

# Critical Information Summary

## Residential Plan – 24 Month Contract

### Information about the Service

The KernWi-Fi Residential wireless broadband service delivers a reliable high-speed fixed wireless internet connection to locations across South Australia using our wireless network without requiring a conventional phone line.

The service will be provisioned to deliver the 'plan' selected download speed and the upload speed, within the Kern Network. You will not be able to achieve this maximum speed all of the time.

Actual speeds will vary online due to internet traffic, servers, locations and routers and is not within the control of Kern.

The average customer connection speed during non-peak times is between 10-12 Mbit. The average customer connection speed during peak times is 8-12 Mbit for 12/2 service.

The average customer connection speed during non-peak times is between 10-25 Mbit. The average customer connection speed during peak times is 8-18 Mbit for 25/5 service.

Important qualifications: Line Of Sight (LOS) to one of our transmission towers is required.

### Requirements and Availability

KernWi-Fi wireless broadband services is subject to service qualification which includes confirming line of sight to one of our transmission towers in South Australia. To supply the service, we need to install an external Wireless antenna on your premises in a suitable location which has line of sight to one of our towers.

To check availability of the service, please complete a sign-up form for your desired plan and we will contact you shortly after to advise availability as your location.

Please see more information on the service in the Service Description and Customer Service Agreement available online at: <http://kernit.com.au/client>

### Minimum Term

The KernWi-Fi Residential wireless broadband service is available for a minimum term of 24 months.

## Pricing Information

### Setup & Cancellation Charges

Residential 24 Month Contract customers have a standard setup fee of \$298.

If you cancel your Fibre service before the end of your contract period, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months])

## Monthly Charges

The Monthly charges are listed in the pricing table below.

Plan Name	Monthly Data	Monthly Charge	Total Minimum Price
Residential 20GB	20GB	\$40	\$1258
Residential 50GB	50GB	\$50	\$1498
Residential 100GB	100GB	\$60	\$1738
Residential 300GB	300GB	\$70	\$1978
Residential 500GB	500GB	\$90	\$2458
Residential 1000GB	1000GB	\$120	\$3178

*Standard Setup fee is based on single storey roof access and includes cabling / hardware required into and within your premises up to the network boundary point. Additional fees will apply for heights over single storey and/or additional equipment requested. Additional costs will be advised prior to commencement of installation.*

The Total Minimum Price on a 24 month agreement is the setup fee \$298 plus 24 months.

## Other Information

### Data Usage

Both downloads and uploads count towards your monthly usage.

There are no automatic excess usage charges on KernWi-Fi Wireless Broadband – instead, traffic beyond the included data will be slowed to 256 kbps. Quota is counted as the total of downloads plus uploads.

You may purchase additional data in the form of a data pack for an additional fee if required via our website.

### Relocation

If you wish to move your service to another location, a relocation fee applies, P.O.A. It is important to note that KernWi-Fi cannot guarantee availability of service at any location. A test of availability can be arranged on request.

### Track Your Usage

You can monitor your usage information on our website <http://kernit.com.au/client>

### Customer Support

You can contact our support team on (08) 7324 9928 or by email [support@kernwifi.com.au](mailto: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](mailto: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 <http://www.tio.com.au/making-a-complaint>

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

This information is correct as at 01/07/2019 – All prices quoted include GST