calls with Girawa Residential Phone?

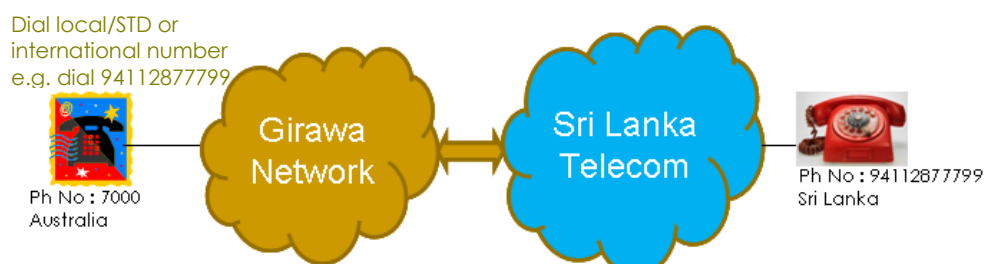
Girawa Residential Phone works in the same way as a regular telephone. Simply pick up the receiver, listen to the dial tone and then dial the required number.

If you call another Girawa number, simply dial that number.



For local, National/STD calls, please dial the number with the area code (e.g. 02 for Sydney, 03 for Melbourne etc.). For e.g., dial 02 8765 4321 or 03 9876 5432 etc.

If you dial International call, you can dial with or without international access code (0011). Our system recognizes both. For e.g. dial 001194112877799 or 94112877799



14. Can I call Girawa Phone from outside, from other networks?

You can call Girawa Phone from outside, or from other networks.

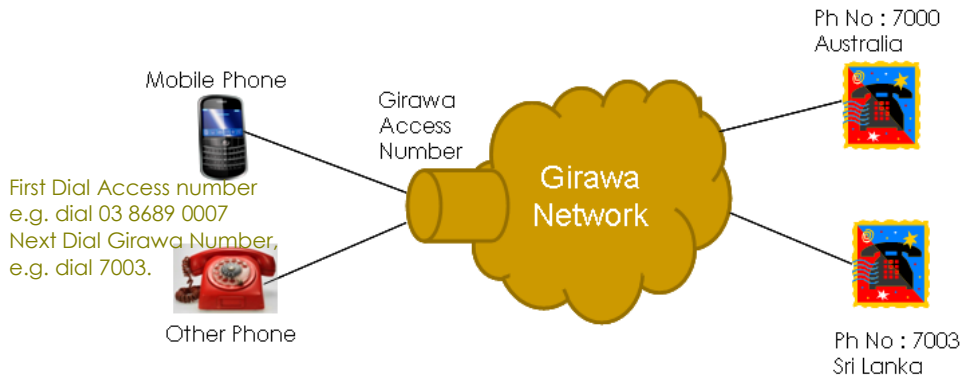
For e.g., you can call Girawa phone from another phone (Telstra, Optus), office phone or your mobile phone.

For this, you can simply dial any of the local Girawa Network Access numbers in Australia (e.g. 02 80076611 in Sydney, 03 86890007 in Melbourne etc. All access numbers are listed at www.girawa.com).

After that you can dial the Girawa number.

Note that the Girawa phone can be in any country, for e.g. can be in Sri Lanka. However, any call you make like this will be a local call for you.

We have local Girawa Network Access numbers in USA, UK, Canada also (see www.girawa.com for details). So, you can dial similarly in those countries as well.



