

# Critical Information Summary

## VoIP – Home

### Information about the Service

KernWi-Fi VoIP services allow you to make cheap calls through your broadband connection, instead of your traditional phone line.

### Requirements and Availability

You will require a VoIP-enabled ADSL modem (along with a handset) to connect your VoIP service. KernWi-Fi can sell you a suitable device at additional cost. Alternatively, if your modem isn't VoIP enabled, you can purchase a VoIP adapter (ATA).

A range of VoIP plans are available, and the table below details which plans are eligible by Broadband service' type.

Please see more information on the service in the Service Description and Customer Service Agreement available online at:

<https://kernwifi.com.au/terms-of-service/>

### Minimum Term

No minimum terms are applied to KernWi-Fi VoIP services.

### Included Features

All KernWi-Fi VoIP services include a range of great features listed below

- 3-Way Calling
- Call Waiting
- Call Forwarding
- Do Not Disturb
- Calling Line ID Blocking
- Voice Mail
- Call Return

## Pricing Information

### Monthly Charges

The Monthly charges are listed in the pricing table below.

Plan Name	Minimum Monthly Charge
Home VoIP Bundle	\$9.95
Home VoIP Non Bundle	\$9.95

*Any cabling / hardware that is required into and within your premises beyond the network boundary point is your cost.*

### Call Charges

Plan Name	Calls to other Kern users	Local / Nat Calls	Calls to Mobile	International	13 & 1300
Home VoIP Bundle	Included	Included	29c/min	From 5c/min	30c untimed
Home VoIP Non Bundle	Included	15c untimed	29c/min	From 5c/min	30c untimed

## **Track Your Usage**

You can monitor your usage information on our website <http://kernit.com.au/client>

## **Customer Support**

You can contact our support team on (08) 7100-5432 or by email [support@kernwi-fi.com.au](mailto:support@kernwi-fi.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@kernwi-fi.com.au](mailto:resolutions@kernwi-fi.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

<https://kernwifi.com.au/terms-and-conditions/>

This information is correct as at 01/01/2018 – All prices quoted include GST