

## Information about the Service

### Description

The nbn® Sky Muster® Plus Plans include an unlimited internet data allowance. There are no longer limitations associated with peak and off-peak periods nor metered or capped restrictions of internet data consumption. There are three plans available each with a different speed or bandwidth profile. The profiles include a Peak Information Rate (PIR) of download/upload speeds of 25/5Mbps, 50/5Mbps and 100/5Mbps.

### Important Online Safety Information

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

### Service Requirement

The service is available to eligible nbn® customers. You can confirm which services are available at your location by visiting the nbn® website at <https://nbnco.com.au/residential>.

### 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.

### Plan Features

Speed options include Peak Information Rate (PIR) of download/upload speeds of 25/5Mbps, 50/5Mbps and 100/5Mbps. They are the potential maximum information rates and are not a commitment from nbn® to achieve these speeds. They are expected to be achieved at least once at any time of day per 24hr period.

The 50/5Mbps and 100/5Mbps speed plans may burst on upload from 5Mbps up to 10Mbps from time to time in optimal conditions. The 25/5Mbps speed plan upload cannot achieve burst. Burst may be possible from time to time in optimal conditions. nbn® does not guarantee that plans will achieve burst upload speeds. Faster upload speeds are subject to network capacity and your equipment.

The expected busy period download speeds are 19Mbps, 35Mbps and 52Mbps respectively. Your experience, including speeds, depends on whether you are using the internet during the busy period, concurrent usage, specific locations from time to time and, some factors outside of nbn®'s control (like your equipment, software or signal reception). You may also experience latency.

When WiFi Calling and Voice over IP (VoIP) traffic is detected by the nbn® network (TC-1) it is given priority over other traffic types (TC-4) You may request for this bandwidth partition to be removed.

It is not possible to increase the portion of partitioned bandwidth.

A Static Public IP Address is available for an additional monthly charge. If this option is not selected then a Dynamic Public IP address will be provided. The Public IP Address may change from time to time, at nbn®'s discretion, or upon request by you.

When WiFi Calling and Voice over IP (VoIP) traffic is detected by the nbn® network (TC-1) it is given priority over other traffic types (TC-4). By default all plans have nbn TC-1 0.15/0.15Mbps of bandwidth partitioned to support VoIP traffic. You may request for this bandwidth partition to be removed. It is not possible to increase the portion of partitioned bandwidth.

Up to four individual nbn® Sky Muster® Plus Premium Plans per premise are supported. This is achieved by allowing up to four services to be plugged into your premise based nbn Network Termination Device (NTD). The NTD has a maximum throughput capacity of 100/20Mbps. If the aggregated bandwidths of the NTD connected services exceeds this then all connected services share the available 100/20Mbps equally and the individual services may be prohibited from attaining their advertised speeds.

### Service Limitations

The actual speed may vary due to factors such as network usage, physical signal blockage due to terrain or other impediment, astronomical, seismic, weather disturbances or radio frequency interferences.

When connecting up to four services to an NTD, the maximum aggregate bandwidth will be 100/20Mbps. An end customer's experience, including the speeds actually achieved over the nbn® network, depends on the nbn® technology and configuration over which services are delivered their premises, whether they are using the internet during the busy period and or the number of concurrent users and services on the nbn® satellite network, any specific beams that may be noted by nbn from time to time and, some factors outside of nbn®'s control (like your equipment, software or signal reception). Satellite end customers may also experience latency.

### nbn® Fair Access Policy

Fair use shaping may apply from time to time. To proactively protect and ensure the fair access to the nbn® broadband access network for all users, nbn® may from time to time, at its discretion, shape the following unmetered data activities to maximum wholesale upload and download speeds of 256kbps; uploads and downloads via peer to peer; uploads and downloads to cloud storage platforms; PC and smartphone operating system updates; software/ application updates; gaming software updates; any other traffic related to applications which nbn® cannot identify. Other activity that nbn® considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN.

## nbn® Unfair Use

Examples of Unfair Use include routinely transferring, or knowingly allowing the routine transfer of large files greater than 20MB via email downloading, or knowingly allowing the downloading of software, application or operating system updates for more than 20 unique devices; masking, manipulating or changing the signature of traffic, or knowingly permitting the masking, manipulating or changing the signature of traffic, to present video streaming or VPN traffic as unmetered data usage; presenting one type of unmetered data usage as another type of unmetered data usage or otherwise avoiding the accurate measurement of data transfers or the application of any applicable data transfer rates; performing, or knowingly permitting the performance of excessive automated polling, refreshing or scraping of websites. It is also Unfair Use to knowingly allow any of these things.

## Information about Pricing

### Installation Charge

There is no charge for the satellite equipment and a standard installation. We will notify you in advance if the installation is non-standard and a charge is applicable.

### Maximum Monthly Charge

The maximum monthly charge is \$108 for a Premium plan with a Static IP Address.

### Early Termination Charge

There is no early termination charge applicable to this service.

### 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 Charge
Sky Muster® Plus Entry	\$60
Sky Muster® Plus Standard	\$80
Sky Muster® Plus Premium	\$100
Static Public IP Address	\$8

## Other Information

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

### Online Account

You can access your online account at  
<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, Level 7, 201 Miller Street, North Sydney, NSW 2060.

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>.

## 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://skymusterplus.ipstarbroadband.com.au>