

Critical Information Summary

Voipex Residential VoIP Plans



Information About the Service

The Voipex Residential VoIP plans allow 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

These services require 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 Plans. They are month to month contracts with no fixed term.

Information About Pricing

Monthly Charges

Plan Name	Casual Plan	Basic Plan	Plus Plan
Monthly Fee	\$4.95	\$9.95	\$29.95

Call Charges

Plan Name	Casual Plan	Basic Plan	Plus Plan
Call Connection Fee	none	none	none
Local Call Costs	20 cents per call	Free	Free
National Call Costs	20 cents per call	Free	Free
Mobile Call Costs	25 cents per minute	15 cents per minute	Free
2 Minute Mobile Call Cost	50 cents	30 cents	Free
13/1300 Call Costs	44 cents per call	44 cents per call	44 cents per call
International Rates	See https://www2.voipex.com.au/residential/voip/		

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

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.

Service Features

Features included with all plans		
Anonymous Call Rejection	Call Forwarding Always	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding Unreachable	Do Not Disturb
Incoming Caller ID	Call Return	Last Number Redial
Block Outgoing Caller ID	Speed Dial	Call Waiting
Call Hold	Three Way Call	Voice Mail

Other Information

Usage Information

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

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

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.

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.

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 **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 Support: support@voipex.com.au Billing: 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>