



Critical Information Summary – REACHNET nbn™ Skymuster Plus Plans

Information about the Service

The nbn™ Sky Muster™ Plus plans include peak metered data allowance and off peak metered data allowance and unmetered content that is not counted towards your monthly metered data allowance.

Service Requirement

The service is available to eligible customers who are indicated by nbn™, you can find nbn™ Satellite service coverage areas through nbn™ website.

<http://www.nbnco.com.au/connect-home-or-business/information-for-home/satellite.html>

Equipment Requirements

nbn™ Satellite equipment will be provided by nbn™ and installed at your premises on your preferred date and time specified in the application form by nbn™ installer. nbn™ retains ownership of the equipment and will provide you a service and maintenance.

Minimum Term

The minimum term of the service is thirty days (30 days). Alternatively, you can sign up to a 12 month contract.

Each Plan Features

When your service is activated, followings are features that come with the service.

- **Up to 25/5 Mbps of speed.** Speed may vary due to some factors such as location, weather and technical limitations.
- **Free usage meter accessibility**
- **No excess data usage charge**

Information about Pricing

Installation Charge

There is no charge for standard installation.

Maximum Monthly Charge

There will be no extra charge if you have exceeded your plan data allowance.

Early Termination Charge

Your contract term, set-up and termination fee may vary subject to your choice of contract length. 1-month means minimum contract term is 30 days, no set up fee and no termination fee. An early termination fee applies to a 12-month contract if you want to cancel REACHNET service before your contract end date. 12-month means 12 month term, no set up fee and \$165 early termination fee. You may request to terminate your service with at least 30 days notice.

Monthly Plan Charge

The following table displays nbn™ Sky Muster™ Plus service plans. Our standard contract term is 30 days.

Plan name	Peak Metered Data 18 hrs (7am-1am)	Off-Peak Metered Data 6 hrs (1am-7am)	Total Monthly Metered Data Allowance	Peak Unmetered Data 18 hrs (7am-1am)	Off-Peak Unmetered Data 6 hrs (1am-7am)	Total Monthly Unmetered Data Allowance	Total Minimum Cost (over 30 days)	Total Minimum Cost (over 12 months)	Cost per GB (Metered Data)
Sky Muster™ Plus 50	50.0 GB	50.0 GB	100.0 GB	Unlimited	Unlimited	\$0.00	\$70.00	\$840.00	\$0.70
Sky Muster™ Plus 100	100.0 GB	100.0 GB	200.0 GB	Unlimited	Unlimited	\$0.00	\$135.00	\$1,620.00	\$0.68
Sky Muster™ Plus 150	150.0 GB	150.0 GB	300.0 GB	Unlimited	Unlimited	\$0.00	\$190.00	\$2,280.00	\$0.63
Sky Muster™ Plus 50 (12 month contract offer)	50.0 GB	50.0 GB	100.0 GB	Unlimited	Unlimited	\$0.00	\$65.00	\$780.00	\$0.65
Sky Muster™ Plus 100 (12 month contract offer)	100.0 GB	100.0 GB	200.0 GB	Unlimited	Unlimited	\$0.00	\$130.00	\$1,560.00	\$0.65
Sky Muster™ Plus 150 (12 month contract offer)	150.0 GB	150.0 GB	300.0 GB	Unlimited	Unlimited	\$0.00	\$185.00	\$2,220.00	\$0.62

Further information: <https://skymusterplus.Reachnetbroadband.com.au/>

Information is current as of 15/08/2019, is subject to change without notice and all prices quoted include GST. – V3.0



Information about Traffic Profiles and Shaping Policy

Peak hours are 7:00am – 1:00am (Local Time), Off-peak hours are 1:00am-7:00am (Local Time). Data allowance counts uploads and downloads combined. Data usage for each Plan resets on the first day of the calendar month.

Metered activities count towards the data allowance. If the Peak Period metered data allowance is exhausted, subsequent metered activities will be shaped to speeds of maximum 512kbps for downloads and maximum speeds of 256kbps for uploads during each daily Peak Period for the remainder of the calendar month. If the metered data allowance for Off-Peak Period is exhausted, subsequent metered activities will be shaped to speeds of maximum 2048kbps for downloads and maximum speeds of 512kbps for uploads during daily Off-Peak Periods for the rest of the calendar month. If you have exhausted your metered data allowance, you will still be able to access websites that have embedded videos, such as social media platforms, or news websites, but the video/audio content may not play.

Unmetered activities do not count towards the monthly data allowance. PC and mobile operating system software updates may, at nbn's discretion, be shaped to speeds of 256kbps from 7pm and 11pm (regardless of whether the metered data allowance has been exhausted or not). Other types of unmetered activities will not usually be shaped at any time, even when the metered data allowance has been exhausted.

- Social Media & Messaging Apps: Only static images and text are unmetered, any embedded video/audio content or video/audio call services are metered. Traffic (including via mobile apps) will ordinarily be metered if it doesn't use HTTP/HTTPS (TLS and SSL) protocols.
- PC & Smartphone operating system updates: From 7pm – 11pm PC and smartphone operating system software updates may be shaped at nbn's discretion to wholesale speeds of 256kbps.
- Email is unmetered: Please note unfair use is knowingly transferring large files greater than 20MB via email.
- Metered data includes: Any data via a Virtual Private Network (VPN), Peer to peer data, Streaming or downloading content from video or audio sites (like YouTube, Netflix and Spotify), autoplay of embedded video/audio within a webpage or application is metered. Gaming and Voice over Internet Protocol (VoIP) phone services and video call services.

Other Information

Visit the following links if you wish to obtain more information regarding:

Data Usage Information

You can obtain your nbn™ usage information by calling us on 1300 798 007, sending an email to support@Reachnet.com.au or accessing your online account <https://my.billing.com.au/Reachnet/login.aspx>

Customer Service Contact Details

Contact REACHNET Customer Support by calling **1300 798 007**, during normal business hours. You can also email us at support@Reachnet.com.au and we will contact you during our normal business hours. Our normal business hours are available online here: <http://www.Reachnet.com.au/support>

Dispute Resolution Process

Contact REACHNET Customer Support by calling **1300 798 007**, during normal business hours or by sending a Complaint to us by post addressed to Operations Manager, REACHNET, 5 George Place, Artarmon, NSW 2064.

You can find our process here: http://www.Reachnet.com.au/legal_articles/Reachnet-complaint-handling

Telecommunications Industry Ombudsman

The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia with unresolved complaints about their telephone or internet services and can be contacted by telephone on 1800 062 058 - Monday to Friday between 9am and 5pm Australian Eastern Standard Time (free from a landline, but charged at standard mobile call rates if you call from a mobile).

You can also lodge your complaint at <http://www.tio.com.au/making-a-complaint>

Further information: <https://skymusterplus.Reachnetbroadband.com.au/>

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