

Critical Information Summary

Voipex Ultimate Club Plans



Information About the Service

The Voipex Ultimate Club 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 Club plans requires a telephone service, which is included in the Voipex Ultimate Club 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 Ultimate Club plan is available as a 12 month subscription service only. The subscription fee is \$50.00 for all customers and is non refundable.

Included Features

The Voipex Ultimate Club 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 Club plans. Each plan has a standard monthly price.

Plan Name	Monthly Data	Minimum Monthly Charge Total (Broadband+Phone)	Total Minimum Charge New Customer	Total Minimum Charge Existing Customer
Ultimate Club	Unlimited	\$54.90 (\$24.95+\$29.95)	\$708.80	\$104.90
Ultimate Metro Club	Unlimited	\$74.90 (\$44.95+\$29.95)	\$948.80	\$124.90
Ultimate Regional Club	Unlimited	\$94.90 (\$64.95+\$29.95)	\$1188.80	\$144.90

The Total Minimum charge is 12 months of plan rental plus the subscription charge.

Call Charges

The call charges below apply to all Ultimate Club plans.

Local Calls	National Calls	Mobile Calls	13 & 1300	International
18c per call	18c per minute block, capped at \$3 for up to 60 minutes.	30c 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 Club has per minute charges for calls to mobiles.

- A **2 minute mobile call** will cost **60c**.
- A **2 minute national call** will cost **36c**.

Connection Charges

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

- Transfer an existing active telephone service to Voipex - **\$0.00**
- Enable a telephone service where there is a dial tone - **\$59.00**
- Enable a telephone service where no previous telephone service existed. - **\$299.00**

Voipex charges the following as part of the Ultimate Club plan.

- Annual Subscription fee - **\$50.00**

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 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>