

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

### Setup and Equipment costs

You will require a VOIP enabled modem or secondary VOIP gateway for this service. The monthly fee does not include the cost for a VOIP gateway or modem but you may purchase these from us at an additional cost. Please contact us for further information.

Transfer ("porting") Existing Phone number	\$30* - Once off cost
--	-----------------------

\* Please inquire first as different service providers have other hidden costs as part of transfer fees.

### Minimum term

The service is available with no minimum term but service is provided on a monthly basis. Cancellation will require you to pay the remained of the monthly billing periods fees.

### Important conditions

This service may not be available at your location. Certain speed and internet connection quality levels are required for VOIP to function acceptably. Call to confirm availability if needed.

### Early termination charges

If you cancel your service prior to the end of your current monthly billing cycle you will be required to pay for the remainder of the monthly billing cycle.

### 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>

### Customer Service

We are committed to providing you with excellent service. Please contact us by calling 1300 309 121 or by sending an email to [support@webshield.net.au](mailto:support@webshield.net.au) if you have any questions, would like to give feedback or complaint.

## VOIP Phone Services

(Not including Bundled plans)

### Monthly Minimum Charges

Service	Monthly Fee	Whats included	Min. Cost per month
Pay as you go	\$5/monthly	First \$5 call credit	\$5
Dedicated phone number	\$5/monthly	Retention of fixed phone number	\$5

### Call rates

Destination	Fee	Call time units	Flagfall
Australian Landline	\$0.12 GSTInc	Per Call	\$0
Australian Mobiles	\$0.15 GSTInc	Per Minute	\$0
13/1300 numbers	\$0.32 GSTInc	Per Call	\$0
Outside Australia	Varies * (average: 3-5cents/min)	Per Minute	\$0
Premium services	Varies **	Per Minute	\$0

+ Minimum cost includes prepaid date plus SIM activation fee

\*\* International calls average 3-5 cents per minute, but call costs vary from country to country. Please inquire about desired call destination costs

\*\* All other Australian numbers including premium services are charged at higher rate. Please inquire.

### Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to use additional calls beyond your included credit. Excess call costs will be charged according to the Call rates (above) and will be added to your next monthly invoice.

### Tracking your spend

At any time you can request a log of usage by sending an email to [support@webshield.net.au](mailto:support@webshield.net.au)

or by calling us on 1300 309 121

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of Jan. 2017.