KernWi-Fi Wireless Solutions

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Critical Information Summary

nbn® Fixed Wireless Internet Plans

Residential internet services for eligible premises served by the nbn® Fixed Wireless network. This product is separate from KernWi-Fi-operated Fixed Wireless.

Service plans

Plan	Monthly charge	Maximum profile	Typical evening speed	Eligibility
Entry	$95	100/20 Mbps	83.0 Mbps download	Eligible nbn® Fixed Wireless premises
Standard	$105	250/20 Mbps	223.0 Mbps download	Eligible nbn® Fixed Wireless premises

All amounts include GST. Unlimited data and dynamic IPv4 are included. A static public IPv4 address may be ordered separately, or supplied as part of the optional Home Support Pack.

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 nbn® Fixed Wireless signal conditions, tower capacity, 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 residential internet access using the nbn® Fixed Wireless access network. The plans include unlimited data and dynamic public IPv4 addressing.

Where is it available?

Available only at premises confirmed by nbn® as serviceable by Fixed Wireless. Plan and speed eligibility remain subject to nbn® qualification and network capability.

Activation and development charges

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

nbn® equipment and installation

nbn® may install an outdoor antenna and network termination equipment. Safe access, power, cabling, landlord approval and an authorised adult at the premises may be required.

Equipment and optional 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.

Optional Home Support Pack: $30 per month, including GST. The pack includes a static IPv4 address for a home server or VPN and Priority Local Support. The add-on is optional and does not create an SLA, guaranteed restoration target or service-credit entitlement.

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.
- The service 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, breaches the Master Terms or Acceptable Use Policy, misuses the service, interferes with the network, or engages in abusive, threatening or unreasonable conduct toward staff.

nbn® Fixed Wireless 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, 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
Home Support Pack	$30 per month, including static IPv4 and Priority Local Support
Static IPv4 address	$10 per month when ordered separately, subject to compatibility and availability
Dishonoured payment	$15 per occurrence when an authorised automatic payment is rejected or reversed
Paper invoice	$5 per invoice
nbn® development fee	$330 may apply for eligible new-development or 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. 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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