

Critical Information Summary: Summit Internet Broadband

Description of the Service

Broadband internet service via the Summit Internet fixed wireless network, independent of the nbn™.

Plan Summary

Plan	Monthly fee	Set-up fee	Minimum total cost	Max download speed	Max upload speed	Typical evening speed
Summit 25	\$68	\$300	\$368	25 Mbps	5 Mbps	25 Mbps
Summit 50	\$78	\$300	\$378	50 Mbps	20 Mbps	50 Mbps
Summit 100	\$88	\$300	\$388	100 Mbps	40 Mbps	100 Mbps

All prices include GST and are the standard monthly prices, without any promotional discount. Every plan includes unlimited data and has a minimum term of 1 month. Minimum total cost is the first month plus the set-up fee. Typical evening speed is the speed you can expect between 7pm and 11pm.

Information About the Service

What is the service? Summit Internet Fixed Wireless is a broadband service that delivers high-speed Internet to Australian residential and business customers in Melbourne via fixed wireless infrastructure.

This service is not available in all areas.

What is required to use this service?

- You will need an address listed as being Summit Internet-ready.
- You will need a Summit Internet-capable modem/router to access the service.
- Summit Internet will need to install equipment at your premises. In some cases a power point will be required, and you will need approval from the building owner for the works to be completed.
- If the premises are in a multi-dwelling building, Summit Internet may require access to common areas such as the MDF.

Minimum Term

Plans are month-to-month with no lock-in period. Your service will automatically renew each month unless cancelled before the renewal date.

Other Potential Costs

- If you don't have a router or modem, one can be supplied at an additional outright cost. 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.
- The \$300 set-up fee covers professional installation of your Summit Internet fixed wireless equipment.

What is Included

- Unlimited data when using the Summit Internet service

What is not Included

- Static IP address
- Hardware (e.g. router or modem). We can supply equipment if required, and will send you a quote.
- Where additional internal cabling or "MDF patching" is required, an external third 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 your current service will be terminated, which 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. Fixed wireless speeds also vary with network load and line of sight to the tower.

Important Qualifications

We may suspend or cancel the service if:

- You do not pay your bill
- You 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 at

<https://quokkanet.au/about/legal>

Telecommunications Industry Ombudsman

If you are unsatisfied with the resolution of your complaint after following the Dispute Process, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062

058 or at www.tio.com.au

Broadband Education Package

<https://www.commsalliance.com.au/BEP>