

## Critical Information Summary

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### **Information about the service**

The Kinetix Residential NBN plan is a broadband network service which uses the NBN network to deliver connectivity to the Network Boundary Point at your premises.

### **Requirement and Availability**

The Kinetix Residential NBN Plan is only available in areas that are services by nbnco FTTC, FTTP, FTTN, FTTB or HFC. NBN coverage can be found here <https://kinetix.net.au>.

You will require an NBN ready modem, with support for all types of NBN services. Your modem will need to be Wi-Fi enabled if you want to connect wireless devices. If you don't have a suitable device one can be included with this plan or bought outright. A \$10 delivery fee will be charged on all hardware orders.

### **Minimum Term**

Kinetix Residential NBN Plans are available with no fixed term contract, a one-time setup fee of \$99.95 is applicable however this fee is waived with the purchase of a new modem.

### **Information about pricing**

Monthly Charges

Plan Name	Monthly Included Data	Speed	Min. & Max. Monthly Charges	Total Min. Price (0 Month Contract)
<b>Home</b>	Unlimited	Up to 50Mbps/20Mbps	\$79.00	\$178.95

- Speed indicates the underlying NBN wholesales access connection speed. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speed.
- The Total Minimum Price on a 0-month contract is the standard \$99.95 activation fee plus 1 month of plan rental payable in advance of the service.
- A \$10 hardware delivery charge applies if a modem is supplied to you.
- Additional one off \$300 NBN New Development charge applies if your premises is identified as being within the site boundary of a new development.

## **Excess Usage**

Both downloads and uploads count toward your monthly included data. There are no excess usage charges on Kinetix Residential NBN Plans, instead when the included data quota is reached, traffic will be slowed to 8/1Mbps

## **Early Termination Fees**

If you decide to cancel your service, you need to provide us with at least 30 days' notice in writing. Fees associated with the service during this notice period are still applicable even if the service is disconnected early upon your request.

## **Billing Information**

Services required a valid direct bank debit or credit card authority. Subscriptions are payable one month in advance via valid direct bank debit or credit card. Subscription fees are deducted on the anniversary of your service activation monthly. Bills will be provided by email to the nominated account.

## **Other Information**

### **Add on Information**

Customers can obtain information about add-ons including VoIP phone plans at <https://kinetix.net.au>.

### **Usage Information**

Customers can obtain their NBN usage at <https://kinetix.net.au/userportal>

### **NBN Access Technologies**

Our Kinetix Residential NBN Plans can be delivered over the nbn Fibre to the Curb (FTTC) as Ethernet, Fibre to the Premises (FTTP) as Ethernet, Fibre to the Basement (FTTB as VDSL2, Fixed Wireless as Ethernet, or as Fibre to the Node (FTTN) as VDSL2.

### **Battery Backup and Power Outages**

Kinetix Residential NBN Plans delivered by FTTP have the ability to operate during a power outage if a battery backup unit is installed. A battery backup unit is only available for FTTP services. In order for your service to operate during a power outage please be aware that;

- You must have an active battery backup unit installed. This is optional and you can elect to get this installed when you apply for a Kinetix Residential plan.
- Access to the internet will only be available with a battery powered device (like a laptop) by connection directly to the data port (UNI-D) on the NBN Connection Box (NTD)
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not full charged it may last for less than three hours.

### **Customer Service Contact Details**

You can contact Kinetix customer service for Support and Billing at (02) 6910 3444 or by emailing [support@kinetix.net.au](mailto:support@kinetix.net.au), or for Sales assistance at (02) 6910 3444 or by emailing [info@kinetix.net.au](mailto:info@kinetix.net.au)

### **Dispute Resolution Process**

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact [info@kinetix.net.au](mailto:info@kinetix.net.au) or call (02) 6910 3444.

### **Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).