

## Critical Information Summary



# Voipex Residential VoIP Premium

## Information About the Service

**Voipex Residential VoIP Premium** plan allows you to make and receive phone calls like a regular phone service, but instead of being delivered over a regular phone line the calls travel over your broadband internet connection.

### Required Services and Availability

**Voipex Residential VoIP Premium** requires a broadband internet service. A device to make and receive VoIP calls is also required. This device can be obtained yourself or VoIPex can provide one to you at additional cost.

### Minimum Term

There is **no minimum term** on the **Voipex Residential VoIP Premium** 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 Premium** plan is **\$39.95**.

### Call Charges

The **Voipex Residential VoIP Premium** Plan has the following features:

Call Type
Call connection fee – None.
Local and National calls – Free.
Calls to 13 and 1300 numbers – 44c per call
Calls to mobiles – Free
International Calls – Unlimited landline calls to Canada, France, Germany, Ireland, Netherlands, Spain, UK, USA, China, India, New Zealand, Italy, Vietnam, Philippines and South Africa. Please see <a href="http://www.voipex.com.au/site/products/voip/international">http://www.voipex.com.au/site/products/voip/international</a> for current rates for other destinations.

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

### Service Features

The **Voipex Residential VoIP Premium** plan has the following features:

Included Features	
Anonymous Rejection	Call Forwarding
Do Not Disturb	Call Return
Last Number Redial	Voice Mail
One and Two digit speed dial	Call Waiting
Three Way Call	Call Hold

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

## Standardised Cost Information

Voipex Residential VoIP Premium does not have per minute charges for calls to mobiles.

- A 2 minute national mobile call will cost 0c.

## Connection Charges

Voipex does not charge to connect your Voipex Residential VoIP Premium service.

However if you port your existing telephone service number to VoIPex then your previous telephone service provider may charge you a Port Out Fee.

## Other Information

### Call usage Information

Customers can obtain information on the VoIP 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 VoIP service.

### Connection Timeframes

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

- For a new service with a new VoIP service number we aim to have the service completed within 2 working days.
- For a Standard Port of an existing PSTN telephone service to a VoIPex VoIP service we aim to have the service completed within 18 working days.
- For a Complex Port of an existing PSTN telephone service to a VoIPex VoIP service we aim to have the service completed within 51 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](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>