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

Critical Information Summary: SUPA Networks Broadband

Description of the Service

Broadband internet service via the SUPA Networks network (previously Fibre Corp).

Plan Summary

Plan	Monthly fee	Set-up fee	Minimum total cost	Max download speed	Max upload speed	Typical evening speed
SUPA 25	$64	$0	$64	25 Mbps	10 Mbps	24 Mbps
SUPA 50	$74	$0	$74	50 Mbps	20 Mbps	48 Mbps
SUPA 500 Boost	$84	$0	$84	500 Mbps	500 Mbps	450 Mbps
SUPA 750 Boost	$108	$0	$108	750 Mbps	750 Mbps	720 Mbps
SUPA 1000 Boost	$119	$0	$119	1000 Mbps	1000 Mbps	800 Mbps
SUPA 2000 Boost	$158	$0	$158	2000 Mbps	2000 Mbps	1600 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? SUPA Networks 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 SUPA Networks-ready.
- You will need a SUPA Networks-capable modem/router to access the service. In some cases SUPA Networks 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, SUPA Networks may require access to common areas such as the MDF.

What is Included

- Unlimited data when using the SUPA Networks 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 $270 new line fee. We will advise you of this before commencing with the install.

New Development Fee

SUPA Networks may charge a $300 (incl. GST) 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. SUPA Networks usually collects this fee at property settlement; if it was not collected then, SUPA Networks invoices it directly when your order is processed. It is not charged by Quokka Net. We will always tell you before your order is submitted.

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

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

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