

Critical Information Summary – IPSTAR nbn™ Fixed Wireless

Information About the Service

Service Description

nbn™ Fixed Wireless is a high-speed broadband service that delivers internet connectivity using wireless technology via nbn™ network to your premises.

Service Requirement and Availability

You will need to be connected to the nbn™ Fixed Wireless Access network. It is only available within nbn™ Fixed Wireless service areas. The service availability can be checked by contacting IPSTAR on **1300 464 778**.

Equipment Requirement

You need a compatible Ethernet router to connect to the service. A suitable device can be purchased from IPSTAR at a reasonable price at the time of registration.

Minimum Term

The minimum term of the service is 30 days. Alternatively, a discounted setup fee applies to a 12-month or a 24-month term agreement.

Each Plan Features

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

- **Free usage meter accessibility**
- **No excess data usage charge**
- **Local Australian based phone support**

Information About Pricing

Setup Charge

Your setup fee will vary subject to your choice of contract length.

Zone/Contract period	1-month	12-month	24-month
nbn™ Fixed Wireless	\$100	\$20	\$0

Monthly Plan Charge

The following table displays IPSTAR nbn™ Fixed Wireless service plans. Our standard contract term is 30 days but if you choose to sign up with a 12 or 24 month agreement on selected plans, IPSTAR will waive a setup fee or give you a discounted setup fee.

Plan name	Speed [^]	Monthly Data Allowance [*]	Total Monthly Cost	Total Minimum Cost (1-mth contract)	Total Minimum Cost (12-mth contract)	Total Minimum Cost (24-mth contract)	Cost per 1GB of data incl. in plan	Free wireless router (24-mth contract only)
Fast - 50	12/1 Mbps	50GB (anytime)	\$49.99	\$149.99	\$619.88	\$1,199.76	\$1.00	N/A
Super Fast - 50	25/5 Mbps	50GB (anytime)	\$59.99	\$159.99	\$739.88	\$1,439.76	\$1.20	N/A
Fast - 200	12/1 Mbps	200GB (anytime)	\$59.99	\$159.99	\$739.88	\$1,439.76	\$0.30	Free
Super Fast - 200	25/5 Mbps	200GB (anytime)	\$69.99	\$169.99	\$859.88	\$1,679.76	\$0.35	Free
Fast - 500	12/1 Mbps	500GB (anytime)	\$69.99	\$169.99	\$859.88	\$1,679.76	\$0.14	Free
Super Fast - 500	25/5 Mbps	500GB (anytime)	\$79.99	\$179.99	\$979.88	\$1,919.76	\$0.16	Free

Notes:

* Data allowance includes uploads and downloads.

[^] Speed specified above may vary due to several factors such as location, weather and other technical limitations.

The total minimum cost on a monthly contract is the standard setup fee plus one month of monthly access charge.

The total minimum cost on a 12 month contract is the discounted setup fee plus 12 months of monthly access charge.

The total minimum cost on a 24 month contract is the 24 months of monthly access charge.

Maximum Monthly Charge

There will be no extra charge if you have exceeded your monthly data allowance. IPSTAR will shape your speed to 256/256 Kbps for 50GB and 200GB plans; and to 512/512 Kbps for 500GB plan.

Early Termination Charge

Your contract term, setup and termination fee may vary subject to your choice of contract length. 1-month means minimum contract term is 30 days, \$100 one-off setup 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, \$20 one-off setup fee and \$100 early termination fee. 24-month means 24 month term, no setup fee and \$200 early termination fee.

Zone/Contract period	1-month	12-month	24-month
nbn™ Fixed Wireless	\$0	\$100	\$200

Other Information

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

Data Usage Information

You can obtain your usage information from <https://orbit.ipstaraustralia.com/orbit>

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://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://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/>