



## Critical Information Summary – Reachnet nbn™ Sky Muster™ Plus

### 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 nbn™ customers. You can find nbn™ Satellite service coverage on the 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 an nbn™ installer. nbn™ retains ownership of the equipment and will provide service and maintenance.

#### Minimum Term

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

#### Plan Features

When your service is activated, the following features that come with the service include:

- **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 18hrs (7am-1am)	Off-Peak Metered Data 6hrs (1am-7am)	Total Monthly Metered Data Allowance	1 Month		12 Months		
				Plan Price	Cost per GB	Plan Price	Total Minimum Cost (over 12 months)	Cost per GB
Sky Muster Plus 50	50 GB	50 GB	100 GB	\$ 70	\$ 0.70	\$ 65	\$ 780	\$ 0.65
Sky Muster Plus 100	100 GB	100 GB	200 GB	\$ 135	\$ 0.68	\$ 130	\$ 1,560	\$ 0.65
Sky Muster Plus 150	150 GB	150 GB	300 GB	\$ 190	\$ 0.63	\$ 185	\$ 2,220	\$ 0.62

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

Information is current as of 01/04/2020, is subject to change without notice and all prices quoted include GST. – V4.0



## 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 2,048kbps for downloads and maximum speeds of 512kbps for uploads during daily Off-Peak Periods for the rest of the calendar month.

Traffic will be treated as unmetered by default and only certain nominated traffic types focused around streaming video and VPN usage will be treated as metered and count towards the monthly metered data allowance.

- Streaming video, VPN and any activity that cannot be identified/classified by nbn™ will be metered.
- Peer to peer traffic will always be shaped during the evening busy hours between 4pm and 11pm.
- Operating system updates, software/application updates, gaming software updates and cloud storage platforms traffic may be shaped from time to time during the evening busy hours between 4pm and 11pm if network congestion is present.
- All traffic that is not captured as listed above is to be treated as unmetered, in which case it would not be subject to any shaping.

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## Other Information

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

### Data Usage Information

You can obtain your nbn™ Satellite usage information from <https://nbn.ipstaraustralia.com/ci/index.php/myoss>

### 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](mailto:support@reachnet.com.au) and we will contact you during our normal business hours. Our normal business hours are available online here: <http://reachnet.com.au/contact/>

### 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, PO Box 3109 Hay Street, East Perth WA 6892.

You can find our process here: [http://reachnet.com.au/legal\\_articles/reachnet\\_complaint\\_handling/](http://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>