KernWi-Fi Wireless Solutions

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Critical Information Summary

KernWi-Fi Fixed Wireless Internet

KernWi-Fi-operated wireless internet for qualified homes, businesses and operational locations. This is a best-efforts service using shared unlicensed spectrum and is separate from nbn® Fixed Wireless.

Service plans

Plan	Monthly charge	Maximum profile	Typical evening speed	Eligibility
Basic	$70	25/10 Mbps	23.0 Mbps download	Qualified location
Standard	$90	50/20 Mbps	43.0 Mbps download	Qualified location
Premium	$120	100/20 Mbps	86.0 Mbps download	Qualified location

All amounts include GST. Unlimited data and dynamic IPv4 are included. A static public IPv4 address may replace the included dynamic IPv4 address for an additional $10 per month, subject to compatibility and availability.

Typical evening speed: These figures represent expected download performance during the busy period between 7 pm and 11 pm and are not guaranteed minimum speeds. Typical evening upload speeds are not currently published. Local interference may occur because the service uses shared unlicensed spectrum. Performance may also vary because of radio-path conditions, network capacity, customer equipment, internal networking, Wi-Fi conditions and applications.

What is the service?

KernWi-Fi Fixed Wireless is a terrestrial wireless internet service operated by KernWi-Fi. The plans include unlimited data and dynamic public IPv4 addressing.

Where is it available?

Availability is subject to address qualification, radio-path feasibility, network capacity, installation access and commercial approval.

Activation and installation

Installation, mounting, cabling, power, travel, site access and site-specific requirements are assessed during application. There is no universal standard installation price.

Customer-premises requirements

An external radio or antenna is normally required. Safe access, a suitable radio path and property-owner approval may be required. Buildings, vegetation and changes to the path may affect service.

Equipment and support

A compatible router or approved network handoff is required. External radio, mounting, cabling, router and internal Wi-Fi requirements are assessed during application.

Customers may use approved compatible equipment, but KernWi-Fi recommends purchasing supported routers, switches and Wi-Fi equipment from KernWi-Fi. KernWi-Fi staff are trained in the equipment supplied and can provide more complete configuration, troubleshooting and ongoing support.

Support for customer-supplied or unsupported equipment may be limited to confirming that the Fixed Wireless service is operational at the agreed network handoff. Additional assistance may be chargeable.

Important inclusions and qualifications

- Unlimited data is included and there are no excess data charges. The Acceptable Use Policy and reasonable network-management provisions continue to apply.
- The service does not need to be bundled with another KernWi-Fi service. Optional static IP, router, managed Wi-Fi, voice and support services may be ordered separately where available.
- The service is supplied on a best-efforts basis and does not include a Service Level Agreement, Service Schedule, guaranteed restoration target or service credits.
- KernWi-Fi may restrict, suspend or cancel the service where permitted by the agreement or applicable law, including if the customer fails to pay an amount due, breaches the KernWi-Fi Master Terms and Conditions or Acceptable Use Policy, misuses the service, interferes with the network, or engages in abusive, threatening or unreasonable conduct toward KernWi-Fi staff.

KernWi-Fi Fixed Wireless Internet

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

Recurring charges are invoiced monthly in advance. Variable charges are invoiced in arrears. Invoices must be paid by the due date shown on the invoice.

Relocation and plan changes

Relocation and plan changes are subject to availability, capacity, technical qualification and applicable charges. KernWi-Fi will confirm the effective date and billing adjustment before accepting a change.

Equipment ownership

Equipment purchased by the customer becomes customer-owned once paid in full. KernWi-Fi-owned service-delivery equipment remains KernWi-Fi property and may be subject to recovery or return requirements.

Other fees and charges

Item	Charge or treatment
Static IPv4 address	$10 per month, including GST, subject to compatibility and availability
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
Equipment, installation or site work	Assessed and quoted according to the premises, selected equipment and work required

Support and fault reporting

Standard support hours: Monday to Friday, 9:00 am to 5:00 pm Adelaide time, excluding public holidays. Report faults through My KernWi-Fi or call **1800 314 638**. Requests lodged outside standard support hours will be recorded and reviewed during the next applicable support period.

No SLA or Service Schedule: The service does not include guaranteed availability, throughput, latency, restoration times, service credits, a Service Level Agreement or a product Service Schedule.

Support boundary: KernWi-Fi supports the internet service to the agreed network handoff. Where KernWi-Fi supplies and manages the router, switching or UniFi Wi-Fi equipment, support may extend to those components. Support for unsupported customer equipment may be limited or chargeable.

Complaints

If you have a complaint, call **1800 314 638** or email **resolutions@kernwifi.com.au**. KernWi-Fi will investigate the complaint under its complaints-handling process.

Telecommunications Industry Ombudsman

If a complaint remains unresolved after KernWi-Fi has had a reasonable opportunity to address it, eligible customers may contact the Telecommunications Industry Ombudsman on **1800 062 058** or visit **tio.com.au**.

Important documents

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

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