

WANTOK VOICE APPLICATION

Surname: _____ First name _____

Company Name (if applicable): _____

Address: _____

Mob: _____ Phone: _____

Email: _____

Number Selected

Password

9	0	0				
---	---	---	--	--	--	--

Fee payable (for Gold/Silver number if applicable) VT _____

Pre-paid

Post-paid

Plan Name _____

Office Use:

Customer Number / IMSI: _____

Date Registered: _____

Entered by: _____

- Available VoIP numbers are in the range **+678 900 0000** to **+678 900 9899**
- Wantok reserves the right to refuse to register a requested number
- Prices are Vt5,000 for a gold number, Vt2,500 for a silver number and free for a regular number. Details as to what constitutes a gold or silver number can be found over the page.
- For Terms and Conditions, see next page

Continued Over...

WanTok Voice Service - Terms

1. No emergency calling service. WanTok's voice service runs on the internet, so Vanuatu's emergency short codes do not work on our voice service. This includes 111 for police, 112 for ambulance, and 113 for the fire brigade. You need to use a standard phone for these numbers. WanTok will implement these numbers in the future if possible.
2. Phone charges. You are responsible for all calls made from your phone and from downloaded apps where your username and password are properly entered, so protect your phone with a passcode and protect your passwords! Calls are accounted for in either 15 second or one minute increments depending on the policy of the network operator you are calling. WanTok to WanTok calls are charged in 15 second blocks. If the value of your account in any calendar month is less than the selected plan then a flat charge of the plan value will apply for that month's account
3. Payment. WanTok has pre-paid and post-paid options. When pre-paid credit has been used up, normal service will be interrupted until you top-up your number. Likewise, post-paid plans have limits, and when the limits are exceeded, service is interrupted until payment has been credited to the number. We work to restore service as soon as possible, but this may take up to one full working day, and sometimes longer if there is a problem with your account. If you have authorized automatic payments from your bank account or against your credit card, we will process these and email you a notice. If payment is refused for any reason, your service may be interrupted.
4. Billing period. Your billing period begins when you are first connected to WanTok and continues month-to-month until you or we terminate the service. You may terminate at any time by giving us notice, and we will cancel your number within 7 days. We may terminate if you fail repeatedly to make payment, if you use the service for illegal purposes, or if you are not using the service for three months or more. In all of these cases, a final invoice will be issued and you must pay all for service fees up to the date of disconnection.
5. Interruption of internet service or in power supply will interrupt the voice service. This might be a cut in a submarine cable, or an underground cable that connects a wifi hot spot or damage to one of our antenna towers. As soon as we know about any service interruption, we work as quickly as possible to restore service. Where internet service is being provided by another operator, there is little or nothing we can do to help.
6. WanTok and its customers must comply with Vanuatu laws and regulations. For example WanTok may be required, for example, to give priority to government services in the event of a national emergency, and you may experience difficulties with our voice service. Customer's may only connect approved handsets and other devices to WanTok's network, and may not transmit abusive or illegal content: we may stop your service if you do.
7. Phone numbers do not belong to you. We pay the government to use these numbers and sub-rent them to you. So you may not transfer your assigned number to another operator or to another person.
8. These Terms may change. Please check back here for any changes from time to time.
9. We really try hard to provide excellent service, but we make no promises about the quality or the continuity of our service, due to the complexities of the technology and the environment in which we work. By using our service, you agree that we are not responsible to you for any loss or inconvenience that you may experience because the service is not up to your expectations, regardless of why that occurs.

I have read, understood and agree to the above terms

Customer Signature: _____

Date: _____

Silver Numbers

Vt2,500

Below are the available types, and examples, of silver numbers.

Type	Example 1	Example 2
Contains a triple and a double	9001115	9000115
Two doubles at the start	9001106	9002207
Two repeating digits for last 4 digits	9005858	9004747

Gold Numbers

Vt5,000

Below are the available types, and examples, of gold numbers.

Type	Example 1	Example 2
Four repeated digits	9001111	9006666
Three general pairs	9001155	9005599
Triple at the beginning and end	9000111	9000999
Consecutive last 4 digits	9001234	9006789
Any five repeat digits	9000001	9000009

All other numbers:

Free

Post-paid Plans

Plan Name	Monthly subscription (inc VAT)	Per minute rates :	
		Wtk to Wtk	Zone 1 International
Toktok Smol Nomo	1,000	5VT	19VT
Toktok Smol	3,000	5VT	18VT
Toktok Big Wan	5,000	4VT	16VT
Toktok Moa	7,000	4VT	15VT
Toktok Plante	13,000	3VT	12VT