NBN® Sky Muster Plus Premium

Critical Information Summary

NBN Sky Muster Plus Premium Plans				
Plan Name	Plan Speed	Typical Download Busy Evening Speed (between 7pm-11pm)	Burst Capability	Minimum Monthly Charge
25 Plus	25/5 Mbps	18 Mbps	Downlink to 50 Mbps	$69.00
50 Plus	50/5 Mbps	33 Mbps	Uplink to 10 Mbps	$79.00
100 Plus	100/5 Mbps	51 Mbps	Uplink to 10 Mbps	$109.00

Information about the service

The Service:

The Click Access NBN® Sky Muster Plus Premium 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 Plus Premium 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 NBN® at no cost for standard installations and must be installed by an NBN® approved 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.

Minimum term:

The minimum term is 30 days. If you request termination of your service, your service will be disconnected at the end of your monthly billing period. There is no early termination fee for this service. We require seven days' notice to disconnect a service.

Mandatory Components

You will require a modem at your premises for this service to work. We can provide a modem for you, please contact us for current availability.

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.

Data Allowance

All data use is unmetered. There is no limit for unmetered data.

Data Speeds

To proactively protect and ensure fair access to all users, NBN may, at its discretion, and only where necessary to protect the network, shape data use to maximum wholesale upload and download speeds of 256kbps. Shaping will not be applied automatically and is intended to be used when congestion is elevated. Congestion is elevated due to the use of an application type that negatively impacts the overall performance of the network for end users at a point in time.

Burst capability refers to speeds that can be achieved from time to time in optimal conditions. It is not a commitment.

Fair Use Policy

nbn® Fair Use policy applies to all nbn® Sky Muster Plus Premium Plans and may change from time to time. nbn®s Fair Use Policy can be found here: 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.coredownload.pdf

Examples of unfair use include but are not limited to:

Routinely transferring files greater that 20MB via email; downloading software, application or operating system updates for more than 20 unique devices; masking, manipulating or changing the signature of traffic to present capped use as uncapped use, or to avoid accurate data transfer management; performing excessive automated polling, refreshing or scraping of websites

Internet usage is also subject to the Click Access Fair Use Policy. This policy can be found here: https://www.clickaccess.com.au/fair-use-policy/

Power Outage

NBN Co does not offer a battery backup service. Therefore, during mains power disruptions, you will not be able to use your broadband service or make emergency phone calls with it.

Billing

Please refer to the table on the previous page for plan pricing information.

Our monthly bill cycle runs from the 28th of each month, to the 27th of the following month.

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. A $2.00 paper invoice fee will be charged every time you request a paper bill. To request a paper bill, please contact us on (07) 5315 5440 or email: info@clickaccess.com.au

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 , 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