ClicknCall

Critical Information Summary

ClicknCall Voice over IP service

Desription about this service:

ClicknCall Voice over IP service(Clickncall VoIP) is a Voice over Internet Protocol phone service supplied over your pre-existing Internet connection. This is a pre-paid only service. You pay $20 at sign up and this $20 becomes your prepaid credit which you can use over the next 12 months. If you run out of your prepaid credit you can choose to top up your account, or do nothing if you don't want to use our service.

Minimum monthly charge: There is no minimum monthly charge applicable apart from the one-off sign up amount of $20 which becomes your pre-paid call credit.

Minimum term: There is no minimum term applicable, you can contact us any time to cancel/terminate your Clickncall VoIP service.

Early termination: When you ask us to cancel your service the remaining unused credit (if any) will be forfeited.

Bundling:

This service is not conditional on any bundling arrangements.

Mandatory components:

You will require your own phone and an active Internet connection already in place and working properly to use this service . Our service is a so-called BYO (bring your own) service, i.e. we will not supply you with any phone, sim card, modem, router or any other equipment.

Importation conditions:

This service will not work if there is an interruption to your Internet connection. That includes dialling emergency number 000. While we make every effort to connect your emergency calls, you should ensure you have a mobile or land line to call emergency numbers.

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(such as priority assistance).

3. High risk International destinations.

There is no DID (phone number) included in this offer. The number of concurrent calls that you can use with this service is limited both by your Internet connection or/and by the device that you use.

Your prepaid credit may expire after 12 months from your last recharge or sign-up, at our discretion.

Information about pricing:

- Minimum monthly charge $0
- Cost of calling a local landline number: 10c per call

- Cost of calling a national landline number: 10c per call
- Flag fall (call connection charge): None
- Cost of sending a national SMS: 8c per SMS per recipient
- Cost of calling Australian mobile: 11c per minute
- Cost of calling national 13/1300 numbers: 25c per call
- Cost of calling 1800 numbers in Australia: Free
- 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 all calls. International rates can change at short notice; the rate on our rates page when you make a call applies.

Early termination charges:

There is no early termination charges, your remaining unused credit (if any) will be forfeited.

Usage information:

You can monitor your call usage live by logging into www.clickncallnow.com/login.php. Alternatively, you can also monitor your usage by calling us on (02) 7910 9338 or email us.

International Roaming:

ClicknCall imposes no additional costs for using our VoIP service overseas. You are strongly advised to to check with your own data or phone provider to ensure you understand the cost they charge you 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 customer service. Please contact us by calling (02) 7910 9338 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 (TIO):

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.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

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

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This summary valid as of November 2026.