

What you need to know

Information about our services



Managing Your Spend

VoIPex provides unlimited broadband plans and as such you will not be charged for any excess data.

VoIPex provides fixed line telephone services where the monthly service fee is paid in advance and the call charges are paid in arrears. This means that each invoice you receive will have a monthly service fee for the current month and call charges for the previous month.

You can manage your monthly spend on telephone calls by barring more expensive call types such as international calls and calls to premium numbers.

You can view your calls records by accessing your VoIPex account here: <https://billing.voipex.com.au>

Our Network

VoIPex utilises the Telstra and M2 networks in order to provide broadband ADSL services to customers.

VoIPex utilises the Telstra network in order to provide telephone services to customers.

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

Paying Us

Billing Information

On the first day of each month, we will bill you in advance for the minimum monthly charge and in arrears for usage fees, such as telephone calls.

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.

Invoice Information

On the first day of each month, or when an invoice is generated for a one off product or service, we will email an invoice to you.

Where an email address is not provided a printed copy of your invoice will be posted to your billing address.

The invoice will also be made available for you to download from your VoIPex account here: <https://billing.voipex.com.au>

Payment Options

The payment options provided by Voipex are as follows:

- Direct Debit
- Credit Card (Visa and MasterCard only)
- Payment on Invoice (Available after 6 months)

Financial Hardship

Our Financial Hardship Policy can be found here: <http://www.voipex.com.au/site/support/billing>

Hardware and Warranties

Where we supply hardware, e.g. a modem, router, etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

Dealing with Us

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

http://www.voipex.com.au/site/docs/auth_rep.pdf

Feedback and Complaints

Please contact us if you wish to leave feedback or a complaint. Our complaint handling policy and process can be found here: <http://www.voipex.com.au/site/support/escalation>