

# Critical Information Summary

## Voipex Ultimate Business Plans



### Information About the Service

The Voipex Ultimate plans comprise of a high-speed 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 the high-speed broadband component. If you don't already have one, Voipex can sell you a compatible device at additional cost.

Coverage for the Ultimate plans varies and can be confirmed by contacting Voipex on 1300 797 743.

#### Minimum Term

There is the option of a No Contract or a 12 month term on the Voipex Ultimate plans. For the 12 month term after the initial 12 months the contract becomes a one month rolling contract.

#### Included Features

The Voipex Ultimate Plans include the following features as standard:

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

### 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 Minimum charge No contract	Total Minimum charge 12 month contract
Ultimate Business	Unlimited	\$59.95	\$159.95	\$719.40
Ultimate Business Metro	Unlimited	\$79.95	\$179.95	\$959.40
Ultimate Business Regional	Unlimited	\$99.95	\$199.95	\$1199.40

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.

#### Connection Charges

Voipex charges the following for connecting your Ultimate ADSL2+ service:

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

## 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.

### Cancellation Fees

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.

## 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](mailto:sales@voipex.com.au)    Support: [support@voipex.com.au](mailto:support@voipex.com.au)    Billing: [accounts@voipex.com.au](mailto: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>