

## Critical Information Summary – IPSTAR nbn™ Satellite

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### Information about the Service

nbn™ Satellite is a satellite broadband service via nbn™ network. nbn™ Satellite service is designed to provide fast and reliable internet service to homes and businesses in regional and remote areas across Australia and territories.

#### Service Requirement

The service is available to eligible customers who are indicated by nbn™, you can find nbn™ Satellite service coverage areas through nbn™ website.

<http://www.nbnco.com.au/connect-home-or-business/information-for-home/satellite.html>

#### Equipment Requirements

nbn™ Satellite equipment will be provided by nbn™ and installed at your premises on your preferred date and time specified in the application form by nbn™ installer. nbn™ retains ownership of the equipment and will provide you a service and maintenance.

#### Minimum Term

The minimum term of the service is thirty days (30 days). Alternatively, you can sign up the contract up to 24 months.

#### Each Plan Features

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

- **Up to 25/5 Mbps of speed.** Speed may vary due to some factors such as location, weather and technical limitations.
- **Up to 3 email addresses**
- **Free usage meter accessibility**
- **No excess data usage charge**

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## Information about Pricing

#### Installation Charge

There is no charge for standard installation.

#### Maximum Monthly Charge

There will be no extra charge if you have exceeded your plan data allowance.

#### Early Termination Charge

Your contract term, set-up and termination fee may vary subject to your choice of contract length. 1-month means minimum contract term is 30 days, no set up fee and no termination fee. 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. 12-month means 12 month term, no set up fee and \$150 early termination fee. 24-month means 24 month term, no set up fee and \$250 early termination fee.

## Monthly Plan Charge

The following table displays nbn™ Satellite service plans. Our standard contract term is 30 days.

Plan name	Peak 18 hrs (7am- 1am)	Off-Peak 6 hrs (1am- 7am)	Total Monthly Data Allowance	Speed 12/1 Mbps				Speed 25/5 Mbps			
				Total Minimum Cost (over 30 days)	Total Minimum Cost (over 12 months)	Total Minimum Cost (over 24 months)	Cost per GB	Total Minimum Cost (over 30 days)	Total Minimum Cost (over 12 months)	Total Minimum Cost (over 24 months)	Cost per GB
Satellite 10	10.0 GB	15.0 GB	25.0 GB	\$30.00	\$360.00	\$720.00	\$1.20	\$35.00	\$420.00	\$840.00	\$1.40
Satellite 40	40.0 GB	60.0 GB	100.0 GB	\$45.00	\$540.00	\$1,080.00	\$0.45	\$50.00	\$600.00	\$1,200.00	\$0.50
Satellite 60	60.0 GB	90.0 GB	150.0 GB	\$65.00	\$780.00	\$1,560.00	\$0.43	\$70.00	\$840.00	\$1,680.00	\$0.47
Satellite 100	100.0 GB	150.0 GB	250.0 GB	\$95.00	\$1,140.00	\$2,280.00	\$0.38	\$100.00	\$1,200.00	\$2,400.00	\$0.40
Satellite 150	150.0 GB	150.0 GB	300.0 GB	\$125.00	\$1,500.00	\$3,000.00	\$0.42	\$130.00	\$1,560.00	\$3,120.00	\$0.43
Satellite 200	200.0 GB	100.0 GB	300.0 GB	\$155.00	\$1,860.00	\$3,720.00	\$0.52	\$160.00	\$1,920.00	\$3,840.00	\$0.53

Peak hours are 7:00am – 1:00am (Local Time), Off-peak hours are 1:00am-7:00am (Local Time)

Once your monthly peak or off-peak internet data limit is reached, your connection will be reduced to 128 Kbps download/128 Kbps upload during peak and off-peak times, until your current billing cycle is complete.

nbn™ Satellite Fair Use Policy as at 1<sup>st</sup> October 2017;

- 150GB / 200GB / 300GB or more data usage in 4 week rolling period during peak hours constitutes a breach of the nbn™ Fair Use Policy.
- 300GB or more of total data usage both peak and off-peak in 4 week rolling period constituted a breach of the nbn™ Fair Use Policy.

## Other Information

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

### Data Usage Information

You can obtain your nbn™ 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](mailto: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 hours 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](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>