

Critical Information Summary

This critical information summary (CIS) is an important document to understand as it covers the most important information about your subscription and costs. The CIS will provide details about costs, inclusions, exclusions, important conditions and other relevant information.

Monthly Charges

Your subscription is made up of the following services and charges.

Plan	Total Monthly Charge	Minimum Term
Starter	\$29.90 Inc GST	Pre-Paid
Advanced	\$69.90 Inc GST	Pre-Paid

Termination Charges

14 days notice is required to terminate any service and existing Pre-Paid credits are not refundable as we acquire wholesale services at the time of renewal, if you cancel your service you may utilise the service till the account balance reaches \$0.00.

Call Charges

Call Type	Call Cost
Calls to VOCPhone Extension	Included*
Local & National Calls	20c/call
Mobile calls all networks	19c/Min
Calls to 13 & 1300 Numbers	35c / call
1800 Number	Included*
International Destinations	As Per International call schedule

Additional Charges	Cost
1300 Call Termination	VOCPhone \$0.05 Per Min, National \$0.11 Per Min, Mobile \$0.19 Per Min
Port Phone Number	\$65.00 Porting Fee
Port Phone Number range	\$195.00 Porting Fee
Phone Number	\$3.90 Per Month
10 Phone Number Block	\$11.00 Per Month
100 Phone Number Block	\$66.00 Per Month
Remote Hands Technical Support	\$45 per 30 mins
Call Packs per Extension	\$30.00 Per Month

**All services are subject to the Acceptable Use Policy, the above prices include all calls to all Standard Australian Land Lines and Standard Australian Mobile phones excluding satellite phones, 13 numbers, international calls, special services and other calls that are billed in accordance with the price list of as amended from time to time.*

Required Service

A reliable broadband Internet service with low latency and jitter. For the best quality, a dedicated super-fast broadband service with 4-5G backup is recommended.

Billing

This is a prepaid service. The account holder is responsible for ensuring your account has enough credit to cover the minimum monthly spend plus additional services and calls costs. You are able to top up further amounts via our customer portal. Any amounts in credit will roll over from month to month.

** To prevent any disruption of service we recommend auto-top up is set on your account, this will charge your preferred payment method the value you define once credit drops below your threshold.*

Payment Method

Payment can be by made using Credit Card or PayPal. You can manage your payment from <https://portal.vocphone.com>

Customer Service Contact Details

Contact VOCPhone Customer Service by calling 1300 663 222; or online at www.vocphone.com

Acceptable Use Information (AUP)

It is important you read and understand the acceptable use policy as this document outlines the terms of use, fair play and limitations of the service.

Dispute Resolution Process

If you have a complaint, we encourage you to contact us via phone 1300 663 222 or email at info@vocphone.com as we are committed to resolving any complaints as quickly as possible.

000 Emergency

Technical issues beyond the control of our network cannot guarantee to provide access to 000 emergency services. For your protection, please ensure you always have an alternative means of dialling the 000 emergency services.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process and have been issued with a registered case number, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint