

# Critical Information Summary

## Kern Hosted Voip (KHV) – 36 Month

### Information about the Service – KHV:

1. Kern Hosted Voice refers to our Cloud PBX offering. Licenses purchased as a KHV product have access to the self-managed Cloud PBX. When a number is ported, any services associated with this number could be cancelled\* as part of the porting process, and I will no longer receive an invoice from my current provider for this line. Please do not contact your current provider and ask for the line to be cancelled.

\*Some broadband services require you to have a phone line for service - please check your service requirements before choosing which numbers to port and please ensure you have read our porting guide before proceeding.

### SIP Trunks:

SIP trunks are VoIP connections that are not yet linked to a PBX. These are designed to be deployed as direct device registrations or as trunking for a custom PBX solution.

### FAX Trunks:

Fax trunks are SIP trunks that support T.38 fax protocol and are provisioned with cloud-based email-to-fax and fax-to-email conversion services. Fax trunks support physical fax machines and multi-function printers that have ITU-T Super G3 compliant modems.

### Hardware Leases:

Hardware leasing is a Lease-To-Buy arrangement. Ownership of any hardware that has fulfilled contractual obligation is transferred to the customer from the end of the contract period. All hardware still under contractual obligation is owned by KernWi-Fi until either the contract is fulfilled or the customer has paid the difference.

### Early Termination charges:

Services cancelled before the end of contract term are subject to early termination fees (ETF). The ETF value is calculated by multiplying the regular monthly charges by the number of outstanding months of the contract period. ETF values are open to negotiation for atypical cancellation scenarios and compassionate grounds. Leased hardware is included in calculating the ETF value. Hardware such as handsets or fax ATA devices must be either paid out in full or returned. If a contract is breached and hardware is not returned within 30 days of contract breach, or is returned faulty, a fee will be charged for each outstanding device. Standard handsets will be charged at \$199 per unit, Premium handsets charged at \$349 per unit and Fax ATA devices charged at \$249 per unit.

### **Call Rates:**

It is important that customers have a clear understanding of call rates. Many voice plans come with included calls and mobile calls are NOT unlimited.

Call rates will be charged above and beyond the included number of minutes of each plan as follows:

- Mobile Calls: Charged at 14c per minute with no Flag Fall.
- Fixed Line: Charged at 4c per minute with no Flag Fall. (Most plans come with unlimited Local and National calls)
- 13 Numbers: Charged as a single Flag Fall of 39c
- Directory: Charged as a single Flag Fall of 75c
- Int'l Directory: Charged as a single Flag Fall of \$3
- 1800 Numbers: Toll free, no charge.

### **Bill Shock:**

It is important that customers have a clear understanding of their plans and the call amounts included in each plan. We do NOT provide an unlimited mobile call service and calls beyond the amounts included in the plans are charged accordingly so it is important to have the right number of channel licenses to support your outbound call requirements. We will do our best to prevent bill shock by providing warnings where possible if a customer has accidentally gone above the included limit.

### **Fraud and Abuse:**

Voice over IP by its very nature is subject to malicious tampering from those that wish to hijack digital voice services for illegal means. Our services are backed with an anti-abuse protection system that provides warnings if malicious activity or fraud is suspected. If you suspect that a service has been tampered with, or you suspect that your authentication credentials have been compromised, please notify us as soon as possible so that we can take steps to secure your services.

## **Pricing Information**

### **Other Information**

#### **Customer Support**

You can contact our support team on (08) 7324 9928 or by email [support@kernwifi.com.au](mailto:support@kernwifi.com.au).

#### **Dispute Resolution Process**

If you are dissatisfied with the outcome of your enquiry or our support and wish to take the matter further please email us at: [resolutions@kerwifi.com.au](mailto:resolutions@kerwifi.com.au)

If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsmen). They can be contacted by phone on 1800 062 058 or by visiting the TIO website at <http://www.tio.com.au/making-a-complaint>

Note: This is only a summary. Full Terms & Conditions for this service are also available at <http://kerwifi.com.au/terms-and-conditions/>

This information is correct as at 18/05/2020 – All prices quoted include GST