

Critical Information Summary

Voipex Ultimate Plans



Information About the Service

The Voipex Ultimate plans comprise of a high-speed ADSL2+ or 8mbps ADSL internet service which will allow you to access online content.

Required Services and Availability

The high-speed broadband component of the Voipex Ultimate plans requires a telephone service, which can be obtained from Voipex or another provider.

You will also require an ADSL modem router to connect to this service. The monthly fee does not include the cost for a modem/router. If you don't already have one, Voipex can sell you a compatible device at additional cost.

The Ultimate plans may not be available in your location. Please contact Voipex on 1300 797 743 to confirm availability.

Minimum Term

The service is available with either no contract or a 12 month contract.

Included Features

The Voipex Ultimate Plans include the following features as standard:

Internet Features	
Unlimited downloads per month	1 Static IP Address
1 Email address	50MB web hosting

Information About Pricing

Minimum Monthly Charges

There are three Voipex Ultimate plans. Each plan has a standard monthly price.

Plan Name	Monthly Data	Minimum Monthly Charge	Total Minimum charge No contract	Total Minimum charge 12 month contract
Ultimate Broadband	Unlimited	\$39.95	\$139.95	\$479.40
Ultimate Metro Broadband	Unlimited	\$59.95	\$159.95	\$719.40
Ultimate Regional Broadband	Unlimited	\$79.95	\$179.95	\$959.40

The Total Minimum charge on No Contract is the Broadband setup fee plus one month of plan rental

The Total Minimum charge on 12 Month Contract is 12months of plan rental.

Maximum Monthly Charges

As each plan has unlimited data there is no excess usage charges. This means the maximum amount you will be charged is the same as the minimum charges.

Connection Charges

Voipex charges the following for connecting your Ultimate Broadband service:

- Transfer or Setup on the No Contract - **\$100**
- Transfer or Setup on the 12 month Contract - **\$0.00**

Service Cancellations and Early Termination Charges

All service cancellations require 30 days written notice via email to accounts@voipex.com.au or post to Voipex Pty Limited, PO Box 544, Kotara NSW 2289.

Services under the No Contract option have no cancellation fees.

Services under a 12 month contract that are cancelled before the 12 month term require the remainder of the contract be paid out.

Other Information

Usage Information

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

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

Your Monthly Bill

On the first day of each month, we will bill you in advance for the minimum monthly charge. 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.

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.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at

<http://www.tio.com.au/making-a-complaint>