

Critical Information Summary: NBN Fibre FTTP/HFC - (1 Month Contract)

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 Fibre Coaxial (HFC) as Ethernet.

Requirements and Availability:

The NBN service is only available within an NBN (FTTP, or HFC) ready service area. NBN availability can be checked using our coverage checker: <https://www.nbnco.com.au/learn/rollout-map>

- Additional once off \$330 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 – Unlimited Plans		Speed	Typical Evening Speeds	Monthly Charge Incl GST
Family Starter	FTTP/HFC only	500/50 Mbps	N/A	\$95.00
Family Express	FTTP/HFC only	750/50 Mbps	N/A	\$120.00
Fibre Ultra Accelerate	FTTP/HFC only	1000/100 Mbps	N/A	\$130.00
Hyperfast HFC	HFC only	2000/100 Mbps	N/A	\$190.00
Hyperfast FTTP	FTTP only	2000/200 Mbps	N/A	\$190.00
Hyperfast FTTP Max	FTTP only	2000/500 Mbps	N/A	\$220.00

- *Total Minimum Charge: From \$199.00 for the modem, from \$15.00 for delivery, plus one month of plan rental (calculated pro rata).*
- *New services do not have sufficient data to calculate the typical busy period speed for them. We will update once the data is made available.*

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)

Equipment:

You will require an NBN-ready modem/router to which KernWi-Fi can supply, or you can BYO. (compatible device).

Please note that limited support is available on BYO. (compatible device).

- * Please discuss with the team for the best Modem / Router option for your NBN service. Optional NTD charges may apply based on order selection.

New Development Fee:

The NBNCo may charge a \$330 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, Static IP, 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 p: 1800 314 638 or by email 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

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/making-a-complaint>

Note: This is only a summary. Full Terms & Conditions for this service are also available at <https://kernwi-fi.com.au/terms-and-conditions/>