

# Critical Information Summary: Fax2Email (Pre-Paid add-on Product to a Plan)

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## Information Pack about this Plan

**Offer Inclusions**

- Free to Receive Faxes
- CLI Overstamping
- Australian Phone Number

**Offer Exclusions**

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

**Offer Conditions**

- This is a Add-On service Only, that can be attached to an existing Plan / Account
- Monthly Subscription Fee for the plan will be Automatically deducted from your Credit Card on File

**Limitations on the Plan**

- Maximum concurrent calls is 5
- Caller Line Identification is supported but we will need a copy of your existing bill showing Name, Address and Phone number
- Some numbers with certain VSP's do not support Faxes over the Internet
- International faxing cannot be guaranteed to every destination due to limitations from certain overseas carriers

**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**

Email is required to receive and send faxes

**Important Recommendations**

NIL

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### Information about Pricing

Type of Plan	Pre-Paid
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Setup	\$0.00
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Minimum monthly charge	\$16.95
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Maximum monthly charge	\$16.95 plus calls
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Maximum early termination charge	Nil
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### Additional Charges

Local/National Calls within Australia	10 cents per outgoing Fax Call
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Mobile Calls within Australia	N/A
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13 / 1300 Calls	30 cents per call
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1800 Calls	\$0.00
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International Calls	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> Minimum charge on International calls is 10 cents
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### Other Information

Access your call data usage information	<a href="https://wdpvoip.net.au/login.php">https://wdpvoip.net.au/login.php</a>
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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 Freecall On-Net: 09 9018 0000 Email - <a href="https://wdpvoip.net.au/control/submitticket.php">https://wdpvoip.net.au/control/submitticket.php</a>
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How to access our dispute resolution process	<a href="https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf">https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf</a>
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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: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>
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