

Critical Information Summary

nbn™ Sky Muster™ Long Term Education Port Satellite Plans



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

Information About the Service

The Sky Muster™ Education Port is a service that has been made available that give families with children who are studying primary and secondary education and use the internet as their principal means of education. The Education Port will allow those children to have access to data plans that will not be impacted by the family's normal data allowance. The LTS Education Port 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

You will require a current application or an active Sky Muster™ satellite service with Ant. You will also need to supply Ant with your child's Student ID from your State or Territory Education Department for submission and approval by nbn™. Before we can activate an Education Port. Currently only students in Queensland are able to access these Education Ports. If your premises is 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

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

nbn subsidises the initial 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) / voice (UNI-V) port. 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.

nbn™ Educational Ports have an allowance of 50GB per approved student with a maximum of 3 students or a total of 150GB data that can be used Anytime and must only be used by the approved student only for their educational studies. There is no Peak or Off Peak for the educational ports. If you use all of your allocated data allowance your speed will be shaped to 128/128kbps. To connect more than one student you will require a dedicated wireless router. ANT Communications can supply you with the nbn ready router for an additional cost of \$105.00 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.

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 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.
2. 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 are not available on Education Ports

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.

Speed Tier changes can be requested 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 or credit card authority. 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™ Education Port

12/1Mbps					25/5Mbps				
Plan Name	No of Students	Total Allowance	Cost Per month	Cost per GB Total Data Allowance	Plan Name	No of Students	Total Allowance	Cost Per month	Cost per GB Total Data Allowance
LTSED 12 - 1	1	50GB	\$39.95	\$0.799	LTSED 25 - 1	1	50GB	\$44.95	\$0.899
LTSED 12 - 2	2	100GB	\$54.95	\$0.549	LTS 25 - 2	2	100GB	\$59.95	\$0.599
LTSED 12 - 3	3+	150GB	\$74.95	\$0.499	LTS 25 - 3	3 +	150GB	\$79.95	\$0.533

Maximum Monthly Charge

Standard monthly fee + 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 310 Greberts Road, Stockyard Creek via Grafton, NSW 2460

Sales

Phone 02 6619 5500 Option 1 or 1300 268 266 Option 1
 email sales@ant.com.au

Technical Support

Phone 02 6619 5500 Option 2 or 1300 268 266 Option 2
 email support@ant.com.au
 Online remote assistance <http://anthelp.me/>

Billing

Phone 02 6619 5500 Option 3 or 1300 268 266 Option 3
 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