

# Critical Information Summary

## nbn™ Sky Muster™ Plus - Medium Plan



**Service Description:** This is a nbn™ Sky Muster™ Plus Satellite Service to your premises.

**Plan Description:** Medium Plan: Burst Speed above 25/5

**Plan Inclusions:** 100GB Peak Data & 100GB Off Peak Data.

**Minimum Monthly Charge:** \$130 per month.

**Maximum Early Termination Fee:** \$0.00

**Minimum Term:** One month

### Information about this service

#### Excess Usage

There are no excess usage charges on this plan.

**Cost per 1MB:** \$0.0007

#### Activation Fee

There is no service activation fee.

#### Hardware Required

A nbn™ termination device will be installed in your home. nbn™ Co. Ltd. retains ownership and will maintain any satellite equipment it installs as part of the rollout of its network.

#### Non-Standard Installation

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

#### Modem

Wi-Fi modem and delivery are not included. You can purchase a modem from us for \$99 including delivery.

#### Changing Your Plan

You may change your plan once per without charge. Your new plan will not take effect until the 1st day of the calendar month.

#### Data Allowance Usage

Your data allowance is split between peak and off-peak times. Peak is throughout the day from 7am to 1am and off-peak is late night from 1am to 7am.

These plans include metered and unmetered usage. Unmetered usage includes social media with static images, Skype, Facetime, 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.

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. Some unmetered software updates are at the discretion of nbn™. Shaped speeds of 256kbps between 7pm and 11pm, regardless of remaining metered allowance.

The renewal day for your monthly data download quota is the first day of the month.

#### Speed

Speeds are based on a wholesale speed tier of 25/5Mbps. Speeds will fluctuate and have the potential to deliver speeds bursts 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.

### Information about pricing

#### Incorrect Fault Lodgement 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.

#### Your Bill

Email billing is free. There is a \$2.20 paper bill fee.

#### Late payment

A fee of \$10 ex GST may apply if you don't pay your bill by the due date.

#### Billing

Accounts are billed in advance. Your first invoice will include a pro rata amount for the days that your service has been active with us and a one month in advance plan fee. Any initial pro rata amount will not be adjusted. Any relocation, technician, and equipment

fees will also appear on your first invoice.

## Other Information

### Customer Service Guarantees (CSG) on nbn™

This 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](http://acma.gov.au)

### Battery Backup Unit

No battery backup service is provided; you will not be able to use your broadband service or make emergency calls during a mains power disruption.

### Priority Assistance and Medical Services

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. nbn™ co does not support Priority Assistance on nbn™ Fixed Wireless, Sky Muster™ or Sky Muster™ Plus services.

### Broadband Information

More information on broadband services can be found here: [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

### 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.

### Customer Service

For customer service please call on 13 14 64.

### Fair Use

This service is subject to the nbn™ Fair Use Policy <https://www.southernphone.com.au/About-Us/Policies/nbn-Sky-Muster-Satellite-Fair-Use-Policy>

### 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. Our complaint handling policy can be found here: [www.southernphone.com.au/AboutUs/Policies/Complaints-](http://www.southernphone.com.au/AboutUs/Policies/Complaints-)

### Industry Ombudsman

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 [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

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