

## Critical Information Summary – IPSTAR Broadband nbn™ SkyMuster™ Plus Plans

### Information about the Service

The nbn™ Sky Muster™ Plus plans include a peak period data allowance that is consumed by streaming video applications, Virtual Private Network (VPN) traffic and any internet activity related to applications which nbn™ cannot identify. Download and upload metered data count towards the data allowance.

The data traffic from these same applications are uncapped in the off-peak period.

The data traffic from all other applications are uncapped in both the peak and off-peak periods.

### 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 free of charge 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. Customers can also choose to sign up for a 12 month contract or a 24 month contract.

### Plan Features

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

- Speeds of up to 25Mbps download and up to 5Mbps upload. The speed may vary due to factors such as network usage, location, weather and technical limitations
- Subject to available network capacity the speed may burst higher from time to time
- Access to a usage meter
- No excess data usage charge
- Access to nbn™ Sky Muster™ Plus Data Blocks to top up peak period data allowance

### Fair Use Policy

The nbn™ Sky Muster™ Plus service is a residential and small business retail broadband service for use within a single premise only. Small business refers to an organisation with less than 20 employees. Fair Use Policy excludes, for example, routinely transferring large data files by email (>20MB), downloading software for more than 20 unique devices, using the service to provide public WiFi at a cafe, changing data signature types in order to present metered data as unmetered data.

## Information about Pricing

### Installation Charge

There is no charge for the satellite equipment, standard installation and setup.

### Maximum Monthly Charge

There is no extra charge if you have exceeded your plan data allowance.

### Early Termination Charge

The nbn™ Sky Muster™ Plus contract may be terminated with a minimum 30 days notice period. The associated termination fees are: \$0 inc for 1 month term contract; \$165 inc for 12 month term contract; and \$275 inc for 24 month term contract.

### Monthly Plan Charge

The following table shows the nbn™ Sky Muster™ Plus service plans. Our standard no lock-in contract is 1 month.

Plan Name	Monthly Peak Data 8hrs 4pm-12am	Off-Peak 16hrs 12am-4pm	1 Month		12 Months		24 Months			
			Plan Price	Cost per GB	Plan Price per month	Total MinCost (over 12 months)	Cost per GB	Plan Price per month	Total MinCost (over 24 months)	Cost per GB
Sky Muster™ Plus Small	25 GB	Uncapped	\$ 60	\$ 2.40	\$ 55	\$660	\$2.20	\$ 50	\$ 1,200	\$ 2.00
Sky Muster™ Plus Medium	50 GB	Uncapped	\$ 75	\$ 1.50	\$ 70	\$840	\$1.40	\$ 65	\$ 1,560	\$ 1.30
Sky Muster™ Plus Large	75 GB	Uncapped	\$ 110	\$ 1.47	\$ 100	\$ 1,200	\$ 1.33	\$ 95	\$ 2,280	\$ 1.27
Sky Muster™ Plus X-Large	100 GB	Uncapped	\$ 140	\$ 1.40	\$ 125	\$ 1,500	\$1.25	\$ 120	\$ 2,880	\$ 1.20
Sky Muster™ Plus XX-Large	150 GB	Uncapped	\$ 195	\$1.30	\$ 180	\$ 2,160	\$ 1.20	\$ 175	\$ 4,200	\$ 1.17

### Data Blocks

Data Blocks are top ups of data allowance that can be added to an existing nbn™ Sky Muster™ Plus service when peak data is exhausted. Data Blocks expire at the end of the billing period. Note that the total peak data consumed in a billing period cannot exceed 160GB.

Name	Monthly Peak Data 8hrs 4pm-12am	Off-Peak 16hrs 12am-4pm	Unit Price	Cost per GB
Sky Muster™ Plus Data Block 10GB	10 GB	Uncapped	\$ 60	\$ 6.00
Sky Muster™ Plus Data Block 20GB	20 GB	Uncapped	\$ 110	\$ 5.50
Sky Muster™ Plus Data Block 40GB	40 GB	Uncapped	\$ 200	\$ 5.00

## Information about Traffic Profiles and Shaping Policy

Internet usage is treated as uncapped by default and only streaming video applications, Virtual Private Network (VPN) traffic and unclassified data usage\* are treated as capped and count towards the monthly peak period data allowance. Download and upload metered data count towards the data allowance.

When peak data is exhausted, capped internet activity is shaped during the peak period only. Capped internet activity is shaped to 512Kbps download and 256Kbps upload. Internet activity is not capped during the off peak period.

The peak period is between 4pm and 12am midnight local time (8 hours). The off peak period is between 12am midnight and 4pm local time (16 hours).

Traffic may be shaped to wholesale speeds of 256Kbps from time to time at nbn™'s discretion in order to protect against network congestion. Typically this includes peer to peer traffic, uploads and downloads to cloud storage platforms, PC and smartphone operating system updates, software/application updates, gaming software updates and any internet activity related to applications which nbn™ cannot identify. This may be extended to other internet activity at nbn™'s discretion.

*\* Unclassified data usage is any internet activity related to applications which nbn™ cannot identify. Embedded video in some applications may be metered during the peak period - excluding Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn.*

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## Other Information

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

### Data Usage Information

You can obtain your nbn™ usage information by calling us on **1300 464 778**, sending an email to [support@ipstarbroadband.com.au](mailto:support@ipstarbroadband.com.au) or accessing your online account <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, Ground Floor, 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>