

Critical Information Summary

Information about the service

The Kinetix Networks - NBN Residential plans are broadband network services which use the **nbn®** network to deliver connectivity to the Network Boundary Point at your premises. 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	Up to 500/50 Mbps	Unlimited	\$ 95.00	Monthly	\$194.95
Home Superfast	Up to 750/50 Mbps	Unlimited	\$129.00	Monthly	\$228.95
Home Ultrafast	Up to 1000/100 Mbps	Unlimited	\$149.00	Monthly	\$248.95
Home Hyperfast	Up to 2000/200 Mbps	Unlimited	tba	Monthly	tba

Contract Terms

Kinetix Networks – NBN Residential plans are available with no fixed term contract. The Minimum Total Contract 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.

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 New Development Charge of \$300 may be applicable, should **nbn®** indicate that it applies to your location, such as being within the boundary of a new development.
- A one-time Subsequent Installation Charge of \$300 may be applicable, should **nbn®** indicate that it applies to new hardware installation at your location.
- A one-time NTD Uplift Swap fee of \$110.00 will apply when you change the device type for an **nbn®** NTD Installation

Renewal

Your Kinetix Networks – NBN Residential service will automatically renew to the same plan each month until cancelled.

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.

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 plans are only available to locations that are serviced by nbnco via certain primary access technologies. NBN coverage and your location technology can be found here <https://kinetix.net.au>.

Our Kinetix Residential NBN Plans can be delivered over the following **nbn®** Primary Access Technologies:

- Fibre to the Premises (FTTP) as Ethernet
- Fibre to the Curb (FTTC) as Ethernet
- Fibre to the Basement (FTTB) as VDSL2
- Fibre to the Node (FTTN) as VDSL2
- Fixed Wireless (FW) as Ethernet
- Hybrid Fibre Coaxial (HFC) as Ethernet

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®** compatible 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, or for Sales assistance at (02) 6910 3444 or by emailing 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 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>.