

# Kinetix Residential Voice Plan



## Critical Information Summary

### Information about the service

Your Kinetix Residential Voice Plan allows you to make and receive calls, like you do using a regular phone but instead of your calls being delivered over a regular phone line they travel over your internet connection.

### Requirements and Availability

A Kinetix Residential Voice Plan requires a fixed broadband internet service and a wired Ethernet port. A compatible phone handset is also required. Each Kinetix call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality. Quality can only be guaranteed on a suitable Kinetix broadband plan.

### Minimum term

Kinetix Residential Voice Plans are available on a month to month basis. In this regard the minimum term is one month.

### Included features

Kinetix Residential Voice Plans all include high quality calls and a range of features. Please see the table below for the applicable features for each plan.

	Keep existing numbers <sup>1</sup>	Voicemail	Call waiting	Caller ID
Kinetix Home Phone	Yes	Yes	Yes	Yes

1. Keeping existing numbers subject to porting arrangements with existing suppliers

### Exclusions

Kinetix Voice Residential Plans do not support calls to 19/1900 numbers, fax, dial up modem or other analogue data calls (e.g. EFTPOS and HICAPS), back to base alarms and other monitoring systems using phone lines and similar features.

### Information about Pricing

#### Charges

	Minimum Monthly Charges	Call costs to local/national	Call costs to mobile	Calls to 13/1300 numbers	International <sup>1</sup>
Kinetix Home Phone	\$10.00	Unlimited calls	Unlimited Calls	\$0.30 per call	From 5c

1. For a full list of international call rates please see <http://kinetix.net.au>

### Number porting fee

If you wish to keep your current number, you will be charged a once off \$5.50 porting fee.

### Early Termination charges

If you decide to cancel your service, you need to provide us with at least 30 days notice in writing.

### Excess Usage

Kinetix considers excessive use to be a call duration of more than 180 minutes per call, or more than 3000 minutes of talk time per month. If your use of the Kinetix Home Phone plan is "excessive or unreasonable" we will contact you by phone or email, using the contact details you provided to us. If after our request your usage continues at a similar level, we may charge you for all excess calls under Kinetix Basic Residential Voice plan rates.

### Billing information

Services require a valid direct bank debit or credit card authority. Subscriptions are payable one month in advance via valid direct bank debit or credit card. Subscription fees are deducted on the first of each month. The first and last months are billed on a pro rata basis. Bills are provided by email to the nominated account.

## Customer Service Guarantee Waiver

The standard Monthly Charge pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee. You will need to agree to waive this guarantee before we can supply you with a Kinetix Residential Voice Plan.

## Other Information

### Customer Service Contact Details

You can contact Kinetix customer service for Support and Billing at (02) 5908 3290 or by emailing [support@pdk.net.au](mailto:support@pdk.net.au), or for Sales assistance at (02) 5908 3290 or by emailing [sales@pdk.net.au](mailto:sales@pdk.net.au) or via the appropriate contact form on <http://pdk.net.au/support>

### Dispute resolution process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact [disputes@pdk.net.au](mailto:disputes@pdk.net.au) or call (02) 5908 3290.

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).