KernWi-Fi Wireless Solutions

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Critical Information Summary

Business nbn® Internet Plans

Business-grade nbn® services for home offices, growing teams, cloud collaboration and larger organisations. Available plans and maximum service profiles are confirmed during application through successful address verification, service qualification and order acceptance.

Service plans

Plan	Monthly charge	Maximum profile	Typical business-hours speed	Eligibility
Standard	$90	50/20 Mbps	47 Mbps down 18 Mbps up	Address verification required
Pro	$110	100/40 Mbps	94 Mbps down 37 Mbps up	Address verification required
Corporate	$220	250/100 Mbps	245 Mbps down 89 Mbps up	Address verification required
Enterprise	$240	500/200 Mbps	493 Mbps down 178 Mbps up	Address verification required
Enterprise Plus	$340	1000/400 Mbps	875 Mbps down 339 Mbps up	Address verification required

All amounts include GST. Unlimited data and one static public IPv4 address are included with each published plan, subject to technical compatibility and addressing policy.

Typical business-hours speed: These figures represent expected download and upload performance between 9 am and 5 pm and are not guaranteed minimum speeds. Actual performance may vary because of access technology, premises equipment, internal cabling, network demand, Wi-Fi conditions and application performance.

What is the service?

KernWi-Fi supplies Business nbn® broadband using nbn® wholesale infrastructure. The service includes unlimited data, a static public IPv4 address and local Australian support.

Address qualification

Plan availability is reviewed during application using the KernWi-Fi address qualification facility. The result may identify the Location ID, access technology, service class, status and potentially available technical profiles.

Qualification result

A displayed result is indicative and does not guarantee supply or confirm that every technical profile is available as a published KernWi-Fi plan. Final availability is confirmed after qualification review and order validation.

Shortfall and additional work

A serviceable result may still identify a shortfall requiring installation, technology-upgrade, remediation, development or premises work. Known charges will be identified during qualification or ordering.

Equipment and inclusions

A compatible business router or approved network handoff is required. Customers may use approved compatible equipment, but KernWi-Fi recommends supported routers, switches and Wi-Fi equipment supplied by KernWi-Fi because staff are trained on the equipment sold and can provide more complete configuration and troubleshooting support.

Business voice, managed networking, backup connectivity, symmetrical eNBN and optional support or SLA services may be ordered separately where available. Bundling is not compulsory.

Optional Service Level Agreement

Business nbn® does not automatically include a formal Service Level Agreement. Selected qualified services may be eligible for an optional SLA where expressly included in the applicable agreement.

The ordered SLA will specify any response targets, restoration targets, support window, availability commitment, service-credit entitlement and applicable exclusions. Available SLA options may depend on the service architecture, nbn® wholesale service, location and upstream supplier arrangements.

For SLA handling, faults must be lodged through My KernWi-Fi using the prescribed support workflow. A phone call or email alone does not start SLA response timing unless KernWi-Fi confirms otherwise in writing. SLA response targets refer to acknowledgement and commencement of triage, not necessarily full service restoration.

Business nbn® Internet Plans

Minimum term and cancellation

The minimum term is one month. The service then continues month to month. At least 30 days' written notice is required to cancel. Monthly charges continue during the notice period. There is no separate exit fee after the minimum term.

Billing and excess usage

Recurring charges are invoiced monthly in advance. Variable charges are invoiced in arrears. Invoices must be paid by the due date shown. There are no excess data charges because the published plans include unlimited data.

Plan changes and relocation

Changes and relocation remain subject to address verification, nbn® availability, technology, network capability, commercial approval and applicable charges. KernWi-Fi will confirm the effective date and billing adjustment before accepting a change.

Equipment ownership and support

Customer-purchased equipment becomes customer-owned once paid in full. Support for customer-supplied equipment may be limited to the agreed network handoff. Additional assistance may be chargeable.

Other fees and charges

Item	Charge or treatment
Static IPv4 address	One static public IPv4 address included with each published plan
Dishonoured payment	$15 per occurrence when an authorised automatic payment is rejected or reversed
Paper invoice	$5 per invoice
Card payment surcharge	No KernWi-Fi card payment surcharge from 1 October 2026
nbn® development fee	$330 may apply where relevant
Activation, equipment, cabling or onsite work	Assessed and quoted according to the premises and work required

Support and fault reporting

Standard support: Unless enhanced support is expressly ordered, standard support is available Monday to Friday, 9:00 am to 5:00 pm Adelaide time, excluding public holidays. Fault investigation and escalation may depend on nbn® or other upstream support availability.

Fault reporting: Lodge faults through My KernWi-Fi or call **1800 314 638**. For SLA-backed services, the portal requirements in the ordered SLA apply.

Supplier dependency: Restoration may depend on nbn®, upstream suppliers, site access, equipment availability and customer cooperation. A response target does not necessarily mean full restoration within that period.

Qualifications

KernWi-Fi may restrict, suspend or cancel the service where permitted by the agreement or law, including for non-payment, breach of the Master Terms or Acceptable Use Policy, service misuse, network interference, or abusive, threatening or unreasonable conduct toward staff.

Complaints and TIO

Call **1800 314 638** or email **resolutions@kernwifi.com.au**. If unresolved after KernWi-Fi has had a reasonable opportunity to address the matter, eligible customers may contact the TIO on **1800 062 058** or visit **tio.com.au**.

Important documents

- KernWi-Fi address qualification
- KernWi-Fi Master Terms and Conditions
- Privacy Policy
- Acceptable Use Policy
- Complaints Handling Policy

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