



CRITICAL INFORMATION SUMMARY

# NBN Sky Muster Plus

Version 07.21

# NBN Sky Muster Plus

## Critical Information Summary

Plan		
Included Data: 100GB (Peak: 50GB, Off-peak: 50GB)	Minimum monthly charge	\$70.00
	Cost per GB	\$0.70
	Minimum charge (casual plan)	\$70.00
Included Data: 200GB (Peak: 100GB, Off-peak: 100GB)	Minimum monthly charge	\$139.00
	Cost per GB	\$0.69
	Minimum charge (casual plan)	\$139.00
Included Data: 300GB (Peak: 150GB, Off-peak: 150GB)	Minimum monthly charge	\$199.00
	Cost per GB	\$0.66
	Minimum charge (casual plan)	\$199.00

### Information about the service

#### The Service:

Sky Muster Plus is a broadband internet service delivered via the National Broadband Network using satellite technology to your premises.

#### Requirements and Availability

The service is available to customers in National Broadband Network Sky Muster broadband service areas only.

Satellite equipment is required to access this service (i.e. Satellite Dish and Network Termination Device). Equipment will be provided by the nbn™ and must be installed by an nbn™ technician. Additional charges may apply if your installation is non-standard.

If you are not the owner of the property where the service is to be installed, you must obtain the consent of the property owner prior to the equipment installation.

#### NBN New Development Fee

A once off \$300 NBN New Development Fee is charged if your premise is identified by NBN as being within a new development area without any NBN equipment installed. If this charge is applicable, it will appear on your first bill.

#### Minimum term:

The service is available on your choice of either:

- month to month basis with no fixed term.
- 12 month contract term

# NBN Broadband

## Critical Information Summary



### Mandatory Components

You will require a modem at your premises for this service to work. We can provide a modem for you from the following: (prices exclude delivery charge of \$20.00)

- Netcomm NF10WV (Single Band) - \$125.00
- Netcomm NF18ACV (Dual Band) - \$185.00
- Netcomm NL1901ACV (Includes 4G LTE Backup – suitable for business) - \$298.00.

If you choose a plan on a 12 month term we can provide a monthly repayment option on your choice of modem. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information.

### Information about pricing

#### Minimum monthly charge:

Please refer to table on previous page for pricing information.

#### Billing:

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. All bills are delivered by email. Please contact us if you would like a paper bill.

#### Termination Fee:

If you choose a repayment plan for your modem on a 12 month contract term and disconnect your service before the end of that term, you will be billed for the remainder of the amount owing on that modem.

Our plans provide unmetered internet for all activities except video streaming and online activity accessed via a Virtual Private Network (VPN). Please see table below for examples of metered and unmetered use:

Metered	Unmetered
<b>Video streaming including:</b> Netflix, ABC iView, Stan, Foxtel, Youtube, TikTok, embedded video in online newspapers and magazines	<b>Embedded video streaming on certain Social Media platforms including:</b> Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn
<b>Embedded Video Streaming:</b> All sites and platforms (except for certain social media platforms)	<b>Unmetered Video Calling including:</b> Skype, WhatsApp, Facebook Messenger, FaceTime and Google Duo, Snapchat, Viber, Zoom, Instagram Live, Google Hangouts, Line, Tango, My VMR and GoTo Meeting
<b>Virtual Private Network activity including:</b> Accessing the internet through products like Nord VPN, Norton Secure VPN, Pure VPN and/or VPN's proprietary to workplaces and companies	<b>Basic web browsing, emails, popular PC and smartphone updates, P2P traffic, gaming software updates.</b>

In addition, nbn™ Sky Muster™ satellite service may not be appropriate for applications that require low network latency such as online gaming, share trading and live streaming. Internet usage is subject to the Click Access Fair Use policy. Please visit: <https://www.clickaccess.com.au/fairuse-policy>

### **Fair Use Policy:**

Nbn™ Fair Use Policy applies to all nbn™ Sky Muster™ Plus plans and may change from time to time. Please visit <https://www.nbnco.com.au/content/dam/nbnco2/2020/documents/sell/other-agreements/sfaa-smp-interim-agreement-sky-muster-plus-fair-use-policy-20200401.pdf>

### Usage Information:

The total data allowance applicable to your chosen plan is split between Peak Data Hours of 7am – 1am, and Off-Peak Data Hours of 1am – 7am (local time). Refer to the plan pricing table on the previous page.

Your metered data usage is counted in both directions, so if you download 15GB and upload 5GB, that counts as 20GB of data.

Plans are shaped, so there is no excess usage or surprise charges. “Shaped” means that speeds will be reduced as follows:

- Peak Data Allowance is reached: peak metered content slowed to a maximum of 512kbps/256kbps
- Off-Peak Data Allowance is reached: off-peak metered content slowed to a maximum of 2048kbps/512kbps

Data usage for each plan resets each month. Unused data is not carried over to the next billing period.

### Other information

#### **Enquiries, feedback and complaints:**

We’re here to help. Please contact us by calling (07) 5315 5440 or by sending an email to [info@clickaccess.com.au](mailto:info@clickaccess.com.au), if you have any questions, would like to give feedback or complain.

#### **Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>