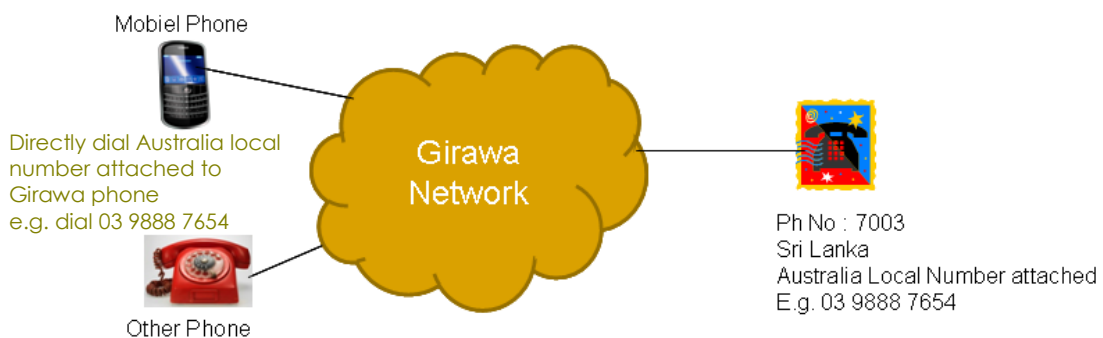
15. Can I directly call Girawa Phone from other networks without dialing local access number?

If you wish to call Girawa phone directly as in the case of calling any other number in Australia, we can attach an Australia regular telephone number to your Girawa Phone.

As an example, we can attach an Australia regular telephone number in Melbourne (e.g. 03 9888 7654) to your Girawa Phone in Sri Lanka. So, anyone in Australia then can call this number (03 9888 7654) as if they are calling a regular phone number in Melbourne, and it will ring Girawa Phone in Sri Lanka.

Note that Girawa phone can be in any country, for e.g. can be in Sri Lanka. However, any call you make like this will be a local call (or STD) for you.

Please note, an Australia regular telephone number as above is provided as an optional service for a small additional fee.



16. Where is Girawa Residential Phone available?

Girawa Residential Phone Service can be used anywhere in the world as long as you have a Girawa phone number, Internet Phone Adapter (or X-life Softphone) and Internet Broadband connection.

Within Australia, Girawa Residential Phone Service is available throughout Australia.

We provide local support in Australia, USA, UK and Canada.

We also provide local installation support in Sri Lanka. Therefore, you can simply order a Girawa Residential Phone service in Sri Lanka. You can then call from your Girawa phone in Australia to Girawa phone in Sri Lanka absolutely free.

17. Can I have Girawa Residential Phone in Sri Lanka? What should I have in Sri Lanka for that?

Yes, you can simply order Girawa Residential Phone service in Sri Lanka. In addition to the Internet Phone Adapter, you need Broadband Internet connection at Sri Lanka end for this.

We can provide local installation support in Sri Lanka. Once you have the Girawa phone in Sri Lanka too (for e.g. at your family or friend's house), the calls between your Girawa phone and Girawa phone in Sri Lanka will be absolutely free. This is a major benefit you will get from Girawa Residential Phone Service.

18. How much does it cost to have Girawa Residential Phone?

Girawa Residential Phone costs only A\$ 5 per month (i.e. monthly fee of A\$5.00).

In addition, you also need to buy the IP Phone Adapter, if you wish to use it. Please note that the IP Phone Adapter cost will be just a one-time initial cost.

- Girawa sells IP Phone adapter at a very competitive price. Please contact us for current IP Phone Adapter promotional price.
- Alternatively, you can also buy your own IP Phone Adapter from outside. Please contact us if you wish to know details of the IP Adapter that you need to buy.
- If you already have an IP Phone Adapter (e.g. from any of other VoIP service providers such as engine, gotalk etc.), you can simply switch to Girawa Residential Phone Service. Please contact us for details.

Once you have Girawa Residential Phone as above, you can make calls instantly.

Calls within Girawa network will be absolutely free. Call to other local, national/STD or International numbers will be charged according to our current call rates (check www.girawa.com for current rates).




Below is a summary of call rates.

Call Type	Cost
Calls within Girawa Network (e.g. calls between your Girawa phone in Australia and Girawa phone in Sri Lanka)	Absolutely Free
Local Calls	Untimed. 12 Cents/call
National/STD Calls	Untimed. 12 Cents/call
Mobile calls	20 Cents/minute
International Calls to Sri Lanka	12.9 Cents/minute
International Calls to other destinations	Very Competitive rates

19. What is your cost compared to regular telecom operators like Telstra, Optus? How much savings can I make?

Please see the table below comparing Girawa Residential Phone Service with Telstra and Optus basic monthly plans.

