

Critical Information Summary: Business Hosted Conference Plan (5 / 10 / 20 / 30 seats)

Information Pack about this Plan

Offer Inclusions	<ul style="list-style-type: none"> Unlimited conference use per month upto the Seats ordered.
Offer Exclusions	Priority Assistance (For people diagnosed with a life threatening medical condition) due to the nature of VoIP
Offer Conditions	<ul style="list-style-type: none"> This is a Pre-Paid Service. No Contract
Limitations on the Plan	<ul style="list-style-type: none"> Nil
Important Restrictions	<ul style="list-style-type: none"> Nil
Important Qualifications	Can be reached from any PSTN or Mobile within Australia and other Countries
Important Recommendations	We do not recommend that this service be used from wireless internet connections

Information about Pricing

Type of Plan	Pre-Paid
Setup	\$0.00
Minimum monthly charge	\$29.00 / 5 seats (depends which conference you use)
Maximum monthly charge	\$89.00 / 30 seats (depends which conference you use)
Maximum early termination charge	NIL

Additional Charges

Local/National Calls within Australia	N/A
Mobile Calls within Australia	N/A
13 / 1300 Calls	N/A

1800 Calls	N/A
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International Calls	N/A
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Other Information

Access your call data usage information	https://wdpvoip.net.au/login.php
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Customer Service Contact Information	QLD Tel: +61 7 3107 7420 NSW Tel: +61 2 9007 2420 VIC Tel: +61 3 9912 1320 SA Tel: +61 8 8122 2820 WA Tel: +61 8 6365 2150 AU WIDE Fax: +61 7 3107 7412 Freecall On-Net: 09 9018 0000 Email - https://wdpvoip.net.au/control/submitticket.php
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How to access our dispute resolution process	https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf
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TIO contact details	If you have exhausted all avenues for resolving your complaint within WorldDialPoint and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.
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For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>