

Critical Information Summary

Portable Satellite



Information About the Service

ANT Portable Satellite is a service which uses the Optus Geostationary Satellite Network to delivery internet connection to you as you travel, work or live in remote parts of Australia.

Mandatory Requirements and Availability

This service is not dependent on any bundling of services.

ANT's portable satellite will give you broadband internet no matter where you are as long as you have a clear view of the Northern sky.

ANT's portable satellite can only be connected using ANT's supplied or approved equipment. See application form for current cost of equipment

Satellite Travellers' Plans are only available to individuals for private use.

Small Business Plans are for a maximum of 4 computers connected concurrently

Commercial Plans are for 5 or more computers connected concurrently.

Minimum Term

Casual Connection - One month

Payment In Advance - 6 months

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

ANT supplies: Satellite dish, tripod, ODU, modem, wireless router, cabling, digital inclinometer, compass and satellite meter. Set up instructions are also supplied with a demonstration DVD. The electronics are provided in a foam lined aluminium attaché case. Optional bags are available at an additional charge. See application for current pricing. ANT also supplied Satellite finder software to allow for easy set up.

Plans are based on the Optus 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.

ANT Anytime Plan data may be used at any time of the day you wish. At ANT there is none of the data restrictive "peak" or "off-peak" or "bonus data" time restrictions.

Data usage is counted in both directions so if you download 10GB of data and upload 10GB of data that is counted as 20GB. Data usage is measured on a 28 day rolling cycle.

You can change your plan up or down at any time. If you upgrade your plan a pro rata adjustment will be made at your next billing cycle.

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

Use Your Data AnyTime Plans	AnyTime GB	Price Per Month (GST Inclusive)	Unit Cost 1GB of data
Standby	500MB	\$ 29.00	\$ 58.00
Travellers T1	1	\$ 49.00	\$ 49.00
Travellers T2	2	\$ 69.00	\$ 34.50
Travellers T3	3	\$ 89.00	\$ 29.66
Travellers T5	5	\$149.00	\$ 29.80
Small Business Plan SB5	5	\$300.00	\$ 60.00
Commercial Plan C5DS	5	\$500.00	\$100.00
Telemetry TelX	1	\$ 49.00	\$ 49.00

Maximum Monthly Charge

Standard monthly fee + any top up data blocks purchased during the month + any pro rata adjustment for upgrade of plans

Set Up Fee

There is no set up fee

Excess Usage

Most plans are shaped, so there are no surprise charges. "Shaped" means that speeds will be reduced to 64/64 when your data allowance in any 28 days has been reached. If you do not select a shaped plan and you exceed your data allowance for any given month, you will be charged a rate of 15 cents per MB over and above your monthly data allowance
All speeds rated at average performance of 60% maximum rate for 75% of coverage period

You can purchase top up blocks at any time. You will be charged for the top up date at your next billing period.

Early Termination Charge

There is no early termination charge.

Other Information

Usage information

Currently there is no on line access for data monitoring. However you can phone or email sales@ant.com.au and request your data usage.

Customer Service Contact Details

Postal Address 1/41 Booner Street Hawks Nest NSW 2324

Sales

Phone 1300 268 266 or 02 6619 5500

email sales@ant.com.au

Technical Support

Phone 1300 268 266 or 02 6647 3258

email support@ant.com.au

Online remote assistance <http://anthelp.me/>

Billing

Phone 1300 268 266 or 02 6619 5500

email billing@ant.com.au

Fax 02 8209 4956

Dispute Resolution Process

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