

# Critical Information Summary: Call Centre Outgoing - 30 Channels

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## Information Pack about this Plan

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### Offer Inclusions

- Phone Number allocated to be used as Identification as it is a requirement under the TCP code.

### Offer Exclusions

Priority Assistance (For people diagnosed with a life threatening medical condition) due to the nature of VoIP

### Offer Conditions

- This is a Pre-Paid service and you must ensure that you have always credit to make outgoing calls. Once credit is dropped under the minimum threshold, we will send you an email notifying you that your balance is low, and to recharge your account. Important, once your balance drops under the cost of making a call, outgoing calls will not work.
- Recharge required to make outbound calls

### Limitations on the Plan

- Maximum outbound concurrent calls is 30
- Caller Line Identification is supported but we will need a copy of your existing bill showing Name, Address and Phone number
- 000 calling is available via this plan but IF your Internet connection is down then the Emergency Service cannot be contactable
- Cannot use the phone number allocated to receive as an Inbound call Centre as this plan is ONLY an Outbound service.

### Important Restrictions

The following cannot be called from this service:

- Australian Premium Rate Numbers (i.e. 190x)
- Some operator assisted numbers and special service numbers (eg 101 Telstra Mailbox)
- High risk International destinations

### Important Qualifications

We recommend that this service be used with a Stable Internet connection that does not suffer from congestion and packet loss. Recommended minimum internet connection ADSL2+ or above.

### Important Recommendations

We do not recommend that this service be used with wireless internet connections

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### Information about Pricing

<b>Type of Plan</b>	Pre-Paid
<b>Setup</b>	\$0.00
<b>Minimum monthly charge</b>	\$49.95
<b>Maximum monthly charge</b>	\$49.95 plus calls
<b>Maximum early termination charge</b>	\$0.00

### Additional Charges

<b>Local/National Calls within Australia</b>	2.2 cents per minute (charged per second)
<b>Mobile Calls within Australia</b>	15 cents per minute (charged per second)
<b>13 / 1300 Calls</b>	30 cents per call
<b>1800 Calls</b>	\$0.00
<b>International Calls</b>	Calls starts from 1.8 cents per minute and information about the rates can be found here <a href="http://wdpvoip.net.au/rates.php">http://wdpvoip.net.au/rates.php</a>

### Other Information

<b>Access your call data usage information</b>	<a href="https://wdpvoip.net.au/login.php">https://wdpvoip.net.au/login.php</a>
<b>Customer Service Contact Information</b>	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 - <a href="https://wdpvoip.net.au/control/submitticket.php">https://wdpvoip.net.au/control/submitticket.php</a>
<b>How to access our dispute resolution process</b>	<a href="https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf">https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf</a>
<b>TIO contact details</b>	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.
<b>For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></b>	