

Critical Information Summary – IPSTAR Satellite Service

Information About the Service

IPSTAR Satellite is a satellite broadband service delivering to 95% of Australian households, small businesses and indigenous communities on the mainland and across Tasmania.

Service Requirement

The service is available for both new customers and existing ABG subsidised customers whose IPSTAR satellite equipment is already installed at their premises. For existing ABG customers, you have to ensure the installed equipment is in working condition. For new customers, IPSTAR will arrange an equipment installation on your preferred date and time specified in the application form after IPSTAR has approved your application.

Minimum Term

The minimum term of the service is 30 days.

Each Plan Features

When your service is activated, followings are features that come with the service.

- **Up to 4/2Mbps of speed.** Speed may vary due to some factors such as location, weather and other technical limitations.
- **Up to 3 email addresses**
- **Free usage meter accessibility**
- **No excess data usage charge**
- **Anytime data allowance**

Information About Pricing

Installation Charge

For existing ABG subsidised customers, there is no charge if your IPSTAR satellite equipment is in working condition. Surcharge may be applied if your IPSTAR satellite equipment is required onsite support.

For new customers, standard installation cost including satellite equipment and standard installation is \$2,750. Surcharge may be applied if non-standard installation is needed.

Monthly Plan Charge

The following table displays IPSTAR Satellite Service plans. Our standard contract term is 30 days. If you choose to sign up with a 12 month term on selected plans, IPSTAR will give you a free wireless router.

Plan name	Monthly Data Allowance*	Minimum and Maximum Monthly Cost	Total Minimum Cost (over 12 months)	Free wireless router (12 month contract ONLY)	Unit cost 1MB of data included in plan
Ultimate-0.5	0.5GB (anytime)	\$14.95	-	Not Available	\$0.03
Ultimate-1	1GB (anytime)	\$17.95	-	Not Available	\$0.02
Ultimate-1.5	1.5GB (anytime)	\$23.95	-	Not Available	\$0.02
Ultimate-2	2GB (anytime)	\$28.95	-	Not Available	\$0.01
Ultimate-3	3GB (anytime)	\$38.95	-	Not Available	\$0.01
Ultimate-4	4GB (anytime)	\$49.95	\$599.40	Free	\$0.01
Ultimate-5	5GB (anytime)	\$60.95	\$731.40	Free	\$0.01
Ultimate-6	6GB (anytime)	\$70.95	\$851.40	Free	\$0.01
Ultimate-8	8GB (anytime)	\$92.95	\$1,115.40	Free	\$0.01
Ultimate-10	10GB (anytime)	\$114.95	\$1,379.40	Free	\$0.01
Ultimate-15	15GB (anytime)	\$167.95	\$2,015.40	Free	\$0.01

*Ultimate Plan: no Peak/Off peak hour restrictions.

Further information: <http://ipstarbroadband.com.au/products/ipstar-satellite/>

Information is current as of 24/05/2017, is subject to change without notice and all prices quoted include GST V1.2

Data block Charge

If you wish to maintain your original speed, you have an option to purchase the following data block plans via the MyIPSTAR portal.

Anytime data	Price (incl GST)	Unit cost 1MB of data included in plan
1GB	\$10.00	\$0.01

Each data block is valid for 60 days from the date purchased.

Maximum Monthly Charge

There will be no extra charge if you have exceeded your plan data allowance. IPSTAR will only shape your speed to 64Kbps (both download and upload).

Early Termination Charge

If you sign up for a 30 day contract term, there will be no early termination charges as long as you give us a written notice 30 days in advance. An early termination fee applies to a 12-month and 24-month contract if you want to cancel IPSTAR service before your contract end date. You will be required to pay out the remainder of the agreement (that is, the relevant monthly charges multiplied by the number of months remaining in the contract) or a \$100 cancellation fee (whichever is cheaper).

Other Information

Visit the following links, if you wish to obtain more information regarding:

Data Usage Information

You can obtain your IPSTAR satellite usage information from <https://nbn.ipstaraustralia.com/ci/index.php/myipstar>

Customer Service Contact Details

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hours. You can also email us at support@ipstarbroadband.com.au and we will contact you during our normal business hours. Our normal business hours are available online here: <http://www.ipstarbroadband.com.au/support>

Dispute Resolution Process

Contact IPSTAR Customer Support by calling **1300 464 778**, during normal business hour or by sending a Complaint to us by post addressed to Operations Manager, IPSTAR Australia Pty Ltd, 5 George Place, Artarmon, NSW 2064.

You can find our process here: http://www.ipstarbroadband.com.au/legal_articles/ipstar-complaint-handling

Telecommunications Industry Ombudsman

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services and can be contacted by telephone on 1800 062 058 - Monday to Friday between 9am and 5pm Australian Eastern Standard Time (Free from a landline, but charged at standard mobile call rates if you call from a mobile).

You can also lodge your complaint at <http://www.tio.com.au/making-a-complaint>