

**WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES**

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## **WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES**

We hope the information below will assist you with the use of our services.

### **1 MANAGING YOUR SPEND**

#### *Usage notifications:*

If you are a ClicknCall customer, we will help you control your spend by providing you with notifications via email when your prepaid credit with us drops below a certain threshold. This threshold can you set by you after logging into your account on our website any time. All account is prepaid so it's not possible to spend anything more than what you prepay.

Usage notifications do not occur in real time but once a day after you actually reached the respective thresholds.

#### *Other ways of managing your spend:*

There may be other ways of keeping your spend on track, such as barring certain overseas numbers or calls to high risk countries, you can contact us to request barring certain type of calls. You can check your usage online real time by logging into the website and clicking on "call history" from the left menu.

#### *Mobile roaming:*

ClicknCall does not provide any mobile phone service or sim card so mobile roaming is not applicable.

### **2 OUR NETWORK**

Our Voice over IP(VoIP) service is provided using the Internet connection(we do not operate any mobile phone network). Our servers are hosted in one of Sydney's major data centre. If you have any questions regarding our network please contact us and provide us information about your particular circumstances.

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage of our services please refer to here:  
<http://www.clickncallnow.com/policies/coverage.php>

### **3 PAYING US**

#### *Your bill:*

All ClicknCall services and products are provided on a pre-paid arrangement. Pre-paid credit can be made via direct bank deposit or by credit card using PayPal (you don't need a PayPal account).

Billing is in html format which is available online using a web browser when you log into the ClicknCall web portal. We can also send bills on csv or pdf if you need it, please just contact us to request it.

For more information about billing please refer here:  
<http://www.clickncallnow.com/policies/billing.php>

*Financial hardship:*

Our financial hardship policy is available here:  
[http://www.clickncallnow.com/policies/ClicknCall\\_Financial\\_Hardship\\_Policy.pdf](http://www.clickncallnow.com/policies/ClicknCall_Financial_Hardship_Policy.pdf)

#### **4 HARDWARE AND WARRANTIES**

Where we supply hardware, e.g. a VoIP modem, Analogue Telephone Adaptor etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

#### **5 DEALING WITH US**

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:  
[http://www.clickncallnow.com/policies/ClicknCall\\_Appointment\\_of\\_Authorised\\_Representative\\_Form.pdf](http://www.clickncallnow.com/policies/ClicknCall_Appointment_of_Authorised_Representative_Form.pdf)

#### **6 FEEDBACK AND COMPLAINTS**

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:  
[http://www.clickncallnow.com/policies/complaints\\_handling.php](http://www.clickncallnow.com/policies/complaints_handling.php)