

ClicknCall

Critical Information Summary

Information About The Service

The service:

ClicknCall offers a Voice over IP (VoIP) service. Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. It allows multiple concurrent outbound calls to the public phone network.

Bundling:

This service is not conditional on any bundling arrangements.

Mandatory components:

You will require an existing broadband Internet connection (via your PC or a smart phone) in order to use this service effectively. Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with a mobile phone or a sim card.

Minimum term:

This is a prepaid service and there is no minimum contract or term.

Important conditions:

This service will not work if there is an interruption to your Internet connection. That includes dialling emergency number 000.

The following cannot be called from this service:

1. Australian Premium Rate Numbers (i.e. 190x)
2. Some operator assisted numbers and special service numbers
3. High risk International destinations

There is no DID included in this offer. The number of concurrent calls that you can use with this service is limited both by your Internet connection and by the device that you purchase from ClicknCall or elsewhere.

Information About Pricing

Minimum monthly charge:

Minimum monthly charge	\$0
Cost of calling a local landline number	10c per call
Cost of calling a national landline number	10c per call
Flagfall (call connection charge)	None
Cost of sending a national SMS	10c per SMS per recipient
Cost of calling Australian mobile	15c per minute

number	
Cost of calling national 13/1300/1800 numbers	25c per call
Calls to international numbers	Visit www.clickncall.com.au/best-phone-rates.php

You will be billed in 60 second increments for timed calls. There is a 2-hour hard limit on untimed calls.

Maximum monthly charge:

The maximum monthly charge depends on how many calls you make a month since this is a prepaid service.

Early termination charges:

None.

Unit Pricing Information:

Cost of making a 2 minute standard national mobile call (incl. flagfall)	30c
Cost of sending a standard national SMS	10c

Other Information

Usage information:

You can monitor your call and data usage information by logging in to your customer account portal at the top right of: http://www.clickncall.com.au/member_login.php

International Roaming:

ClicknCall imposes no additional costs for using our service overseas. You may want to check with your data provider to ensure they don't charge you extra for using Internet data overseas. For further information please visit <http://www.clickncall.com.au/policies/roaming.php>

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300857138 or by sending an email to info@clickncall.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

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