

## Critical Information Summary: Opticomm broadband

### Description of the Service

Broadband internet service via the Opticomm network

### Plan Summary

Plan	ONE OPTI QUOKK	TWO OPTI QUOKKS	THREE OPTI QUOKKS	ROCK AROUND THE OPTI QUOKK!	ULTRA OPTI QUOKK
Min Monthly Fee	\$78	\$88	\$98	\$128	\$148
Max Monthly Fee	\$78	\$88	\$98	\$128	\$148
Total Min Cost	\$78	\$88	\$98	\$128	\$148
Max Down Speed	25 Mbps	50 Mbps	100 Mbps	250 Mbps	1000 Mbps
Max Up Speed	5 Mbps	20 Mbps	20 Mbps	25 Mbps	50 Mbps
Typical Evening Speed	20 Mbps	45 Mbps	90 Mbps	200 Mbps	900 Mbps
Monthly Data	Included	Included	Included	Included	Included
Minimum Term	1 month	1 month	1 month	1 month	1 month

#### Information About the Service

What is the service? Opticomm 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, please visit -

[\[https://www.opticomm.com.au/check-your-addr](https://www.opticomm.com.au/check-your-addr)

#### What is Included

- Included data when using the Opticomm 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).

[ess/\]](#) to see if your address is available.

### What is required to use this service?

- You will need an address listed as being Opticomm-ready.
- You will need an Opticomm-capable modem/router to access the service. In some cases Opticomm 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 owner for the works to be completed.
- If the premises are in a multi-dwelling building Opticomm 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.
- 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

The Opticomm 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.

- 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 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](http://www.tio.com.au)