

## Critical Information Summary

### NBN Satellite Support Scheme (NSS)



#### Information About the Service

The NBN Co Satellite Support Scheme (NSS) is designed to help increase availability of internet access to Australians in rural and remote locations who cannot access a commercial broadband connection. The satellite service will be delivered by IPSTAR

#### 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 NSS 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 to the North West. If your premises is approved for a NBN Satellite Support Service the installation will include the installation of a .87cm or 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 satellite broadband modem.

You must agree to that NBN Co can deploy an Enex Test system at your premises. This device connects to your home network and reports to NBN Co on the performance of your satellite service.

#### Minimum Term

12 months

Payment In Advance - 12 months

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

NBN Co subsidises the installation and the equipment, but is not an NBN Co Service, it is delivered by IPSTAR : Satellite dish, Wall Outlet, Modem and Power Supply Unit; external cabling from the dish to the modem; and internal cabling up to the modem.

The equipment ownership is transferred to the occupier of the premises on installation. Should you move from the approved premises you must leave all the equipment for the next occupier, with the exception of the wireless router if you have purchased one.

The Modem 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 NSS satellite speeds you should have an NSS ready router ANT Communications can supply you with the NSS ready router for an additional cost of \$105.00 including postage or, you can provide your own NSS ready router.

The IPSTAR NBN NSS service speed target is at least 65% of the service's minimum access speed for at least 85% of the time for both download and upload direction as verified by an Enex eMetric device. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

Peak Hours are defined by IPSTAR as 11.00 am to 11.00pm according to the time zone of your Satellite Beam as per [www.ant.com.au](http://www.ant.com.au) Likewise, Off-peak hours are defined as 11.00pm to 11.00am the following day.

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 plan up or down at any time. Plan Changes will become effective at your next billing cycle i.e. 1<sup>st</sup> of the month.

Your data is reset on the 1<sup>st</sup> of each month. 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 12 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 and Minimum Costs

Plan ID	Monthly Data Allowance		Peak	Off Peak	Total	Plan Price Per Month	Price per MB	Minimum Cost
	DL Speed	UL Speed				(incl. GST)		
NSS001	4096	1024	1.0GB	3.0GB	4.0GB	\$ 29.95	0.00731	\$ 359.40
NSS002	4096	1024	1.0GB	4.0GB	5.0GB	\$ 36.95	0.00720	\$ 443.40
NSS003	4096	1024	2.0GB	6.0GB	8.0GB	\$ 54.95	0.00670	\$ 659.40
NSS004	4096	1024	2.0GB	8.0GB	10.0GB	\$ 69.95	0.00683	\$ 839.40
NSS005	4096	1024	3.0GB	9.0GB	12.0GB	\$ 79.95	0.00650	\$ 959.40
NSS006	4096	1024	3.0GB	12.0GB	15.0GB	\$ 99.95	0.00650	\$ 1,199.40
NSS007	4096	1024	4.0GB	12.0GB	16.0GB	\$ 104.95	0.00640	\$ 1,259.40
NSS008	4096	1024	5.0GB	15.0GB	20.0GB	\$ 129.95	0.00634	\$ 1,559.40
NSS009	4096	1024	6.0GB	18.0GB	24.0GB	\$ 154.95	0.00630	\$ 1,859.40
NSS010	4096	1024	8.0GB	24.0GB	32.0GB	\$ 199.95	0.00610	\$ 2,399.40
NSS011	4096	1024	10.0GB	30.0GB	40.0GB	\$ 259.95	0.00634	\$ 3,119.40
NSS012	4096	1024	15.0GB	45.0GB	60.0GB	\$ 384.95	0.00626	\$ 4,619.40
NSS013	4096	1024	20.0GB	60.0GB	80.0GB	\$ 499.95	0.00610	\$ 5,999.40

### Maximum Monthly Charge

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

### Set Up Fee

There is no set up fee for a standard installation

### 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 will be charged for the top up date at your next billing period.

### Early Termination Charge

Early termination requires you to pay the remainder of the 12 month contract. All Plan Cancellations require 30 days notice in writing. Cancellation fees will be processed upon 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>

Your data usage is metered by IPSTAR and not ANT and is provided to ANT in a daily usage report. Your daily usage shown in ANT's Members portal may therefore be more than 24 hours old

### 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](mailto:sales@ant.com.au)

#### Technical Support

Phone 1300 797 759 or 02 6647 3258

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

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

#### Billing

Phone 1300 268 266 or 02 6619 5500

email [accounts@ant.com.au](mailto: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](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.au](http://tio.com.au)