

Critical Information Summary

Voipex Ultimate Bundle Plans



Information About the Service

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

Required Services and Availability

The high-speed ADSL2+ or 8mbps ADSL broadband component of the Voipex Ultimate Bundle plans requires a telephone service, which is included in the Voipex Ultimate Bundle plans.

You will also require an ADSL modem router to connect the high-speed ADSL2+ or 8mbps ADSL broadband component. 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 Bundle Plans include the following features as standard:

Internet Features	Telephone Features
Unlimited downloads per month	Call Waiting
1 Email address	Call Forward
50MB web hosting	Call Back
1 Static IP Address	Call Return

Information About Pricing

Monthly Charges

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

Plan Name	Monthly Data	Minimum Monthly Charge Total (Broadband+Phone)	Total Minimum charge No contract	Total Minimum charge 12 month contract
Ultimate Bundle	Unlimited	\$59.90 (\$29.95 + \$29.95)	\$159.90	\$718.80
Ultimate Metro Bundle	Unlimited	\$79.90 (\$49.95 + \$29.95)	\$179.90	\$958.80
Ultimate Regional Bundle	Unlimited	\$99.90 (\$69.95 + \$29.95)	\$199.90	\$1198.80

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.

Call Charges

The call charges below apply to all Ultimate Bundle plans.

Local Calls	National Calls	Mobile Calls	13 & 1300	International
20c per call	20c per minute block, capped at \$3 for up to 60 minutes	33c per minute block, capped at \$3 for up to 20 minutes.	35c per call	Varied rates

For International calls Please see <http://www.voipex.com.au/site/products/phone> for current rates.

Standardised Cost Information

Ultimate Bundle has per minute charges for calls to mobiles.

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

Connection Charges

Voipex charges the following amounts for connecting your Home telephone service as part of the Ultimate Bundle.

- Transfer an existing active telephone service to Voipex - **\$0.00**
- Enable a telephone service where there is a dial tone - **\$59**
- Enable a telephone service where no previous telephone service existed. - **\$299**

Voipex charges the following for connecting the high-speed ADSL2+ or 8mbps ADSL broadband service as part of the Ultimate Bundle.

- 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>