

# Kinetix Residential NBN Plan



## Critical Information Summary

### 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.

### Requirements and Availability

The Kinetix Residential NBN Plan is only available in areas that are serviced by NBN FTTP, FTTB, Fixed Wireless or FTTN. NBN coverage can be found here <http://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 Plan's are available on no fixed term contract. Set up fee is \$99.95

### Included features

There are a range of value-added features included with our Kinetix Residential NBN Plan with further details available here (<https://kinetix.net.au>)

|                |                     |      |
|----------------|---------------------|------|
| Anytime Quotas | No excess data fees | IPv6 |
|----------------|---------------------|------|

### Information about pricing

#### Monthly Charges

| Plan Name                       | Monthly Included Data | Speed               | Min. & Max. Monthly Charges | Total Min. Price (0 mth Contract) | Total Min. Price (24 mth Contract) | Unit cost of 1GB of included data |
|---------------------------------|-----------------------|---------------------|-----------------------------|-----------------------------------|------------------------------------|-----------------------------------|
| Kinetix NBN Advantage-Unlimited | Unlimited             | Up to 50Mbps/20Mbps | \$89.95                     | \$189.90                          | \$2,158.80                         | N/A                               |

- 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
- A \$10 hardware delivery charge applies if a modem is supplied to you.
- Additional one off \$300 NBN New Development charge applies in your premises is identified as being within the site boundary of a new development

### Excess Usage

Both downloads and uploads count towards 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 table below will be applicable based on the time remaining on your contract.

| Service          | Tenure     |             |              |              |
|------------------|------------|-------------|--------------|--------------|
|                  | 0-6 Months | 7-12 Months | 13-18 Months | 19-24 Months |
| 0 Month Contract | N/A        | N/A         | N/A          | N/A          |

## Billing information

Services require 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 first of each month. The first and last months are billed on a pro rata basis. 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 Premises (FTTP) as Ethernet, Fibre to the Basement (FTTB) as VDSL2, Fixed wireless, or as Fibre to the Node (FTTN) as VDSL2.

### **Battery Backup and Power outages**

Kinetix Residential NBN Plans delivered as 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 NBN plan.
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting 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 fully 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) 5908 3290 or by emailing [support@pdk.net.au](mailto:support@pdk.net.au), or for Sales assistance at (02) 5908 3290 or by emailing [info@pdk.net.au](mailto:info@pdk.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@pdk.net.au](mailto:info@pdk.net.au) or call (02) 5908 3290.

### **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).