

Critical Information Summary: Call Centre Incoming and Outgoing - 10 Channels

Information Pack about this Plan

Offer Inclusions	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Maximum outbound concurrent calls is 10• 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 calls as an Inbound call Centre ONLY as this plan is ONLY for a mix of calls Inbound and Outbound service.
Important Restrictions	The following cannot be called from this service: <ul style="list-style-type: none">• 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

Information about Pricing

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

Additional Charges

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

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 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	