

## Critical Information Summary

### Business Complex Plans

#### Information about the Service

Our Business Complex service delivers a symmetrical service connection to the KernWi-Fi network and includes unlimited internet.

#### Requirements and Availability

KernWi-Fi Business Complex services are subject to service qualifications within an approved KernWi-Fi building location.

To check availability of the service, please complete a sign-up form for your desired plan and we will contact you shortly after to advise availability at your location.

You will require a compatible router to connect to the KernWi-Fi service. If you don't already have one, Kern can offer you a suitable managed device at an additional cost.

Please see more information on the service in the Service Description and Customer Service Agreement available online at: <http://kernit.com.au/client>

#### Minimum Term

The KernWi-Fi Business Complex service is available for a minimum term of 36 months.

## Pricing Information

#### Monthly Charges

The Monthly charges are listed in the pricing table below.

Plan Name	Monthly Data	Monthly Charge 36 month contract	Activation Cost
Business Complex up to 20/20	Unlimited	\$218 incl GST	POA
Business Complex up to 30/30	Unlimited	\$264 incl GST	POA
Business Complex up to 50/50	Unlimited	\$399 incl GST	POA
Business Complex up to 100/100	Unlimited	\$685 incl GST	POA
Business Complex up to 400/400	Unlimited	\$999 incl GST	POA
Business Complex up to 1000/1000	Unlimited	\$1399 incl GST	POA

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

#### Setup & Cancellation Charges

- If you cancel your Business Complex Service before the end of your contract period, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months])



## **Other Information**

### **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 <http://kernwi-fi.com.au/terms-and-conditions/>

This information is correct as at 01/07/2019 – All prices quoted include GST