For an average monthly usage, you can save over A\$ 2400/year with Girawa.

PLANS COMPARISON			
			
Plan	HomeLine Budget	Home Comfort Lite	Residential Phone Service
Minimum Monthly Subscription/Line	\$20.95 includes Telstra Home Messages.	\$19.95	\$5 per month
FREE OnNet Calls	Charged as per the call rate	Charged as per the call rate	Free Girawa to Girawa calls
Local Calls	30c per call	30c per call	12c per call, Untimed
National/STD Calls	\$3.00 per call from 7pm to midnight	30c per minute. \$3 call cap for 20 mins between 8pm and midnight. A connection fee applies per phone call.	12c, Untimed
Calls to Australian Mobiles	Calls to Telstra mobiles \$3/call up to 20 mins 7pm to midnight Calls to Telstra mobiles 37c /min Calls to non-Telstra mobiles 42c /min	Calls to Optus GSM mobiles 37c per minute. \$3 call cap for 20 mins from 8pm to midnight. Calls to non-Optus GSM mobiles 42c per minute. Connection fees apply per phone call.	20c/minute
International Calls	Cap not available for International calls to fixed lines Per minute rate Calls to Sri Lanka - \$1.17/min landline, \$1.42/min mobile	18c per minute to UK, Canada, USA, NZ & Ireland. Connection fees apply per phone call. Calls to Sri Lanka - 99c/min, Connection Fee 41c	Calls to Sri Lanka 12.9c/min
Contract Term	For cancellation within 12 months of connecting to an eligible plan, Telstra may charge \$149 for the phone in addition to any other amounts payable. Except as permitted by law, you cannot return the phone to Telstra.	12 months	No Commitment No Contract
Sri Lanka IP Phone Support	Not Applicable	Not Applicable	Yes
MONTHLY COST A\$			
Monthly Usage			
30 local calls, 5 national/STD calls, 5 mobile calls (each call 5 minutes) and Call to Sri Lanka 200 minutes			
TOTAL MONTHLY COST A\$	267.25	231.25	35.00 (if all calls go through SLT) 22.10 (if 100 min to Girawa phone in Sri Lanka and remaining 100 min go through SLT)
TOTAL MONTHLY COST with Monthly Fee A\$	288.20	251.20	40.00 (if all calls go through SLT) 27.10 (if 100 min to Girawa phone in Sri Lanka and remaining 100 min go through SLT)

20. What is your cost compared to other VoIP service providers like engine, gotalk? How much savings can I make?



Please see the table below comparing Girawa Residential Phone Service with other VoIP service providers' similar monthly basic plans.

For an average monthly usage, you can save up to A\$ 600/year or more with Girawa.

PLANS COMPARISON			
			
Plan	Engin Starter	goVoIP starter plan	Residential Phone Service
Minimum Monthly Subscription/Line	\$9.95	???	\$5 per month
FREE OnNet Calls	FREE Engin to Engin calls	FREE gotalk to gotalk calls	Free Girawa to Girawa calls
Local Calls	10c per call	14.9c per call	12c per call, Untimed
National/STD Calls	10c per call	14.9c per call	12c, Untimed
Calls to Australian	27c per minute	24.9c per minute	20c/minute
International Calls	From 1.9c per minute Calls to Sri Lanka - 39c/min	From 1.7c per minute. Calls to Sri Lanka - 24c/min	Calls to Sri Lanka 12.9c/min
Contract Term	No contract for own hardware Fair Use Policy	No contract Fair Use Policy	No Commitment No Contract
Sri Lanka IP Phone Support	NO	NO	Yes
MONTHLY COST A\$			
Monthly Usage			
30 local calls, 5 national/STD calls, 5 mobile calls (each call 5 minutes) and Call to Sri Lanka 200 minutes			
TOTAL MONTHLY COST A\$	88.25	59.44	35.00
			(if all calls go through SLT)
			22.10
TOTAL MONTHLY COST with Monthly Fee A\$	98.20	59.44++	40.00
			(if all calls go through SLT)
			27.10
(if 100 min to Girawa phone in Sri Lanks and remaining 100 min go through SLT)			

21. How does Girawa Phone compare with normal calling cards, Skype etc.?

Please see table below.

