



CRITICAL INFORMATION SUMMARY

Skymuster™ Plus Satellite Stand Alone Plan

| Plan | Small | Medium | Large |
|---------------------------------|---------|--------|-------|
| Peak Data (GB) (7am-1am) | 50GB | 100GB | 150GB |
| Off Peak Data (GB) (7am-1am) | 50GB | 100GB | 150GB |
| Cost per month | \$70 | \$130 | \$190 |
| Contract Period | 1 Month | | |

This summary provides you with important information about this plan

Information about the service

This is a nbn™ Satellite Skymuster™ Plus broadband. nbn™ Satellite is not available in all areas.

Bundling

There are no bundling requirements.

Minimum Term

There is no minimum term.

Equipment

A nbn™ termination device will be installed in your home. A Wi-Fi modem is not included; however, you can purchase one for \$149 Inc. postage. nbn™ Co. Limited retains ownership of any satellite equipment it installs as part of the roll-out of its network. For example, the satellite dish, modem and cabling. The satellite equipment will be serviced and maintained by nbn™ Co. Limited.

Broadband Plan Inclusions

These plans include metered and unmetered usage. Unmetered usage includes social media with static images, emails, Online banking and some software upgrades. Unmetered usage does not count towards monthly data.

Metered usage counts towards the data allowance and includes Video Streaming, Online gaming, using a VPN, Voice over protocol phone services and auto play of embedded video/audio. If all metered data is used, unmetered activities will not be affected.

Changing Your Plan

You may change your plan once per month without charge. Your new plan will not take effect until the first day of the calendar month.

Broadband Data

- Both metered downloads and uploads are counted in the monthly data usage allowance.
- Service will slow to a maximum of 512kbps/256kbps in Peak times once you reach your Peak monthly data allowance.
- Service will slow to a maximum of 2048kbps/256kbps in Off-Peak times once you reach your Off-Peak monthly data allowance.
- The renewal day for your monthly data download quota is the first day of the month.
- Some unmetered software updates may, at nbn's discretion, be shaped to speeds of 256kbps between 7pm and 11pm, regardless of remaining metered allowance.
- Plan speeds are theoretical network maximum speeds. Actual speeds may be less due to a few factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above.

Activation Fees

There is no service activation fee

Connection Time Frames

Connection to the nbn satellite can vary greatly. For users who do not live in isolated or limited access areas, nbn™ will endeavor to complete your installation within 20 business days of your nbn™ Sky Muster™ service order being placed. If you're located in more isolated regions on the mainland or Tasmania, it may take up to 35 days. For very limited access areas and those only accessible by air or water, nbn™ has a target of 90 business days. If there is a higher than anticipated volume of orders than the available installation capacity in the month, wait times could be longer. If an appointment is cancelled late or an appointment is missed, fees may apply.

Non-Standard Installation

Non-standard installation fees may apply. These fees are determined during non-standard installation and include Satellite labor rate + materials + incidentals.

Relocation

nbn™ satellite broadband cannot be relocated to a new address. A new nbn™ service can be requested only if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

Incorrect Fault Lodgment Fee

If a fault is lodged and the fault is in your equipment and not in the network, an Incorrect Fault Lodgment Fee of \$75 without technician visit and \$500 with technician visit applies. Any additional technician charges incurred will be added to your account.

Billing

Email billing is free. Your service is invoiced on the same date each month. The monthly plan fee is charged in advance. Your first invoice will include a prorata amount for the days that your service has been active with Southern Phone Company. Any equipment fees will also appear on your first invoice. A late payment fee may apply if you don't pay your bill by the due date.

Data Speeds

All plans powered by nbn™ Sky Muster™ Plus are based on a wholesale speed tier of 25/5Mbps. Speeds will fluctuate, and have the potential to deliver wholesale speeds higher than 25/5Mbps from time to time (subject to available network capacity), but this is not guaranteed. nbn will investigate services that are not able to reach wholesale speeds of 25/5Mbps at least once a day. Wholesale speeds may be reduced if your metered allowance is exhausted.



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Other Information

Customer Service Guarantees (CSG) on nbn™

The phone service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au.

To learn more about the broadband network please see: www.commsalliance.com.au/BEP

nbn™ Sky Muster™ Plus services Fair Use Policy

nbn™ Skymuster™ Plus services are subject to the nbn™ Fair Use Policy to help ensure fair access for all users on nbn™ Satellite plans. Please see our website or visit nbn™ website for full details. If the nbn™ Fair Usage Policy is breached, nbn™ Co.Limited will restrict the speed of your service. Please note that this is not the same as being shaped by us for using all your monthly data.

Battery Backup Unit

No battery backup service is provided, therefore, during mains power disruptions, you will not be able to use your broadband service or make emergency calls.

Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please contact our team on 13 14 64 or use our Live Chat.

Priority Assistance

Priority assistance is a service designed to help people with diagnosed life-threatening medical conditions. Southern Phone does not offer this service, if you require this, we advise you to contact Telstra for your phone service.

Customer Service

For customer service please call us on 13 14 64 or use our live chat on our website southernphone.com.au

Dispute Resolution

If you have a problem or complaint about your service, please call us on 13 14 64 or use our live chat on our website. If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit tio.com.au/about-us/contact-us

This is a summary only, for the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au