

# CRITICAL INFORMATION SUMMARY

## NBN Satellite (NBN Skymuster) – Nite Plans



### Information About The Service

#### Description of the Service

The NBN Skymuster Satellite (NBN Skymuster) service is a residential grade broadband internet service delivered using NBN Satellite equipment connected to your premises with a Peak Information Rate of 12/1Mbps for Standard and 25/5 Mbps for Pro.

#### Requirements, Availability and Limitations

The NBN Skymuster Service is only available to those who are in the NBN satellite area. You can check this on our website at: <http://www.clearnetworks.com.au/nbn-skymuster/eligibility>

Peak speeds refer to the speed delivered to the Satellite technology installed at the customer's premises. They are not necessarily equivalent to the speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your fibre connection) and the type/source of content being downloaded.

The NBN Skymuster Service may not be appropriate for applications that require low network latency such as online gaming, share trading and live streaming. These services are known to perform poorly (or not at all) on satellite broadband services.

Your data usage is counted in both directions, so if you download 10GB and upload 5GB then your total is counted as 15GB

Your Peak Data Allowance can only be used during Peak hours which are between 7am and 1am as per your local time-zone. If you exceed your Data Allowance, your Peak Information Rate will be reduced to 128/128 kbps for the remainder of your billing period (except during Off-Peak Hours if you have remaining Off Peak Data Allowance remaining). If you then continue to download data, your Peak Information Rate will be progressively reduced. There is no Excess Usage charge.

You may be able to top up your Data Allowance using Data Blocks, as long as this does not constitute a breach of NBN's Fair Use Policy. It may take up to an hour for your speed to return to normal.

NBN considers that 75GB of Peak Data Usage or 150GB of Total Data Usage in any four week period to constitute a breach of its Fair Use Policy. NBN may without notice to you shape your service as a result of this breach for a one week period until your average use over the 4 week period is reduced. Purchasing a Data Block in such a circumstance will not affect your speed.

#### Equipment Needs

You will require an NBN satellite dish and modem (Network Termination device or NTD), installed for free at your premises by an NBN installer as part of its network rollout. NBN retains ownership of the satellite equipment and will service and maintain it. You will need also need a router if you wish to use multiple devices at once on your NBN Skymuster service. If you do not already own one, Clear Networks can sell you a suitable device at an additional cost. You are advised to choose a router from our list of hardware options.

#### Minimum Term

NBN Skymuster plans are available on 30 days, 12 and 24 month agreement. A 12 and 24 month agreement gives access to discounted hardware.

#### Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a ClearTalk service, your broadband service will be discounted by \$10 a month.

#### Included Features

There are a range of value-added features included with Clear NBN Skymuster, with further details on our website;

On and off peak quota	5 email addresses	Data Blocks	100MB of Webspace
Static IP address	Free spam-virus filter	Equipment discounts	Free Plan Change (1 per month)

## Information About Pricing

### Monthly Charges

All NBN Skymuster Standard and Pro Plans have a standard monthly price

PLAN	Monthly Included Data	Max and Min Monthly Charge	Total Minimum Price 1 Month Contract)	Total Minimum Price 12 Month Contract)	Total Minimum Price 24 Month Contract)	Unit cost of 1GB of data
<b>Peak Speed 12mbps down/1mbps up</b>						
<b>Skymuster Nite 52</b>	2GB + 50GB	\$34.95	\$34.95	\$419.40	\$838.80	\$0.67
<b>Skymuster Nite 64</b>	4GB + 60GB	\$39.95	\$39.95	\$479.40	\$958.80	\$0.62
<b>Skymuster Nite 106</b>	6GB + 100GB	\$49.95	\$49.95	\$599.40	\$1,198.80	\$0.47
<b>Skymuster Nite 138</b>	8GB + 130GB	\$54.95	\$54.95	\$659.40	\$1,318.80	\$0.40
<b>Peak Speed 25mbps down/5mbps up</b>						
<b>Skymuster Nite Pro 52</b>	2GB + 50GB	\$39.95	\$39.95	\$479.40	\$958.80	\$0.77
<b>Skymuster Nite Pro 64</b>	4GB + 60GB	\$44.95	\$44.95	\$539.40	\$1,078.80	\$0.70
<b>Skymuster Nite Pro 106</b>	6GB + 100GB	\$54.95	\$54.95	\$659.40	\$1,318.80	\$0.52
<b>Skymuster Nite Pro 138</b>	8GB + 130GB	\$59.95	\$59.95	\$719.40	\$1,438.80	\$0.43

- The Total Minimum Price on a 1 month contract is the standard \$0 activation fee plus 1 months of plan rental
- The Total Minimum Price on a 6 month contract is the standard \$0 activation fee plus 6 months of plan rental
- The Total Minimum Price on a 24 monthly contract is the standard \$0 activation fee plus 24 months of plan rental

### Setup Fee

Your Setup Fee is \$0

### Excess Usage

Both upload and download count towards your monthly included data. There are no excess usage charges, instead traffic beyond the included data quota will be slowed to 128kbps/128kbps.

### Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

## Other Information

### Usage Information

Customers can monitor their NBN Skymuster usage at <https://myclear.clearenetworks.com.au>

### Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone:	1300 855 215	1300 855 215
Email:	<a href="mailto:sales@clearenetworks.com.au">sales@clearenetworks.com.au</a>	<a href="mailto:support@clearenetworks.com.au">support@clearenetworks.com.au</a>
Hours	Weekdays 9am to 5:30pm AEST	Weekdays 9am to 5:30pm AEST

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at <https://clearenetworks.com.au/Complaints>

### Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)