

## Critical Information Summary – nbn™ Sky Muster™ Satellite Plans

### 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 150GB of “Peak” data in any rolling 4 week period. If your Peak data usage exceeds 150GB 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 300GB of total data in any rolling 4 week period. If your total usage (both Peak and Off Peak) exceeds 300GB 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 45GB 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

## Customer Service Contact Details

Mailing Address	PO Box 269 Avalon Beach NSW 2107
Sales	Phone 1300 268 266 email sales@ant.com.au
Technical Support	Phone 1300 268 266 email support@ant.com.au
Billing	Phone 1300 268 266 email 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

## 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.