

Additional Customer's Information (§ 312c, § 312e BGB, BGB-InfoV)

Who is my contractual partner?

Voipax Service is provided by Voipax GmbH, Girmes-Kreuz-Straße 55, 41564 Kaarst.

Where can I find my contractual data?

You will find the contractual data stored by Voipax GmbH on the Voipax homepage in your personal selfcare area. Here you will also find the valid price list, the Standard and Special Contract Terms, further information about the service, about the right of revocation and your payment options.

What do I have to do before using Voipax service?

You have to register by entering a user name and password before the first usage of Voipax. You will get access to the Voipax services after download and installing the Voipax Softclient from the Voipax homepage and confirming the end user licence agreement. You can also register without prior download of the Softclient, but you will only be able to use Voipax as a call back service.

The contract between you and Voipax GmbH is concluded as soon as Voipax GmbH confirmed the receipt of your registration by email and you accepted the confirmation by clicking on the link that was sent to you in the email. All details on the Voipax homepage are a request to make a contractual offer.

How can I make a call?

Please insert the user name of another Voipax user or his/her telephone number into the description field and press enter to get connected. Alternatively, you can use the digits provided by the soft client. If the designated user name is already part of the contact list, you can also click this name in order to establish a connection with this user.

How can I top up my account?

After login into the self care area with your user name and password, you can top up your account by clicking on "buy credit". The top up is a service within the existing Voipax contractual relationship.

You will be asked to choose a payment option. If you choose wire transfer, you will have to fill out a remittance slip with your bank details. If you choose to pay with your credit card, you will be redirected to the website of your credit card company to insert your details. You can choose from different amounts by clicking on the respective button.

You will find bills for your purchased top up amounts in the selfcare area. You can also download these documents.

What languages are offered to conclude the contract?

Voipax is currently offered in German and English.