KernWi-Fi Wireless Solutions

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Critical Information Summary

Home nbn® Internet Plans

KernWi-Fi Home nbn® internet services for eligible Australian premises. Availability and performance depend on the nbn® access technology and maximum wholesale speed supported at the address.

Service plans

Plan	Monthly charge	Maximum profile	Typical evening speed	Eligibility
Basic	$80	25/10 Mbps	23.0 Mbps download	Eligible nbn® premises, subject to technology and qualification
Standard	$90	50/20 Mbps	43.0 Mbps download	Eligible nbn® premises, subject to technology and qualification
Premium	$110	100/20 Mbps	86.0 Mbps download	Eligible premises supporting the selected speed profile

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. Actual performance may vary because of the nbn® access technology, physical line capability, network demand, customer equipment, internal cabling, Wi-Fi conditions and applications. Typical evening upload speeds are not currently published for these plans.

What is the service?

KernWi-Fi supplies internet access using an eligible nbn® wholesale access service. The selected plan provides unlimited data and a dynamic public IPv4 address.

Where is it available?

Availability depends on the nbn® access technology serving the premises, the maximum wholesale speed supported at the address and successful service qualification.

Activation and development charges

An nbn® activation, new-development or network infrastructure charge may apply depending on the premises and work required. A $330 development fee may apply where relevant.

Access technology

Home nbn® may use eligible FTTP, HFC, FTTC, FTTB or FTTN access. Available plans depend on the installed technology and confirmed premises capability. Copper-based services may operate below the selected maximum profile.

Equipment and installation

A compatible router is required. nbn® may supply or require network termination equipment according to the access technology. Router, cabling 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 nbn® 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. Acceptable-use and network-management provisions may still apply.
- The service does not need to be bundled with another KernWi-Fi service.
- Plan availability and actual performance depend on the nbn® technology and network conditions at the premises.
- Home nbn® is a standard residential service 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.
- Power failures may affect the internet service and any dependent voice or alarm service unless suitable backup arrangements are in place.

Home 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.

Billing

Recurring charges are invoiced monthly in advance. Usage-based or 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 nbn® availability, supported technology, capacity and applicable charges. The effective date and billing adjustment will be confirmed before a change is accepted.

Equipment ownership

Equipment purchased by the customer becomes customer-owned once paid in full. nbn® or KernWi-Fi service-delivery equipment remains the property of the relevant owner and may be subject to return or recovery 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
nbn® development fee	$330 may apply for eligible new-development or network infrastructure circumstances

Support and fault reporting

Standard residential support hours: Monday to Friday, 9:00 am to 5:00 pm Adelaide time, excluding public holidays. Home nbn® fault investigation and escalation may depend on nbn® support availability during these hours. 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: Home nbn® 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. KernWi-Fi may be unable to resolve faults caused by unsupported customer equipment, internal cabling, third-party routers, Wi-Fi coverage, connected devices or customer configuration changes.

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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