url networks
stress-free telecommunications

Critical Information Summary: SUPA 25

Description of the Service

Internet service delivered over SUPA Networks

Plan Summary

Minimum monthly charge	$65.00
Maximum monthly charge	$65.00
Total minimum cost	$65.00
Minimum term applicable	1 Month
Typical evening speed	24 Mbps

Information About the Service

What is the service?

SUPA Networks 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 SUPA Networks ready
- In some cases, SUPA Networks 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, SUPA Networks may require access to common areas such as the MDF.

What is Included

- Included data when using the SUPA Networks service.

What is not Included

- Hardware (e.g. Router or Modem, we can supply equipment if required, a quotation will be sent to you).
- Cabling and or equipment beyond the network boundary is the customer's responsibility, if additional cabling is required an external 3rd party such as a registered cabling provider (e.g. 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://url.net.au/fair-use
- You are abusive to our staff

All prices include GST and are valid as of 01/05/2026

url networks
stress-free telecommunications

Critical Information Summary: SUPA 25

Information About Pricing

Monthly charges:

Maximum Download Speed	25Mbps
Upload Speed	10Mbps
Month Data Allowance	Unlimited (in accordance with our Fair Use)
Monthly Fee	$65.00

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 $270 new line fee, we will advise you of this before commencing with the install.
- If you wish to downgrade your plan to a slower speed, this will be deemed a termination and an early termination fee will apply.

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.

Other Information

This is a summary only. For full product details, including all fees and charges please visit: url.net.au/supa-networks-internet-plans

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your download usage by visiting dashboard.url.net.au and selecting the "Data Usage" link. This will display your current month's Data Usage, which is updated daily.

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Internet: url.net.au
- Mail: PO Box 138 Gisborne, VIC. 3437

Dispute Process

If you wish to make a complaint, you can access our Complaints Handling Policy by visiting - http://www.url.net.au/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

www.commsalliance.com.au/BEP

All prices include GST and are valid as of 01/05/2026