

# Critical Information Summary

## Voipex nbn™ Residential Plans



### Information About the Service

The Voipex Residential nbn™ plans comprise of a high-speed internet service which will allow you to access online content. Depending on the broadband technology that nbn™ has enabled in your area the high-speed internet service will be either fibre to the premises (FttP), fibre to the node (FttN), fibre to the basement (FttB,) fibre to the curb (FttC), Hybrid Fibre Co-Axial (HFC) or fixed wireless.

### Required Services and Availability

Coverage for the VoIPex nbn™ plans varies and can be confirmed by contacting Voipex on 02 4957 8997.

You will require an nbn™ compatible router to access your nbn™ service. You can obtain one yourself or Voipex can provide one to you at an additional cost.

### Minimum Term

There is a 1 month minimum term on the Voipex nbn™ plans.

After the first month the contract is a one month rolling contract.

### Included Features

Internet Features	
1 Email address	1 Static IPv4 IP Address

### Information About Pricing

#### Connection Charges

No Contract
\$0.00

#### Monthly Charges

Plan Name	Maximum Speed	Monthly Data	Monthly Charge	Costs per GB	Total Minimum Charge
Residential 25M	25mbps/5mbps	Unlimited	\$69.95	\$0.00	\$69.95
Residential 50M	50mbps/20mbps	Unlimited	\$89.95	\$0.00	\$89.95
Residential 100M	100mbps/20mbps	Unlimited	\$99.95	\$0.00	\$99.95
Residential 250M	250mbps/50mbps	Unlimited	\$119.95	\$0.00	\$119.95

The speeds noted are the maximum speeds and the actual speeds you achieve may vary depending upon a range of factors such as cabling infrastructure, number of users and location of the content you are accessing.

## Other Information

### Installation Information

Standard nbn™ installations are completed without charge to you.

During a Standard nbn™ installation an nbn™ contractor may require access to both the inside and outside of your property to complete the installation.

If your installation is a non-standard installation, then nbn™ will discuss and obtain your consent to any additional charge before starting the work. These additional charges will appear on your VoIPex bill.

### Usage Information

Customers can obtain information on their internet usage by accessing their Voipex Account here:

<https://splynx.voipex.com.au/>

### 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 a No Contract have no cancellation fees.

### Customer Service Contact Details

You can contact Voipex using the following information:

For **Sales, Support** and **Billing assistance** Voipex can be contacted on **02 4957 8997**, 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: <https://www.voipex.com.au/support>

### 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>