



# Critical Information Summary

## VoIP Plans

Service Description	This service allows you to make and receive calls using an Internet connection rather than your traditional phone line. This is called Voice over IP or VoIP			
Minimum Term	1 month			
Plan Name	Flexi	National	Special	Maxi
Min Monthly Charge	\$0	\$14.95	\$24.95	\$49.95
Local/National	10¢ per call untimed	Unlimited	Unlimited	Unlimited
Mobile	18¢ / min	18¢ / min	18¢ / min	Unlimited
13/1300	25¢ per call untimed	25¢ per call untimed	Unlimited	Unlimited
Fax	10¢ per page	10¢ per page	10¢ per page	10¢ per page
SMS	10¢ per message	10¢ per message	10¢ per message	10¢ per message
International Call	International Call Rates apply	International Call Rates apply	International Call Rates apply	International Call Rates apply
Included Features	<ul style="list-style-type: none"> <li>• The ability to make and receive 1 concurrent call</li> <li>• Free calls between FreeCall users</li> <li>• Voicemail to Email</li> <li>• Auto-Attendant</li> <li>• Callback</li> <li>• Conference</li> <li>• Group Call</li> <li>• Broadcast</li> <li>• Callout</li> <li>• SOFY</li> </ul>			
Max Early Termination Charge	There are no Early Termination Charges. However, if you cancel your service, we will not credit you for any unused days remaining in your current billing period.			

## Information about this Service

### Offer Exclusions

Calls not included in your plan will be charged at the rates listed in the table above.

### Offer Limitations

This service does not support calls to or from:

- Australian Premium Rate Numbers (i.e. 190x);
- some operator assisted numbers and special service numbers

This service is dependent on access to the internet. If there is a power outage that affects the power supply or your access to the internet, the VoIP service will not be available. This includes calls to emergency services on 000.

This service is not suitable for people with life threatening medical conditions that require priority assistance. Priority assistance services can be obtained here:

<https://www.telstra.com.au/consumer-advice/customer-service/priority-assist>

### Service provider

AlphaNet Pty Ltd is the principal carrier whose network is used to provide this service. Despite this, its related company, FreeCall is responsible for providing the service to you.

### Number Porting

You may port numbers over to use with this service.

## **Equipment**

To use this service you need high-speed internet access and unlocked VoIP capable devices Our support team can assist you with equipment configuration

## **Billing Information**

### **Billing**

Your bill is charged on the same date each month and is the date your account was created (e.g. 15th May, 23rd June, etc).

### Service Activation Date and First Bill Charges

The service Activation Date is the date that your service is ready to use. Your first bill will include:

- monthly charge from the date your service was activated until the next Billing Date;
- any additional charges for non-recurrent items used during that billing period

### **Payments**

This is a prepaid service and you are required to ensure there is credit in your account to use it. You will continue to be billed for the Service until you contact us to cancel the service.

Invoices are sent free of charge by email only. If you do not provide a valid email address you will not receive your invoice via emails.

## **Other Information**

Access to call and data usage information You can access your call and data usage by logging in to your customer account portal via this Link:

<https://www.freecall.net.au/login.php>

### **Customer Service contact details**

AlphaNet - Support and Service  
1800 287 782

Mon-Sun: 8am to 8pm AEST

Alternatively contact us via

<https://www.freecall.net.au/contact.php>

How to access our dispute resolution process

Email to [support@alphanet.com.au](mailto:support@alphanet.com.au)

We'll get back to you within 24 hours

### **TIO contact details**

If you have exhausted all avenues for resolving your complaint within FreeCall and if you are still not satisfied with the outcome, you can contact the

Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

For full contact details, visit:

<https://www.tio.com.au/contact-us>

The above information is based on the standard service offering and is only a summary. On occasion, FreeCall may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.