

Critical Information Summary: Business Hosted PBX (BYO Plan)

Information Pack about this Plan	
Offer Inclusions	Cloud PBX
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
Limitations on the Plan	- IVR's / Queues / Ring Groups / Phone numbers / 1300 1800 numbers / Simultaneous Calls / Playback extensions / Central Voicemails / API access / Zoho Bridge / Channels (simultaneous Calls) / Conferencing / Fax2Email / Intercom service / Emergency 000 monitoring Module / Call recording / Unlimited calls per User-Extension can be allocated to this plan at an extra cost starting from \$5.00 each per month. - 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 Restrictions	The following cannot be called from this service: - Australian Premium Rate Numbers (i.e. 190x) - Some operator assisted numbers and special service numbers (e.g. 101 Telstra Mailbox) - High risk international destinations
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 NBN FTTP 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	\$29.95

Minimum monthly charge	\$0.00
Maximum monthly charge	any Add-On's ordered on top of the plan when ordering
Maximum early termination charge	Nil
Additional Charges	
Local/National Calls within Australia	10 cents per Call (option to change to Unlimited Calls)
Mobile Calls within Australia	15 cents per minute (option to change to Unlimited Calls)
13 / 1300 Calls	30 cents per call (option to change to Unlimited Calls)
1800 Calls	\$0.00
International Calls	Calls starts from 1.8 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 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	