



## Critical Information Summary – NBN™ SkyMuster Satellite

### Information about the service

NBN SkyMuster Satellite is part of the National Broadband Network which uses satellite technology to deliver the internet connection to your premises. SkyMuster Satellite is reserved for customers in regional and remote locations where nbn is not available by other conventional connection methods such as fixed line or fixed wireless.

### Mandatory Requirements & Availability

This service is not dependant on any existing building services. The nbn SkyMuster Satellite access technology is only available where nbn Fibre and Fixed Wireless technologies are not serviceable or planned for service. If you are not sure what nbn connection technology services your area, you can check [www.ausinternet.com.au/nbncoverage](http://www.ausinternet.com.au/nbncoverage) to see what nbn technology is available to your location. Connections are determined by two service class types.

**Service Class 8:** Your premises is in the SkyMuster Service footprint, however no nbn equipment is installed yet. The connection will require the installation of an NBN SkyMuster satellite dish typically on the roof of your home or business, with a cable connecting it to a Network Termination Device installed inside your home in a suitable location – typically on a wall in a study, office, lounge room or other location determined as suitable by an NBNCo technician. An appointment is arranged between you and the installer directly once NBNCo have sent your order to the field for installation. Installations usually occur within 28 business days of placing your order, however in remote and isolated areas, this timeframe may be longer.

**Service Class 9:** Your premises already has the NBN SkyMuster satellite dish and indoor equipment already installed. We can order a service and have your service activated typically within 1-5 business days, provided your satellite equipment is powered on and fully functional. If a fault is detected during the activation process, a technician will be required to attend your premises to restore the fault and manually connect the service.

### Minimum Term & Billing

Our nbn SkyMuster Satellite Services have a minimum 1 full calendar month connection term. For the purpose of billing, your services will be billed monthly in advance. Your initial bill will be a pro-rata of the remaining period of the month in which your service is connected by nbn. Eg: If your normal monthly plan cost is \$79.95 and your service was connected on the 10<sup>th</sup> day of August. Your initial bill will be for the remaining 21 days of August calculated as:  $(\$79.95 / 31 \text{ days}) \times 21 \text{ days} = \$54.16$ . This bill will be issued to you on the day of connection and payable within 7 days. All following bills will be issued on the 21<sup>st</sup> day of the month, and payable before the 28<sup>th</sup> day of the month. Where a service is connected between the 21<sup>st</sup> day and last day of the month, a single bill will be issued for the pro-rata amount and the following full month in advance. In this case, payment will be due within 7 days. Services not paid by due dates will be suspended.

### Fees and Charges

New Connection setup fee	: \$0.00	BPAY	: \$2.00 per payment
Churn from another provider	: \$0.00	Direct Debit Dishonour fee	: \$15.00
Direct Debit Fee (Bank Acct)	: \$0.00	Late Payment penalty	: \$5.00 per bill overdue
Direct Debit (Credit Card)	: 2.2% surcharge		

### Disconnection of Service (Non-Payment)

Where a payment is not made by close of business on the due date, or a payment fails to be debited, and the customer has failed to rectify the balance, services will be immediately suspended, and a late payment fee may be applied. If after a further 7 days the due balance has not been paid, the account will be terminated, and customers will need to request a new connection.



## Cancellation of Services

As there is no contract with our nbn products you may cancel at any time provided you give us a minimum of 30 days' written notice of your intention to terminate the service to [sales@ausinternet.com.au](mailto:sales@ausinternet.com.au). If the minimum notice is not provided, you will still be charged for the notice period. Where you have any pre-paid amounts over the notice period, we will refund this to you within 28 days following the notice period.

## Inclusions, Exclusions, Important conditions, Limitations & Restrictions

**NBNCo supplies:** The satellite equipment, including dish, cable, wall plate and Network Termination Device. This equipment always remains the property of NBNCo and should not be removed from the premises. Standard installation is provided at no cost to the end user. NBNCo's boundary of responsibility is the Data (UNI-D) port on the Network Termination Device.

**Aus Internet:** Provides basic support to assist you in getting connected to your nbn connection and fault rectification when your service is not working. Where a fault is assumed to be outside of the Aus Internet network, and requires a visit from an NBNCo technician, the timeframe of restoration will vary dependant on factors including your location. Credit of your service may apply if the fault is determined to be outside the Aus Internet network. Credits do not automatically apply, and you must apply for a credit via email to [support@ausinternet.com.au](mailto:support@ausinternet.com.au) within 7 days of your service being restored. No credit is applicable after 7 days.

An nbn compatible router is required to connect your equipment to the service. If you do not have a router Aus Internet can supply a router to you. We have various models available for purchase. We do not provide support for routers not purchased from us, however we are more than happy to provide you with any configuration info necessary to get your router connected.

Advertised plan speeds are based on the NBN peak theoretical speed of your chosen plan. NBN SkyMuster Plus Satellite is a best effort product, and speeds indicated are not guaranteed. Actual attainable speed will be dependent on factors including but not limited to location, signal strength, volume of traffic through the nbn network, your equipment, users and download sources.

nbn SkyMuster Plus satellite plans are data limited. Although they do offer unmetered data. Traffic such as Video Streaming applications and data sent through VPN's is metered, as is any traffic that nbn cannot identify. Please refer to plan details for information and data limits. A Fair Use Policy may apply if your data usage constantly exceeds the highest average of users across the network, or we feel that your data usage adversely impacts the experience of other users of the network. Aus Internet reserve the right to terminate services that are deemed to breach the Fair Use Policy.

## Customer Service Contact Info

Mailing Address : 5 Douglas Track, Speewah, QLD 4881

Sales : Phone - 07 4222-1111  
: Email - [sales@ausinternet.com.au](mailto:sales@ausinternet.com.au)

Technical Support : Phone - 07 4222-1111  
: Email - [support@ausinternet.com.au](mailto:support@ausinternet.com.au)

Billing : Phone - 07 4222-1111  
: Email - [billing@ausinternet.com.au](mailto:billing@ausinternet.com.au)

## Dispute Resolution Process

If you have a problem or complaint about your service, please contact our team on 07 4222-1111 and we will do whatever we can to assist you in resolving your concerns.