		Calling Cards	
Plan	Unlimited Country		Residential Phone Service
Monthly Fee	\$8.30 (including VAT) Includes unlimited calling to some countries. Fair usage policy applies	Not Applicable	\$5
True Telephone	No. Need a computer	No	Yes
Can use as a Residential Phone	No	No	Yes
FREE OnNet Calls	Free Skype to Skype Calls	Not Applicable	Free Girawa to Girawa Calls
Local, National/STD, Mobile Calls	Need a computer		Yes
Incoming Calls	Optional. Need a computer	No	Yes
Calls to Sri Lanka	25.2c/minutes (including VAT)	Vary from 14c - 16c/min	12.9c/min
Call Quality to Sri Lanka	Acceptable with echo	Unreliable , not consistent	Excellent
Can use Soft phone	It is a Softphone only	No	Yes
Can use from outside home	No (need access to a computer)	Yes	Yes
Unrestricted use anywhere in the world	Yes	No	Yes
Hidden Chargers	?	Yes	No
Customer Support	Email only	No	24x7 customer service. Local support in Australia, USA, UK , Canada, Sri Lanka
Support in Sri Lanka	Email only	No	Yes
Cost of 200 minutes to Sri Lanka	\$50.40 (\$0 between Skype to Skype)	\$32++	\$25.80 (\$0 between Girawa to Girawa)

22. What are the specific benefits I get, as a Sri Lankan, from Girawa Residential Phone?

Girawa residential phone is specially developed for Sri Lankans and help reduce your phone bill substantially. It can be used as a normal residential phone to meet all your telecommunication requirements.

We provide local installation support in Sri Lanka. Once you install Girawa phone in Sri Lanka, calls between Girawa phones (e.g. in Australia, Sri Lanka, USA, UK, Canada etc.) will be absolutely free.

You can call any Girawa phone (e.g. Girawa phone in Sri Lanka) from any other phone (Telstra, Optus, mobile etc.) anywhere in Australia as a local call. Same applies for USA, UK & Canada also.

Girawa phone in Sri Lanka can call any Australian telephone (Telstra, Optus etc.) anywhere (Sydney, Melbourne, office etc.) as an Australian local call.

If you call other telephones in Sri Lanka (e.g. Sri Lanka Telecom etc.), we provide very competitive rates. Current rate for calling Sri Lanka Telecom lines is 12.9cents/minute. When you recharge/top-up your account, we offer further discounts up to 7.5%.

We always use Sri Lanka Telecom to terminate calls to other telephone lines in Sri Lanka. Therefore the superior quality is always guaranteed.

You can self-manage your account from our website (www.girawa.com). You can check your call detail records, set PIN-less & short-code dialling etc. There are other helpful features such as Auto recharge/top-up, one-click recharge etc.

23. What are the drawbacks of Girawa Residential Phone?

Limitations with emergency calls - Girawa Residential phone uses VoIP technology. Therefore, as with any other VoIP service providers such as engin, gotalk, Skype, location information may not be correctly transmitted in case of an emergency call. Therefore, in case of an emergency, you must correctly tell the emergency service your location information, or use a standard PSTN service such as Telstra, Optus, or use a mobile phone.

Also, as with other VoIP service providers, quality may suffer if you do not have adequate internet bandwidth (e.g. at times when you have heavy downloads).

If you use Internet Phone Adapter, you need to power it on to make calls. In case Internet Adapter loses power or is switched off, you will not be able to make calls.

24. What are the other services/products that you provide?

Other than Girawa Residential Phone, we provide following. Please visit www.girawa.com for more details and to purchase any of these products/services.

Re-chargable Premium Quality Calling Cards - Simple to setup, completely managed through the Girawa website. Unlike calling cards these accounts provide detail call records and many other user friendly features.

Quick Purchase Calling Cards - Sometimes you need a quick one off calling card for a visitor to your location. These cards are available for such purposes as they are not rechargeable.