

Critical Information Summary: Residential Unlimited

Information Pack about this Plan

Offer Inclusions

- Free On-Net calling on WorldDialPoint network
- Voicemail / Call Forwarding
- Unlimited calls to any Australian Landlines / Mobiles 13 and 1800 calls
- 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 pre-paid service and you must ensure that you have always credit to make International outgoing calls.
- Monthly Subscription Fee for the plan will be Automatically deducted from your Credit Card on File
- Residential Use ONLY (not to be used for Call Centre or Businesses).

Limitations on the Plan

- Maximum concurrent calls are 1
- Caller Line Identification is supported but we will need a copy of your existing bill showing Name, Address and Phone number. White listing is required with your carrier.
- 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 ADSL2+ or above.

Important Recommendations

We do not recommend that this service be used with wireless internet connections due to its limitation.

Information about Pricing	
Type of Plan	Pre-Paid
Setup	Nil
Minimum monthly charge	\$23.95
Maximum monthly charge	\$23.95
Maximum early termination charge	NIL
Additional Charges	
Local/National Calls within Australia	Unlimited
Mobile Calls within Australia	Unlimited
13 / 1300 Calls	Unlimited
1800 Calls	Unlimited
International Calls	Calls start from 2.1 cents per minute and information about the rates can be found here https://wdpvoip.net.au/control/login
Other Information	
Access your call data usage information	https://wdpvoip.net.au/control/login
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 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