SUPA Networks Fibre Broadband

Service Description

The service is a residential broadband Internet service that utilises the SUPA network infrastructure to provide access to the Internet to your premises, including Fibre-to-the-Premises (FTTP). There may be technical or commercial reasons that affect our ability to connect service at your address. For availability, please contact our Customer Support team.

Contract Terms

The minimum contract term is 1 month. Occom offers a no lock-in Contract, with $0 Activation Fee.

Excess Usage Charge

There are no excess usage charges.

Internet Speed

Denoted as maximum port speed, the actual speed you can achieve can vary due to several factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use and the source and destination of content you access on the Internet. Therefore, Occom can NOT guarantee you will get the maximum port speed. It is not possible for us to determine precisely the speed that you will be able to achieve until your service is connected. If you are not achieving satisfactory speeds or you cannot achieve the typical speeds shown for your plan after connecting to a higher speed tier, please contact us as soon as possible.

Upgrading / Downgrading Your Plan

You may change your plan at any time regardless of the contract term. A downgrade plan fee of $50 may apply. There is no fee for upgrading your plan.

Relocating Your Service

You can relocate service to a new address by paying a relocation charge ($99). If there is no serviceable fibre coverage, we will offer to provide you with mobile broadband service. If you decide not to relocate, standard termination terms and charges will apply.

Cancelling Your Service

If you need to cancel your SUPA Networks Fibre service, you must provide 30 days' notice. No-contract customers: No early termination fee applies. You will only be charged for services used up to your cancellation date. Contracted customers: If you cancel before the end of your contract term, an early termination fee will apply. Please refer to the Additional Charges for details. Other applicable charges (such as equipment costs) may also apply. Charges are calculated on a pro-rata basis. No pro-rata credits or refunds are offered for cancelled services.

New Developments Activation Fee

If you're in new development and not already activated with SUPA, or if you require subsequent installation, SUPA may charge up to **$300** to connect your premises to the services. If applicable, the charge will be passed to you through Occom.

Hardware Charge

You don't have to purchase a modem from Occom, but we can provide a compatible and pre-configured modem if you do not have one to ensure premium Internet performance. Modem cost varies based on your selection of the model. Postage costs are $18 for Australia Post Standard Mail and $20 for Australia Post Express Mail.

Plans & Minimum Charges

		Total Minimum Charges
Monthly Charge	**Plan**	**No Contract**
$70.00	25/25 Boost Unlimited Data Plan	$70.00
$85.00	50/50 Boost Plus Unlimited Data Plan	$85.00
$90.00	500/500 Turbo Unlimited Data Plan	$90.00
$110.00	750/750 Ultra Unlimited Data Plan	$110.00
$120.00	1000/1000 Lightning Unlimited Data Plan	$120.00
$180.00	2000/2000 Hyper Unlimited Data Plan	$180.00

**Charges quoted above are for SUPA Networks services. Additional fees may apply when bundling with other services. Static Public IP Address is available upon request for $10/month extra. Please refer to the typical evening speeds in the Key Facts Sheet. All prices are inclusive of GST.*

First Payment

When signing up, your first monthly fee will be charged in advance. This upfront payment will be applied to your first monthly bill. However, the billing cycle will not start until your service is activated and the billing date is set. Service Activation Date is the date that your service is activated by SUPA.

Billing Date

Your bill is charged on the same date each month (unless it falls into a public holiday and will be processed on the following business day). For example, if your service is activated on the 3rd of October, the billing date will be the 3rd of each month. The monthly fee is prepaid and will be charged at the beginning of each billing cycle.

One-off Applicable Charges & Other Charges

One-off charges such as the Activation Fee, New Development Charge, Modem Charge, Postage, and any other additional charges for non-recurrent items will be debited from your authorized direct debit account when it occurs. For other charges, please refer to:

https://occom.com.au/additional-charge/

Payment Options

Direct Debit Payment Details:

Payment Method	Surcharge
Bank Account	$0.38 per transaction
Visa/MasterCard	1.10% per transaction ($0.38 minimum)
Amex/Diners Club	1.65% per transaction ($0.38 minimum)
A $6 dishonour fee will apply for each failed payment. No late payment fee will be charged for Direct Debit	

Non-Direct Debit Payment Details:

Payment Method	Surcharge
PayID	$0.00 surcharge
Bank Transfer	$0.00 surcharge
WeChat/Ali Pay	1% per transaction
A $15 late payment fee applies if the payment is not received by the due day.	

Offer Conditions

- To use the service, you need a compatible modem
- You must be the owner of the property (or have the owner's consent) before service is installed
- Please be noted that your service may be restricted and/or cancelled if:
  - You failed to pay your bill
  - You are abusive to our staff
  - You breach the Terms & Conditions or Fair Use Policy (https://occom.com.au/all-policies/)

Customer Service Contact Details

Our Customer Service staff can be contacted by:

Email – support@occom.com.au

Phone – 1300299 999 (8am to10 pm Monday – Friday, Weekends & Public Holidays)

Fax – 02 9012 0328

Mail – Level 5 /104 Mount Street North Sydney NSW 2060

Complaints

You may make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – Escalation@occom.com.au

Fax – 02 9012 0328

TIO Contact Details

At Occom, we pride ourselves on delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Occom and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting the TIO website at www.tio.com.au/complaints.

The above information is based on the standard service offering and is only a summary. On occasion, Occom may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.