

# Kinetix Networks - NBN Residential

## - Fibre Uplift



### Critical Information Summary

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#### Information about the service

The Kinetix Networks - NBN Residential – Fibre Uplift plans are broadband network services which use the **nbn**® network to deliver connectivity to the Network Boundary Point at your premises. They include a free uplift of the location Primary Access Technology to become Fibre To The Premises (FTTP). Several plans are offered with different speed allowances.

#### A Notice About Pricing

All prices within this document are listed in Australian Dollars and are inclusive of GST.

#### Speed Plans

The listed Bandwidth / Speed indicates the possible maximum of the **nbn**® wholesales access connection to the Network Boundary Point at your location. Due to multiple factors, including but not limited to primary access technology, line quality, your compatible hardware and personal devices, observed speeds may vary and may be slower than the listed values.

| Plan Name               | Bandwidth / Speed   | Included Data | Pricing  | Period  | Total Contract |
|-------------------------|---------------------|---------------|----------|---------|----------------|
| Home Fast (Uplift)      | Up to 500/50 Mbps   | Unlimited     | \$ 95.00 | Monthly | \$1,239.95     |
| Home Superfast (Uplift) | Up to 750/50 Mbps   | Unlimited     | \$129.00 | Monthly | \$1,647.95     |
| Home Ultrafast (Uplift) | Up to 1000/100 Mbps | Unlimited     | \$149.00 | Monthly | \$1,887.95     |
| Home Hyperfast (Uplift) | Up to 2000/200 Mbps | Unlimited     | tba      | Monthly | tba            |

#### Contract Term

Kinetix Networks – NBN Residential – Fibre Uplift plans all come on a **12-month** term contract. The Minimum Total Contract Price is the standard \$99.95 activation fee plus 12 months of the selected Speed Plan.

#### Activation Fees

- A one-time setup fee of \$99.95 is applicable to each service, waived with the purchase of a new modem/router.
- A \$20 hardware delivery charge applies if a modem/router is supplied to you.
- A one-time NTD Uplift Swap fee of \$110.00 will apply when you change the device type for an **nbn**® NTD Installation

#### Renewal

At the completion of the Contract Term, your Kinetix Networks – NBN Residential – Fibre Uplift service will automatically renew to the equivalent 0-month (No contract) Kinetix Networks – Residential plan of the same speed.

#### Cancellation

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

Cancelling your service, moving to another RSP, or downgrading your speed plan before your full Contract Term has been fulfilled will apply an additional \$200 Fibre Uplift Early Termination Fee.

## Data Limits

There are no monthly data limits for any Kinetix Networks – NBN Residential plan, however your usage of this service is subject to our Acceptable Usage Policy found here <https://kinetix.net.au/aup.php>.

## Service Add-Ons

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

## Service Availability

The Kinetix Networks - NBN Residential – Fibre Uplift plans are only available to locations that are serviced by nbnco via the Fibre To The Node (FTTN) or Fibre To The Curb (FTTC) Primary Access Technologies where nbnco also indicate eligibility for the Fibre Connect program. NBN coverage and your location technology can be found here <https://kinetix.net.au>.

## Compatible Hardware

You will require an NBN compatible modem/router, with support for the Primary Access Technology of your location. This device and any attached cables must be capable of handling the speed delivered for your selected plan. If you want to connect wireless devices your modem/router must also be Wi-Fi capable at a suitable version.

If you do not have a suitable device, one can be purchased alongside this plan or bought outright. Most **nbn®** capable modem/routers purchased elsewhere should be supported but the responsibility for ensuring compatibility is yours.

## Billing Information

Purchasing a Kinetix Networks – NBN Residential plan requires a valid direct bank debit or credit card authority. Subscriptions are payable one month in advance. Cash is not accepted. Subscription fees are deducted on the anniversary of your service activation monthly.

Bills will be provided by email to the nominated account. It is your responsibility to ensure these details remain correct.

## Usage Information

Customers can obtain their usage data at <https://kinetix.net.au/userportal> or via making a request to our Customer Service.

## 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 <https://tio.com.au/making-a-complaint>.