

# Critical Information Summary: Fax2Email (Pre-Paid)

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| Information Pack about this Plan |  |
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| <b>Offer Inclusions</b>          | <ul style="list-style-type: none"> <li>30 outgoing Faxes FREE (as a Stand alone product)</li> <li>Free to Receive Faxes</li> <li>CLI Overstamping</li> <li>Australian Phone Number</li> </ul>  |
| <b>Offer Exclusions</b>          | Priority Assistance (For people diagnosed with a life threatening medical condition) due to the nature of VoIP   |
| <b>Offer Conditions</b>          | <ul style="list-style-type: none"> <li>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 calls, outgoing calls will not work</li> <li>Monthly Subscription Fee for the plan will be Automatically deducted from your Credit Card on File</li> </ul> |
| <b>Limitations on the Plan</b>   | <ul style="list-style-type: none"> <li>Maximum concurrent calls is 5</li> <li>Caller Line Identification is supported but we will need a copy of your existing bill showing Name, Address and Phone number</li> <li>Some numbers with certain VSP's do not support Faxes over the Internet</li> <li>International faxing cannot be guaranteed to every destination due to limitations from certain overseas carriers</li> </ul>  |
| <b>Important Restrictions</b>    | The following cannot be called from this service: <ul style="list-style-type: none"> <li>Australian Premium Rate Numbers (i.e. 190x)</li> <li>Some operator assisted numbers and special service numbers (eg 101 Telstra Mailbox)</li> <li>High risk International destinations</li> </ul>   |
| <b>Important Qualifications</b>  | Email is required to receive and send faxes  |
| <b>Important Recommendations</b> | NIL  |
| Plan Discontinued 10/11/2013     |  |

| Information about Pricing  |  |
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| Type of Plan   | Pre-Paid   |
| Setup  | \$0.00   |
| Minimum monthly charge   | \$10.00  |
| Maximum monthly charge   | \$10.00 plus Calls   |
| Maximum early termination charge   | Nil  |
| Additional Charges   |  |
| Local/National Calls within Australia  | 10 cents per outgoing Fax Call   |
| Mobile Calls within Australia  | N/A  |
| 13 / 1300 Calls  | 30 cents per call  |
| 1800 Calls   | \$0.00   |
| 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   |
| Other Information  |  |
| Access your call data usage information  | <a href="https://wdpvoip.net.au/login.php">https://wdpvoip.net.au/login.php</a>  |
| Customer Service Contact Information   | QLD Tel: +61 7 3107 7420<br>NSW Tel: +61 2 9007 2420<br>VIC Tel: +61 3 9912 1320<br>SA Tel: +61 8 8122 2820<br>WA Tel: +61 8 6365 2150<br>Freecall On-Net: 09 9018 0000<br>Email - <a href="https://wdpvoip.net.au/control/submitticket.php">https://wdpvoip.net.au/control/submitticket.php</a> |
| How to access our dispute resolution process   | <a href="https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf">https://wdpvoip.net.au/doc/WDPComplaintProcedurePolicy.pdf</a>  |
| 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: <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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