

## Critical Information Summary – IPSTAR Broadband nbn™ Satellite

### 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.

#### Service Requirement

The service is available to eligible nbn™ customers. You can find nbn™ Satellite service coverage areas on the 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 an nbn™ installer. nbn™ retains ownership of the equipment and will provide service and maintenance.

#### Minimum Term

The minimum term of the service is 1 month.

#### Plan Features

When your service is activated, the following features that come with the service include:

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

### 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. 12 month means 12 month term, no set up fee and \$165 early termination fee. 24 month means 24 month term, no set up fee and \$275 early termination fee.

## Data Usage Information

The following table displays nbn™ Satellite service plans.

Plan Name	Peak 18hrs (7am-1am)	Off-Peak 6hrs (1am-7am)	Total Monthly Data Allowance	1 Month Term		12 Month Term			24 Month term		
				Total Mini- mum Cost (1 month)	Cost per GB	Total Mini- mum Cost (1 month)	Total Mini- mum Cost (12 months)	Cost per GB	Total Mini- mum Cost (1 month)	Total Minimum Cost (over 24 months)	Cost per GB
Satellite 40	40GB	60 GB	100 GB	\$57	\$0.57	\$50	\$550	\$0.50	\$50	\$1,100	\$0.50
Satellite 65	65 GB	90 GB	155 GB	\$63	\$0.41	\$55	\$605	\$0.35	\$55	\$1,210	\$0.35
Satellite 75	75 GB	100 GB	175 GB	\$80	\$0.46	\$70	\$770	\$0.40	\$70	\$1,540	\$0.40
Satellite 100	100 GB	150 GB	250 GB	\$114	\$0.46	\$100	\$1,100	\$0.40	\$100	\$2,200	\$0.40
Satellite 150	150 GB	150 GB	300 GB	\$149	\$0.50	\$130	\$1,430	\$0.43	\$130	\$2,860	\$0.43

Note, Total Minimum Cost (12 months) includes 1 month free of charge, Total Minimum Cost (24 months) includes 2 months free of charge. 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 1st 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™ usage information from <https://my.billing.com.au/ipstar/login.aspx>

### Customer Service Contact Details

Contact IPSTAR Broadband 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/need-support/>

### Dispute Resolution Process

Contact IPSTAR Broadband 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, 154 Pacific Highway, St Leonards, NSW 2065.

You can find our process here: [https://ipstarbroadband.com.au/legal\\_articles/ipstar\\_complaint\\_handling](https://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>