

Critical Information Summary

NBN Interim Satellite Scheme (ISS)



Information About the Service

NBN Satellite is part of the National Broadband Network internet service which uses the NBN Interim Satellite Network to deliver internet connection to your premises.

Mandatory Requirements and Availability

This service is not dependent on any bundling of services.

You must have met and received Eligibility approval by NBN Co to qualify for this service.

The NBN Satellite Support Service is only available within an NBN SSS Eligible approval. You can check availability on <https://programs.communications.gov.au/NBNBSL/Welcome.do>

You are required to have a clear line of site either to the North West or North.

If your premises is in a NBN Satellite service area but is not already connected to the NBN, the installation will include the installation of a 1.2M dish on your roof (tin roof only) or on a pole attached to your house or a free standing ground mount if you have a tile roof or for Line of Sight reasons. 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

Payment In Advance - 6 months

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

NBN Co subsidises the installation : Satellite dish, Wall Outlet, Modem and Power Supply Unit; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

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 \$105.00 including postage or , you can provide your own NBN ready router.

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN 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. You can change your NBN ISS plan up or down at any time. Plan changes will be implemented at your next anniversary date.

Your data is reset on your billing Anniversary date. Any unused data allowance expires at anniversary reset 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 the first of 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 MB of data
NBN - AntTime 3	3	\$34.95	\$0.01137
NBN - AntTime 10	10	\$39.95	\$0.00390

Maximum Monthly Charge

Standard monthly fee + any top up data blocks purchased during the month

Set Up Fee

There is no set up fee

Excess Usage

Plans are shaped, so there are no surprise charges. "Shaped" means that speeds will be reduced to 128/128kpbs 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 Total GB Quota you will be further shaped to 64kpbs. NBN have placed a restriction of 50GB of data per 4 week period, per user on the ISS Satellite network. If your total usage exceeds 50GB in the first 4 weeks of your billing cycle, the service will be suspended until the start of your next anniversary date

You can purchase one NBN data top up per month. You will be charged for the top up date at your next billing period.

Early Termination Charge

There is no early termination charge but all Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice.

Other Information

Usage information

Customers can obtain information on their usage on the My Account tab on our website <https://myaccount.ant.com.au/selfservice.cgi>

Customer Service Contact Details

Postal Address 310 Greberts Road, Stockyard Creek via Grafton, NSW 2460

Sales

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

Technical Support

Phone 1300 797 759 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 accounts@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