quokkanet.au
support@quokkanet.au
1800 663 977
Level 20/31 Queen St, Melbourne VIC 3000
ABN: 16 664 851 558

# Critical Information Summary: Vision Network Broadband

## Description of the Service

Broadband internet service via the Vision Network network.

## Plan Summary

| Plan | Monthly fee | Set-up fee | Minimum total cost | Max download speed | Max upload speed | Typical evening speed |
|---|---|---|---|---|---|---|
| **Vision 25** | $38.99 | $0 | $38.99 | 25 Mbps | 5 Mbps | 23 Mbps |
| **Vision 50** | $58.99 | $0 | $58.99 | 50 Mbps | 20 Mbps | 48 Mbps |
| **Vision 100** | $65.99 | $0 | $65.99 | 100 Mbps | 40 Mbps | 98 Mbps |
| **Vision 250** | $67.99 | $0 | $67.99 | 250 Mbps | 50 Mbps | 209 Mbps |
| **Vision Max** | $68.99 | $0 | $68.99 | 250–990 Mbps | 20–50 Mbps | 509 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? Vision Network is a broadband service for delivering high-speed Internet to Australian residential and business customers via fixed line infrastructure such as fibre to the premises.

This service is not available in all areas.

## What is required to use this service?

- You will need an address listed as being Vision-ready.
- You will need a Vision Network-capable modem/router to access the service. In some cases Vision Network may need to install equipment at your premises. A power point may 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, Vision Network may require access to common areas such as the MDF.

## What is Included

- Unlimited data when using the Vision Network 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.



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## 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.
- 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

Vision Network may charge a $300 new development fee if you are the first connection in a newly developed area, or the first connection in an established area where the number of premises has increased. We will always tell you before your order is submitted.

## 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

## 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
- You breach our Fair Use Policy: https://quokkanet.au/fair-use
- You are abusive to our staff

## Broadband Education Package

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