

## Critical Information Summary – IPSTAR nbn™ Fixed Line

### Information about the Service

#### Service Description

nbn™ Fixed Line is an ultra-fast broadband service that delivers internet connectivity using optical fibre technology via nbn™ network to your premises.

#### Service Requirement and Availability

You will need to be connected to the nbn™ Fixed Line Access network. It is only available within nbn™ Fixed Line service areas. The service availability can be checked by contacting IPSTAR on 132 800.

#### 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. You may be charged an additional one-time \$300 nbn™ “New Development Charge” if your premise is identified by nbn™ as being a location in a new development.

Activation Fee	1 month	12 months	24 months
nbn™ Fixed Line / nbn™ Fixed Wireless	\$99	\$0	\$0

#### Monthly Plan Charge

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

Plan name	Speed	Monthly Data Allowance	Monthly Cost	Total Minimum Cost (1-mth contract)	Total Minimum Cost (12-mth contract)	Total Minimum Cost (24-mth contract)	Unit cost 1GB of data included in plan
Unlimited	12/1 Mbps	Unlimited	\$60.00	\$159.00	\$770.00	\$1,490.00	\$0.00
Unlimited	25/5 Mbps	Unlimited	\$65.00	\$164.00	\$830.00	\$1,610.00	\$0.00
Unlimited	50/20 Mbps	Unlimited	\$70.00	\$169.00	\$890.00	\$1,730.00	\$0.00
Unlimited	100/40 Mbps	Unlimited	\$90.00	\$189.00	\$1,130.00	\$2,210.00	\$0.00

**Notes:** Data allowance includes uploads and downloads. Broadband speed specified above might vary due to several factors such as location, weather and other technical limitations.

Further information: <https://ipstarbroadband.com.au/products/ipstar-nbn-fixed-line-broadband/> Information is current as of 17/04/2019, it is subject to change without notice and all prices quoted include GST. – V8.0

### Maximum Monthly Charge

Total minimum cost over contract term calculated as (monthly access fee x contract term) + setup fee. No excess usage charge applies. For the period in which usage quota has been exceeded, speed will be shaped to 256/256 Kbps.

### 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, \$99 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, \$50 one-off setup fee and \$165 early termination fee. 24-month means 24-month term, \$50 one-off setup fee and \$275 early termination fee.

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## 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](mailto:support@ipstarbroadband.com.au) and we will contact you during our normal business hours. Our normal business hours are available online here: <https://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, 154 Pacific Highway, St Leonards, NSW 2065.

You can find our process here: [http://ipstarbroadband.com.au/legal\\_articles/ipstar\\_complaint\\_handling](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 <https://www.tio.com.au/making-a-complaint>