



Useful tips of how to use your VoIP account safely and efficiently:

1. If you use bank transfer to buy credit from us, we suggest you to continue to use our service but not change to other payment way;
2. Do not register too many voip accounts in your computer, even you do this for your friends (instead, let them register by themselves in their own computers)
3. The free time is assigned per IP address, the IP address does not refer to your ip address in your computer, but the IP address of your router or the shared IP address of your intranet, so it might be shared by several voip customers together within the same intranet, that is why some customer find their free time goes quicker as expected.
4. Free time is also not unlimited, normally u will get 30 or 60 or 120 days as free period, within these free days, u can call 200 or 300minutes freely per week per IP address. Unused free minutes cannot be taken to the following week(s). If limit is exceeded the normal rates apply
5. Do not use other person's voip account which is not belonging to you.
6. Rates and free time could change at any time, keep this in mind.
7. You can set up your local area code via tools > options, e.g. if u are in Shanghai, you can fill 21 as the local area code, then u call your contacts by only having to dial the local number
8. Please always contact us by sms or Email on the same day of payment to prevent any accident! (Important)
9. Do not transfer payment via different banks; ex.: from bank of china to agriculture bank of china! (Important)

*: Since u can receive this document, we assume that you already have our bank information, if not, please check our website: www.voipfree.cn/en .

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