

Critical Information Summary



Voipex Home Phone Basic

Information About the Service

Voipex Home Phone Basic plan comprises of a residential telephone service and a telephone number which allow you to make and receive telephone calls.

Required Services and Availability

Voipex Home Phone Basic is available as a standalone service or bundled with a Voipex broadband service.

Minimum Term

There is **no minimum term** on the **Voipex Home Phone Basic** plan. They are month to month contracts with no fixed term.

Information About Pricing

Monthly Charges

The minimum **monthly charge** on the **Voipex Home Phone Basic** plan is **\$32.95**.

Call Charges

The Voipex Home Basic Plan has the following features:

Call Type

Call connection fee – None.

Local calls – 20c per call.

National calls to fixed line numbers – 20c per minute block, capped at \$3 for up to 60 minutes at any time.

Calls to 13 and 1300 numbers – 35c per call

Calls to mobiles – 33c per minute, capped at \$3 for up to 20 minutes at any time

Calls to 13 and 1300 numbers – 35c per call

International Calls –Please see <http://www.voipex.com.au/site/products/phone/international> for current rates

Unless otherwise stated, timed charges for national calls, calls to mobiles and international calls are charged on a per minute basis.

Service Features

The Voipex Home Basic Plan has the following features:

Included Features	Additional Charged Features
Call Waiting	Call Control - \$5.95 per month
Call Forward	Calling Number Display - \$5.95 per month
Call Back	Message bank - \$5.95 per month
Call Return	Silent Number - \$5.95 per month
	Duet - \$7.95 per month

More information on features can be found here: <http://www.voipex.com.au/site/products/phone/home>

The Total Maximum monthly charge is the sum of the Minimum Monthly line rental charge above, and the cost of any calls made, plus additional charged features added.

Standardised Cost Information

Home Phone Basic has per minute charges for national calls and calls to mobiles.

- A **2 minute national fixed line call** will cost **40c**.
- A **2 minute national mobile call** will cost **66c**.

Connection Charges

Voipex charges the following amounts for connecting your home telephone service.

- Moving an existing active telephone service to Voipex - **\$5.00**
- Enable a telephone service where there is a dial tone - **\$59.00**
- Enable a telephone service where no previous telephone service existed. - **\$299.00**
- Enabling Call Barring and Network Barring - **\$5.50 per activation**

Separate charges apply for each additional connection point at the same property and for more complex connections.

Other Information

Call usage Information

Customers can obtain information on the Phone usage by accessing their Voipex Account here:

<http://www.voipex.com.au/site/access/account>

Application Acceptance

Voipex will contact you via email or telephone once we have accepted your application for a Voipex phone and/or broadband service.

Connection Timeframes

Once your application has been accepted by Voipex we will attempt to connect your home phone service in the following timeframes.

- For a transfer of an active service we aim to have the transfer completed within 2 working days.
- For enabling a new service where a technician is not required we aim to connect the service within 5 working days.
- For all other connections we aim to connect the service within 5 to 15 working days.

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Your monthly bill

On the first day of each month, we will bill you in advance for the minimum monthly charge and in arrears for calls, SMS and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period

Customer Service Contact Details

You can contact Voipex using the following information:

For **Sales, Support** and **Billing assistance** Voipex can be contacted on **1300 797 743**, Monday to Friday between 9:00am and 6:00pm NSW time.

You can also contact us via email using the following details:

Sales: sales@voipex.com.au

Support: support@voipex.com.au

Billing: accounts@voipex.com.au

Complaints or Disputes

If you have a problem or complaint about your service please contact Voipex as soon as possible using the contact details listed above.

Dispute Resolution Process

If you are dissatisfied with the outcome of your complaint or dispute and wish to take the matter further, please follow the escalation process outlined at:

<http://www.voipex.com.au/site/support/escalation>

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at <http://www.tio.com.au/making-a-complaint>