

Critical Information Summary – IPSTAR Broadband nbn™ Fixed Line

Information about the Service

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

Service Requirement

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 Broadband on **1300 477 827**.

Equipment Requirements

nbn™ 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 30 days. Alternatively, a discounted setup fee applies to a 12 or 24 month term agreement.

Plan Features

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

- Free usage meter accessibility
- No excess data usage charge

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 Broadband 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 Broadband will give you a discounted setup fee.

Plan Name	Speed	Monthly Data Allowance	Monthly Cost	Total Minimum Cost (1-month contract)	Total Minimum Cost (12-month contract)	Total Minimum Cost (24-month contract)	Unit cost 1GB of data included in plan
Unlimited Fixed Line NBN12	Up to 12/1 Mbps	Unlimited	\$60.00	\$159.00	\$720.00	\$1,440.00	\$0.00
Unlimited Fixed Line NBN25	Up to 25/5 Mbps	Unlimited	\$65.00	\$164.00	\$780.00	\$1,560.00	\$0.00
Unlimited Fixed Line NBN50	Up to 50/20 Mbps	Unlimited	\$70.00	\$169.00	\$840.00	\$1,680.00	\$0.00
Unlimited Fixed Line NBN100	Up to 100/40 Mbps	Unlimited	\$100.00	\$199.00	\$1,200.00	\$2,400.00	\$0.00
Unlimited Fixed Line NBN250	Up to 250/25 Mbps	Unlimited	\$125.00	\$224.00	\$1,500.00	\$3,000.00	\$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.

Important: Online safety information

Our Online Safety Code Manual available at ipstarbroadband.com.au/online-safety-code-manual includes important information about internet content filtering products that may limit or prevent access to illegal or restricted material on the internet.

Maximum Monthly Charge

Total minimum cost over contract term calculated as (monthly access fee x contract term) + setup fee. No excess usage charge applies.

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 \$5 termination fee. An early termination fee applies to a 12-month and 24-month contract if you want to cancel IPSTAR Broadband service before your contract end date. 12-month means 12-month term, \$0 one-off setup fee and \$165 early termination fee. 24-month means 24-month term, \$0 one-off setup fee and \$275 early termination fee.

Other Information

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

Acceptable Use Policy

You can find our Acceptable Use Policy here:

https://ipstarbroadband.com.au/legal_articles/ipstar_acceptable_use_policy_internet_services/

Data Usage Information

You can obtain your 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 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

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>