KernWi-Fi Wireless Solutions

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Critical Information Summary

Fibre nbn® Internet Plans

Residential higher-speed internet services for eligible premises served by nbn® Fibre to the Premises (FTTP) or Hybrid Fibre Coaxial (HFC). Availability, technology and supported speed profiles remain subject to address qualification.

Service plans

Plan	Monthly charge	Maximum profile	Typical evening speed	Eligibility
500/50 Starter	$95	500/50 Mbps	485 Mbps down 47 Mbps up	Eligible FTTP and HFC
750/50 Express	$120	750/50 Mbps	738 Mbps down 44 Mbps up	Eligible FTTP and HFC
1000/100 Ultra	$130	1000/100 Mbps	875 Mbps down 93 Mbps up	Eligible FTTP and HFC
2000/100 Hyperfast HFC	$190	2000/100 Mbps	1780 Mbps down 92 Mbps up	Eligible HFC
2000/200 Hyperfast FTTP	$190	2000/200 Mbps	1810 Mbps down 178 Mbps up	Eligible FTTP
2000/500 Hyperfast FTTP	$220	2000/500 Mbps	1810 Mbps down 430 Mbps up	Eligible FTTP

All amounts include GST. Unlimited data and dynamic IPv4 are included. A static public IPv4 address may be ordered separately for $10 per month, subject to compatibility and availability.

Typical evening speed: These figures represent expected download and upload performance during the busy period between 7 pm and 11 pm and are not guaranteed minimum speeds. Actual performance may vary because of nbn® access technology, premises equipment, internal cabling, Wi-Fi conditions, connected devices, network demand and application performance.

What is the service?

KernWi-Fi supplies residential Fibre nbn® broadband using eligible nbn® FTTP or HFC wholesale access. Plans include unlimited data and dynamic public IPv4 addressing.

Where is it available?

Availability depends on the nbn® access technology serving the premises, supported wholesale speed profile, network capability and successful address qualification.

Activation and development charges

An nbn® activation, installation, new-development or network-infrastructure charge may apply. A $330 development fee may apply where relevant.

Technology eligibility

500/50, 750/50 and 1000/100 require eligible FTTP or HFC. 2000/100 requires eligible HFC. 2000/200 and 2000/500 require eligible FTTP.

Equipment and support

A compatible router is required. Router, internal cabling and 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 because staff are trained in the equipment supplied and can provide more complete configuration and troubleshooting support.

Support for customer-supplied 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. The Acceptable Use Policy and reasonable network-management provisions continue to apply.
- Bundling is not compulsory. Optional static IP, router, managed Wi-Fi, voice and support services may be ordered separately where available.
- Fibre nbn® is a standard residential service and does not include a Service Level Agreement, product 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 for non-payment, breach of the Master Terms or Acceptable Use Policy, service misuse, network interference, or abusive, threatening or unreasonable conduct toward staff.

Fibre 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

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 nbn® availability, technology, qualification, network capability and applicable charges. KernWi-Fi will confirm the effective date and billing adjustment before accepting a change.

Equipment ownership

Customer-purchased equipment 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, 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 infrastructure circumstances
Equipment, cabling or onsite work	Assessed and quoted according to the premises and work required

Support and fault reporting

Standard residential support hours: Monday to Friday, 9:00 am to 5:00 pm Adelaide time, excluding public holidays. 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: 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. Support for unsupported customer equipment, internal cabling, Wi-Fi coverage or connected devices 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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