

## Critical Information Summary: WIFIHUB VOIP RESIDENTIAL (PAYG)

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### Information about the Service

<b>Service Description</b>	Calls made using the service are connected using an Internet connection rather than the copper phone lines of a Public Switched Telephone Network (PSTN) that a regular landline uses. This is called Voice over IP or VoIP. It allows 2 concurrent calls inbound or outbound to the public phone network via numbers hosted on the Wifi Hub Network, as well as access to send SMS.	
<b>Minimum Term(s)</b>	24 Months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• Up to 2 concurrent calls</li> <li>• 1 included DID</li> <li>• Voicemail, Voicemail to Email</li> </ul>	
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• This service is intended for residential use only.</li> <li>• This is a VoIP service. You will require high speed internet access, a modem/router, and a SIP capable handset</li> <li>• This is a prepaid service and you are required to ensure there is credit in your account to use this service. You will continue to be billed for the Service until you contact us to cancel the service.</li> </ul> <p><b>Service features</b></p> <ul style="list-style-type: none"> <li>• CLID Over-stamping (Number presented on outbound calls). You must register your preferred number first before they can be used.</li> </ul> <p><b>Emergency calls:</b></p> <ul style="list-style-type: none"> <li>• This service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000.</li> <li>• This service is not suitable for people with life threatening medical conditions that require priority assistance</li> </ul> <p><b>Security controls:</b></p> <ul style="list-style-type: none"> <li>• Call barring is available on request</li> </ul> <p><b>Number porting:</b></p> <ul style="list-style-type: none"> <li>• Included DIDs may not be exchanged/credited/substituted towards the cost of porting numbers to the service</li> </ul>	
<b>Important Restrictions</b>	<p>The following cannot be called from this service:</p> <ul style="list-style-type: none"> <li>• Australian Premium Rate Numbers (i.e. 190x)</li> <li>• Some operator assisted numbers and special service numbers</li> <li>• High risk International destinations</li> </ul> <p>The number of concurrent calls that you can use with this service is limited both by the service and by the service, we will provide you with 1 SIP registration.</p>	
<b>Important Recommendations</b>	<p>Wifi Hub recommends that this service be used with:</p> <ul style="list-style-type: none"> <li>• A dedicated Internet connection that is capable of supporting 2 concurrent calls: or a</li> <li>• Wifi Hub provided Internet Connection (billed on the same account) through which we can provide Quality of Service.</li> <li>• This service is not recommended for use on wireless internet connections.</li> </ul>	

## Information about Pricing (All prices include GST)

Minimum Monthly Charge	Total Minimum Price	
	24 Month Term	No Contract
Monthly Charge		
<b>\$10</b>	<b>\$240</b>	<b>\$10</b>

Termination Charge *Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)*

## Common Call Charges (All prices including GST)

Local/National	Australian Mobile	13/1300	International
25¢ / call	20¢ / minute billed in per minute increments	25¢ / call untimed	The cost of making an international call starts from 2¢ / minute. Calls are charged per minute or part thereof.

## Billing Information

**Billing Date** Your bill is charged on the same date each month and is the date your account was created (for example 11th May, 11th June, 11th July etc...).

**Service Activation Date** The service Activation Date is the date that your service is ready to use.

**First Bill Charges** Your first bill will include:

- Partial monthly charge from when the service was activated until the next Billing Date
- Any additional charges for non-recurrent items used during that billing period
- The minimum monthly charge in advance for the next billing period

## Other Information

### Customer Service contact details

Residential Customer Service  
**1300 943 448 or +61 2 6352 3087**

Mon-Fri: 8am to 10pm AEST  
<https://www.wifihub.com.au/Contact>

### How to access our dispute resolution process

Submit your concerns via email: [complaints@wifihub.com.au](mailto:complaints@wifihub.com.au)

### TIO contact details

At Wifi Hub, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Wifi Hub and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on **1800 062 058**.

For full contact details, visit:  
<http://www.tio.com.au/about-us/contact-us>

The above information is based on the standard service offering and is only a summary. On occasion, Wifi Hub may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.