

Critical Information Summary: Fibre Phone (via Opennetworks)

Information Pack about this Plan

Offer Inclusions

- Free On-Net calling on WorldDialPoint network
- Australian Phone number
- CLI Overstamping
- Call Waiting
- Caller ID
- Voicemail

Offer Exclusions

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

Offer Conditions

- This is a Post-Paid monthly plan. Min 3-month contract otherwise a full connection fee is payable of \$330.00 (minus the \$50.00 paid already)
- If Activation of ONU is required then the activation will be \$330.00 inc GST)
- A Threshold limit is put in place on all Outgoing calls. This limit is chosen by the customer. Maximum Credit is Average calls made per month.
- A monthly Invoice will be issued to the customer with 13 days to Pay the invoice if the customer agreed to pay the Invoice via other method such as Bank Transfer by the due date.. After 14 days the Credit Card on file will be charged.
- If Invoice is not paid by the due date, Suspension will occur till full payment is done, including a late payment fee of \$10.00. Please read our Terms on Conditions for more clarification
- Terms and Conditions can be found at https://wdpvoip.net.au/critical_information.php

Limitations on the Plan

- 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.
- IMPORTANT - always make sure you have a backup service for example an Active Mobile Phone with another provider.

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
- International Destinations are barred by default (you need to contact us to clear the barring)

Important Qualifications We recommend that this service is 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

Information about Pricing

Type of Plan	Post-Paid
Basic Setup Activation	\$50.00
Activation of ONT if required	330.00
Minimum monthly charge	\$33.95
Maximum monthly charge	\$33.95 plus Calls and any added services
Maximum early termination charge	Nil

Additional Charges

Local/National Calls within Australia	12 cents per Call
Mobile Calls within Australia	20 cents per minute
13 / 1300 Calls	30 cents per call
1800 Calls	\$0.00
International Calls	Calls starts from 2.1 cents per minute and information about the rates can be found here once you login into your account

Other Information

Access your call data usage information <https://wdpvoip.net.au/login.php>

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

How to access our dispute resolution process <https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf>

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.

For full contact details, visit: <http://www.tio.com.au/about-us/contact-us>