

Critical Information Summary: Personal NBN

Information about the Service:

Kern NBN™ service uses NBNCo infrastructure to be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Hybrid FibreCoaxial (HFC) as Ethernet, Fibre to the Curb (FTTC) as Ethernet. Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2.

Requirements and Availability:

The NBN service is only available within an NBN (FTTP, FTTB, FTTN, FTTC or HFC) ready service area. NBN availability can be checked using our coverage checker: <https://kernwifi.com.au/nbn/coverage>

- Additional once off \$300 nbn™ New Development charge applies if your premises are identified by nbn™ as being within the site boundary of a new development.

Pricing Information:

Monthly Charges:

The Monthly charges are listed in the pricing table below.

Plan Name	Speed	Monthly Data	Monthly Charge Incl GST	Total Min.Charge (no lock in contract)
Basic	25/5	Unlimited	\$80	\$245.00
Standard	50/20	Unlimited	\$90	\$255.00
Premium	100/20	Unlimited	\$110	\$275.00

- *Total Minimum Charge is the \$150.00 modem fee, \$15 modem delivery fee plus one month of plan rental.*

Setup & Cancellation Charges:

- Cancelling your NBN service will also cancel any other KernWi-Fi products you've purchased that are only available when bundled with NBN. Should those products have their own contract term, you are liable for their associated break fees.
- Cancellation of service requires 1 months' notice.

NBN Access:

- Where applicable, NBNCo will need to install equipment on the outside and inside (near a power point) of your premises. FTTC customers only will also need an NBN network connection device provided free of charge by NBNCo.
- You will also need an NBN-ready modem/router. (see Equipment)

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

NBN Speeds:

- FTTN, FTTC & FTTB speeds to be confirmed when active. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Kern NBN™. Devices connected by WiFi may experience slower. (Your speeds are affected by the length and quality of the copper used by NBN Co. Around 3 weeks after activation NBN Co will determine your maximum line speed.)
- Plans above 250/100Mbps will be shaped to 250Mbps down between 6pm and 12am.

Speed	Download speeds	Upload Speeds
Basic	21.3Mbps	Between 1Mbps & 5Mbps
Standard	46.0Mbps	Between 1Mbps & 20Mbps
Premium	85.4Mbps	Between 1Mbps & 40Mbps

- Basic, Standard and Premium indicate the underlying NBN wholesale connection speed tier and translate to the typical speeds above:

Fees:

Equipment:

You will require an NBN-ready modem/router to which KernWi-Fi can apply or you can BYO. (compatible device) Modem/Router cost is \$150 plus postage \$15 for standard mail. Other router options are also available.

New Development Fee:

The NBNCo may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Other Costs:

If you bundle your broadband service with other features including \$30 Business Support Pack, (includes a Static IP), Voip, your monthly costs may be different. For full terms and conditions on a Voip service, please see the relevant critical information summary or speak to our staff for more details.

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades.

CSG Waiver:

This service is provided on the basis that you agree to waive the Customer Service Guarantee (CSG).

Factors that can affect data speeds and performance:

Poor Performance may be caused by ...	Problem solving....
Poor Wi-Fi signal strength or interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, Wi-Fi Router or network cables	Using compatible hardware as per NBN plan requirements.
Too many simultaneous users	Manage your plan according to NBN plan

Customer Support:

You can contact our support team on (08) 7100 5432 or by email 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

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/>