

## Critical Information Summary

### nbn™ Sky Muster™ Satellite Plans



*If you're not happy, you're not with us!*

#### Information About the Service

nbn™ Sky Muster™ Satellite is part of the Australia's Broadband Network internet service to deliver internet connection to your premises. The LTS provides two (2) speed tiers with Peak Information Rate up to 12/1 and 25/5Mbps depending on the plan chosen

#### Mandatory Requirements and Availability

This service is not dependent on any bundling of services. You must be in the nbn™ approved Satellite coverage area to qualify for this service. There must be a clear line of site to Sky Muster™ for the service to be installed.

If your premises are in the Sky Muster™ area, the installation a satellite dish and cabling will be provided by nbn™. A pair of cables will be run from the dish and the installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device, which is a satellite broadband modem.

#### Minimum Term

Casual Connection	One month
6 Months In Advance	6 months
24 months	24 months

#### Inclusion, exclusions and important conditions, limitations, restrictions or qualifications.

nbn™ subsidises the installation which includes : Satellite dish, Wall Outlet, Network Terminating Device (NTD) and Power Supply Unit; external cabling from the dish and internal cabling up to the Network Termination Device. This equipment remains the property of nbn™ and is serviced and maintained by nbn™. nbn's™ boundary of responsibility stops at the data (UNI-D). The removal/moving of the dish is strictly prohibited and can only be carried out by arrangement with an nbn™ installer.

The Network Terminating Device provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises you will require an nbn™ ready Wireless Router.

To gain the full benefit of the nbn™ satellite speeds you should have an nbn™ ready router. ANT Communications can supply you with the nbn™ ready router for an additional cost of \$129.00 including postage or, you can provide your own nbn™ ready router.

Plans are based on the peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Sky Muster™ data plans use "peak" and "off-peak" data allowance. Peak hours as defined by nbn™ are between 7.00 am and 1.00 am in your local time zone.

Data usage is counted in both directions so if you download 10GB of data and upload 5GB of data that is counted as 15GB.

#### ANT Acceptable Use Policy

The Ant Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Ant Acceptable Use Policy is available to our website <https://ant.com.au>

#### Excess Usage

Plans are shaped, so there are no surprise charges. "Shaped" means that speeds will be reduced to 128/128kbps when your data allowance in any month has been reached. You can continue to use your service while shaped but you should restrict this to emails, banking and general web browsing, because once you use a further 10% of your plans data allowance you will be further shaped to 64/64kbps. "peak" and "off-peak" data allowances are counted and shaped individually.

In addition to ANT's shaping policies nbn™ under its Fair Use Policy (FUP) have placed restrictions on the Sky Muster™ Satellite. The following constitutes a breach of nbn™ Sky Muster™ Satellite Fair Use Policy network.

1. Customers can not use more than 75GB of "Peak" data in any rolling 4 week period. If your Peak data usage exceeds 75GB in any rolling 4 week period, the service will be suspended until the start of your next anniversary date.
2. Customers can not use more than 150GB of total data in any rolling 4 week period. If your total usage (both Peak and Off Peak) exceeds 150GB in any rolling 4 week period, the service will be suspended until the start of your next anniversary date.
3. nbn mandates that Retail Service Providers must not exceed an average download amount per customer of 30GB across their customer base in a rolling 4 week period.

Additionally if you have breached nbn™ Sky Muster™ Fair Use Policy, nbn™ may impose further service reductions to your internet service. Data top ups cannot remove service reductions imposed by nbn™.

Certain games and other highly interactive software (e.g. share trading / live-streaming) which require low network latency are known to perform poorly (or not work at all) on satellite broadband services and so ANT deems the service as provided unsuitable for those purposes.

Your maximum throughput will be lower than the given Peak Information Rate for your Plan and can be affected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the Internet server you are accessing, the network between ANT and the server you are accessing, the network between ANT and your service, and local factors such as the performance of your computer equipment including your network router and wireless network.

You can purchase one data top up per month. You will be charged for the top up at the time of purchasing your data top up. ANT reserves the right to refuse Data Top Ups if the extra data will cause a breach of the FUP.

You can change your plan up or down at any time. Data Allowance Plan changes will be implemented at your next anniversary date. Speed Tier changes will also be implemented at your next anniversary date and incur a \$20.00 service charge

Your data is reset on your Anniversary date. Any unused data allowance expires at anniversary date

#### Information about Pricing

Services require a valid direct bank debit from the Applicants nominated bank account or credit / debit card. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Credit card, or Subscription fees can be paid 6 months in advance via, Electronic Funds Transfer, direct Bank Debit or Credit Card, cheque or money order. Subscription fees are deducted on your Anniversary date each month. The first and last months are billed on a pro rata basis

#### Minimum Monthly Charge

nbn™ Sky Muster™

12/1Mbps						25/5Mbps					
Plan Name	Peak Data Allowance	Off Peak Data Allowance	Total Allowance	Cost Per Month	Cost per GB Total Data Allowance	Plan Name	Peak Data Allowance	Off Peak Data Allowance	Total Allowance	Cost per Month	Total Data Allowance Cost Per month
LTS 12 - 5	5	50	55	\$32.95	0.5991	LTS25-5	5	50	55	\$37.95	0.6900
LTS 12 - 10	10	50	60	\$34.95	0.5825	LTS25-10	10	50	60	\$39.95	0.6658
LTS 12 - 15	15	50	65	\$36.95	0.5685	LTS25-15	15	50	65	\$41.95	0.6454
LTS 12 - 20	20	50	70	\$39.95	0.5707	LTS25-20	20	50	70	\$44.95	0.6421
LTS 12 - 30	30	50	80	\$44.95	0.5619	LTS25-30	30	50	80	\$49.95	0.6244
LTS 12 - 35	35	60	95	\$54.95	0.5784	LTS25-35	35	60	95	\$59.95	0.6311
LTS 12 - 40	40	60	100	\$64.95	0.6495	LTS25-40	40	60	100	\$69.95	0.6995
LTS 12 - 45	45	70	115	\$89.95	0.7822	LTS25-45	45	70	115	\$94.95	0.8257
LTS 12 - 50	50	80	130	\$114.95	0.8842	LTS25-50	50	80	130	\$119.95	0.9227
LTS 12 - 70	70	80	150	\$199.95	1.3330	LTS25-70	70	80	150	\$204.95	1.3663

#### Maximum Monthly Charge

Standard monthly fee + any top up data blocks purchased during the month + speed tier changes + any requested additional services.

#### Set Up Fee

There is no set up fee

#### Early Termination Charge

All Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice. Casual and 6 month paid in advance - Nil

#### Other Information

Usage information Customers can obtain information on their usage on the My Account tab on our website <https://myaccount.ant.com.au>  
We will also send you alerts to your nominated email address as your usage passes 50%, 80% and 100% of your monthly data allowance

#### Customer Service Contact Details

Postal Address 1/41 Booner Street Hawks Nest NSW 2324

#### Sales

Phone 02 6619 5500 or 1300 268 266  
Fax 02 8209 4956

email [sales@ant.com.au](mailto:sales@ant.com.au)

#### Technical Support

Phone 02 6619 5500 or 1300 268 266  
Fax 02 8209 4956

email [support@ant.com.au](mailto:support@ant.com.au)

#### Billing

Phone 02 6619 5500 or 1300 268 266 3  
Fax 02 8209 4956

email [billing@ant.com.au](mailto:billing@ant.com.au)

#### Dispute Resolution Process

If you have a problem or complaint about your service please visit our website Or

email [complaints@ant.com.au](mailto:complaints@ant.com.au)

#### Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com](http://tio.com).