

Critical Information Summary: VostroNet

Description of the Service

Broadband internet service via the VostroNet network

Plan Summary

Plan	Min/Max Monthly Fee	Max Download Speed (Mbps)	Max Upload Speed (Mbps)
VostroNet 25/10	\$54	25	10
VostroNet 50/20	\$68	50	20
VostroNet 100/20	\$75	100	20
VostroNet 250/100	\$78	250	100
VostroNet 500/50	\$75	500	50
VostroNet 750/50	\$81	750	50
VostroNet 1000/100	\$94	1000	100
VostroNet 1000/400	\$120	1000	400

Information About the Service

What is the service? VostroNet 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.

What is required to use this service?

- You will need an address listed as being VostroNet-ready.
- You will need a VostroNet-capable modem/router to access the service. In some cases, VostroNet may need to install equipment at your premises; in some cases, a power point will be required and you will need to have approval from the building

What is Included

- Included data when using the VostroNet 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 your current service will be

owner for the works to be completed.

- If the premises are in a multi-dwelling building, VostroNet 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; 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

VostroNet may charge a \$300 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.

terminated.

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>