

Critical Information Summary: Summit Internet Broadband

Description of the Service

Broadband internet service via the Summit Internet Wireless network

Plan Summary

Plan	CLIMBING FOR THE SUMMIT	REACH THE SUMMIT	CONQUER THE SUMMIT
Min Monthly Fee	\$78	\$88	\$108
Max Monthly Fee	\$78	\$88	\$108
Setup Fee	\$300	\$0	\$0
Total Min Cost	\$78	\$88	\$108
Max Down Speed	25 Mbps	50 Mbps	100 Mbps
Max Up Speed	5 Mbps	20 Mbps	40 Mbps
Typical Evening Speed	25 Mbps	50 Mbps	100 Mbps
Monthly Data	Included	Included	Included
Minimum Term	1 month	1 month	1 month

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 businesses 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.

What is Included

- Included 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, 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

- 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.

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.

Set Up fee

There is a \$300 set-up fee which will be charged. The set-up fee covers the professional installation of your Fixed Wireless equipment.

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 and may cause a termination fee.

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