

IPSTAR Broadband nbn® Fixed Line / Fixed Wireless Plans

Critical Information Summary

Information about the Service

Description

nbn® Fixed Line / Fixed Wireless is a broadband service that delivers internet connectivity using optical fibre or 4G / 5G technology via nbn® network to your premises.

Service Requirement

You will need to be connected to the nbn® Fixed Line / Fixed Wireless Access network. It is only available within nbn® Fixed Line / Fixed Wireless 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.

For existing Fixed Wireless services, your home hardware may need an upgrade (Wireless-NTD v3 or v4) to achieve the potential maximum speeds shown below.

Minimum Term

The service is available on a month to month basis, there is no lock-in contract.

Important: Online safety information

Our Online Safety Code Manual available at <https://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.

Information about Pricing

Setup Charge

There is no setup charge for your service. You may be charged a one-time \$300 nbn® "New Development Charge" if your premise is identified by nbn® as being a location in a new development.

Early Termination Charge

There is no early termination charge.

Maximum Monthly Charge

The maximum monthly charge is the charge shown for the corresponding service listed in the table below. No excess usage charge applies.

Monthly Plan Charge

The following table shows the nbn® Fixed Line and Fixed Wireless service plans. Our standard no lock-in contract is 1 month. The Download and Upload speeds shown are the potential maximum attainable with the service.

Plan Name	Potential Maximum Download Speed	Potential Maximum Upload Speed	Monthly Data Allowance	Monthly Charge
Fixed Line NBN25	25Mbps	5Mbps	Unlimited	\$75
Fixed Line NBN50	50Mbps	20Mbps	Unlimited	\$98
Fixed Line NBN100-20	100Mbps	20Mbps	Unlimited	\$102
Fixed Line NBN500-50 (4)*	500Mbps	50Mbps	Unlimited	\$102
Fixed Line NBN750-50 (4)*	750Mbps	50Mbps	Unlimited	\$113
Fixed Line NBN1000-50 (4)*	1000Mbps	50Mbps	Unlimited	\$125
Fixed Wireless NBN25	25Mbps	5Mbps	Unlimited	\$65
Fixed Wireless NBN100 (1)*	100Mbps	20Mbps	Unlimited	\$92
Fixed Wireless NBN200 (2)*	200-250Mbps	8-20Mbps	Unlimited	\$100
Fixed Wireless NBN400 (3)*	400 Mbps	10-40Mbps	Unlimited	\$113



Broadband

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*(1) Requires Wireless-NTD v3 or higher, Wireless-NTD v1 & v2 support potential maximum speed of 75/10Mbps.

(2) Requires Wireless-NTD v3 or higher, available to ~90% of the Fixed Wireless service area.

(3) Requires Wireless-NTD v4 or higher, available to ~80% of the Fixed Wireless service area.

(4) Available on Fixed Line, FTTP & HFC Technology Only.

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/.

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, Ground Floor, 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>.

Broadband Education Package

A general guide to help Australian consumers better understand broadband technologies is available at the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>.

Further information:

<https://ipstarbroadband.com.au>