Critical Information Summary: Opticomm Broadband

Description of the Service

Broadband internet service via the Opticomm network

Plan Summary

Plan	25 Opticomm	50 Opticomm	100 Opticomm	500 Opticomm	750 Opticomm	1000 Opticomm
Min/Max Monthly Fee	$63	$78	$84	$89	$104	$128
Max Down Speed	25 Mbps	50 Mbps	100 Mbps	500 Mbps	750 Mbps	1000 Mbps
Max Up Speed	5 Mbps	20 Mbps	20 Mbps	50 Mbps	50 Mbps	50 Mbps
Typical Evening Speed	25 Mbps	50 Mbps	100 Mbps	450 Mbps	700 Mbps	800 Mbps

Information About the Service

What is the service? Opticomm is a broadband service for delivering high-speed Internet to Australian residential and businesses via fixed line infrastructure such as fibre to the premises.

This service is not available in all areas, please visit - [https://www.opticomm.com.au/check-your-address/] to see if your address is available.

What is required to use this service?

- You will need an address listed as being Opticomm-ready.
- You will need an Opticomm-capable modem/router to access the service. In some cases Opticomm may need to install

What is Included

- Included data when using the Opticomm service

What is not Included

- Static IP Address
- Hardware (e.g. Router or Modem, we can supply equipment if required, a quotation will be sent to you).
- Where additional internal cabling or "MDF Patching" might be required, if deemed required an external 3rd party such as an electrician will need to be engaged at the customer's expense.
- Dishonour and late payment fees
- Address transfers, if you move to another premises a new service will be ordered and

equipment at your premises, in some cases, a power point will be required and you will need to have approval from the building owner for the works to be completed.

- If the premises are in a multi-dwelling building Opticomm may require access to common areas such as the MDF.

Other Potential Costs

- If you don't have a router or modem one can be supplied, there will be an additional outright cost for this. We will provide you with a quote for the type of service you have.
- You will need to pay for your own internal cabling if required.
- In some cases, your address may be classed as a subsequent install. When this happens there is a $299 new line fee, we will advise you of this before commencing with the install.

New development fee

The Opticomm may charge a $300, $330 or $550 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

your current service will be terminated and may cause a termination fee.

Service Speeds

The nominated service speed refers to the maximum configured throughput of the connection at the NTD ethernet port. Actual speeds may be lower due to factors such as network conditions, demand, and general internet performance.

Important Qualifications

- We may suspend or cancel the service if:
- You do not pay your bill
- Breach our fair use policy - https://quokkanet.au/fair-use/
- You are abusive to our staff

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting - https://quokkanet.au/about/legal/

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

Broadband Education Package
https://www.commsalliance.com.au/BEP