

# Critical Information Summary

## Voipex NBN Plus Plans



### Information About the Service

The Voipex Plus 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) or fixed wireless.

### Required Services and Availability

Coverage for the VoIPex NBN plans varies and can be confirmed by contacting Voipex on 1300 797 743. 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 the option of a No Contract, 12 month term, or 24 month term on the Voipex NBN plans. For the No Contract term the contract is a one month rolling contract. For the 12 month term after the initial 12 months the contract becomes a one month rolling contract. For the 24 month term after the initial 24 months the contract becomes a one month rolling contract.

### Included Features

Internet Features	
1 Email address	1 Static IPv4 IP Address

### Information About Pricing

#### Connection Charges

No Contract	12 Month	24 Month
\$100.00	\$50.00	\$0.00

#### Monthly Charges

Plan Name	Maximum Speed	Monthly Data	Monthly Charge	Costs per GB	Total Minimum Charge		
					No Contract	12 Month	24 Month
Plus 50	25mbps/5mbps	50 GB	\$59.95	\$1.20	\$159.95	\$769.40	\$1438.80
Plus 600	25mbps/5mbps	600 GB	\$69.95	\$0.12	\$169.95	\$889.40	\$1678.80
Plus 1000	25mbps/5mbps	1000 GB	\$79.95	\$0.08	\$179.95	\$1009.40	\$1918.80

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. Any unused download data expires at the end of your billing period. Once the Monthly Data is reached the service speed is limited to 256kbps/256kbps.

## Other Information

### Installation Information

Standard NBN installations are completed without charge to you.

During a Standard NBN installation an NBNCO 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 NBNCO 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:

<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 a No Contract 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.

Services under a 24 month contract that are cancelled before the 24 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>