

# Critical Information Summary

## Residential Plan – 12 Month Contract – Fixed Wireless

### Information about the Service

Monthly Data	Maximum Service Speed	Typical Evening Speed	Monthly Charge
Unlimited	12/2 Mbps	10.8 Mbps	\$60
Unlimited	25 /10 Mbps	19.5 Mbps	\$70
Unlimited	50/20 Mbps	43.8 Mbps	\$90
Unlimited	100/20 Mbps	88.5 Mbps	\$120

The KernWi-Fi Residential wireless broadband service delivers a reliable high-speed fixed wireless internet connection to locations across South Australia using our wireless network without requiring a conventional phone line.

The service will be provisioned to deliver the 'plan' selected download speed and the upload speed, within the Kern Network. You will not be able to achieve this maximum speed all of the time.

Actual speeds will vary online due to physical distance from the KernWi-Fi Tower, Internet traffic, servers, locations, environmental and routers and is not within the control of Kern. In addition, other factors can also affect your speeds which are located within your home (Local Area Network). Configuration and performance of devices within your network such as routers, switches, WiFi extenders, firewalls, any third-party equipment and use of VPN software installed. Connection to the router via WiFi instead of Ethernet cable. Number of users accessing the local network at the one time.

### Requirements and Availability

KernWi-Fi Fixed Wireless broadband services are subject to service qualification which includes confirming line of sight to one of our transmission towers and connected speed. To supply the service, we need to install an external wireless antenna on your premises in a suitable location which has line of sight to one of our towers.

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.

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

## Pricing Information

### Setup & Cancellation Charges

Residential 12 Month Contract customers have a standard setup fee of \$298 for 12 months contract.

If you cancel your home 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])

*Standard Setup fee is based on single storey roof access and includes cabling / hardware required into and within your premises up to the network boundary point. Additional fees will apply for heights over single storey and/or additional equipment requested. Additional costs will be advised prior to commencement of installation.*

### Equipment:

You may bring your own router (BYO), please check with us to ensure compatibility with our service. You may wish to purchase a router from KernWi-Fi if required.

### Other Information

#### Relocation

If you wish to move your service to another location, a relocation fee applies, P.O.A. It is important to note that KernWi-Fi cannot guarantee availability of service at any location. A test of availability can be arranged on request.

#### Customer Support

You can contact our support team on (08) 7100 5432 or by email [support@kernwifi.com.au](mailto:support@kernwifi.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@kernwifi.com.au](mailto:resolutions@kernwifi.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 <https://www.tio.com.au/complaints>

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 01/07/2023 – All prices quoted include GST