

# Critical Information Summary

## Voipex Mobile Phone Plans



### Information About the Service

#### Service Description

The Voipex Mobile Phone plans are Post-Paid plans. Our plans use the Optus 3G and 4G mobile phone network. All plans come with free calls to Australian landlines, mobile phones, 13/1300/1800 numbers and Voicemail, as well as free texts to Australian mobile numbers. All calls and data are for use in Australia only and expire at the end of each billing period. Excess data is charged at \$2.50 per additional Gigabyte.

Voipex Acceptable Use Policy applies to all inclusions. Voipex acts as a reseller of Optus services. Voipex is responsible in supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements.

#### Plan Details

| Plan Name               | Starter       | Basic         | Plus          | Pro           |
|-------------------------|---------------|---------------|---------------|---------------|
| Minimum Monthly Charge  | \$10.00       | \$20.00       | \$30.00       | \$50.00       |
| Included National Calls | free          | free          | free          | free          |
| Included National Texts | free          | free          | free          | free          |
| Included Mobile Data    | 1 GB          | 5 GB          | 10 GB         | 30 GB         |
| Excess Data             | \$2.50 per GB | \$2.50 per GB | \$2.50 per GB | \$2.50 per GB |
| Minimum Contract Term   | 1 Month       | 1 Month       | 1 Month       | 1 Month       |
| Total Minimum Cost      | \$10.00       | \$20.00       | \$30.00       | \$50.00       |

#### Usage Types included in Included Value

| Plan Name                 | Starter | Basic | Plus | Pro |
|---------------------------|---------|-------|------|-----|
| Standard National Calls   | Yes     | Yes   | Yes  | Yes |
| Standard Mobile Calls     | Yes     | Yes   | Yes  | Yes |
| Calls to 13/1300/1800     | Yes     | Yes   | Yes  | Yes |
| Standard Australian SMS   | Yes     | Yes   | Yes  | Yes |
| Voicemail                 | Yes     | Yes   | Yes  | Yes |
| Premium Calls and SMS     | No      | No    | No   | No  |
| International Calls       | No      | No    | No   | No  |
| Call Forwarding           | No      | No    | No   | No  |
| Standard Australian MMS   | No      | No    | No   | No  |
| International SMS and MMS | No      | No    | No   | No  |
| Video Calls               | No      | No    | No   | No  |

See the Voipex website <https://www.voipex.com.au> for detailed call pricing.

## Other Information

### Required Services and Availability

Coverage for the Voipex mobile phone plans is the same as the Optus 3G and 4G mobile phone network. To use the Voipex mobile phone plan you will need a 4G compatible mobile handset and SIM. You can obtain your own 4G compatible mobile handset, or you can purchase one through Voipex. Voipex will supply to you the SIM.

### Monitoring your Usage

Not everything is included in your plan. You can view usage information in the VoIPex Account Management or by calling VoIPex on 02 4957 8997.

Additionally, we will notify you by SMS or email once 50%, 85% and 100% of the included value has been reached and when any additional charges outside the included value reaches double your monthly plan fee.

### International Usage

The service is for use in Australia only. You will not be able to make and receive mobile phone calls, text messages and MMS messages, or access the internet while you are travelling overseas.

### 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 **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>