



Critical Information Summary IPSTAR Satellite Broadband

Information about the Service

Description of service

Activ8me IPSTAR Satellite Broadband is a broadband internet service provided by Activ8me using IPSTAR satellite broadband equipment. The Activ8me Satellite Broadband service is only available to those who have an IPSTAR satellite dish and an IPSTAR modem installed on their premises.

Availability

Activ8me IPSTAR satellite broadband is only available to those who already have IPSTAR satellite broadband equipment installed on their premises. The equipment must be in working condition and either already be allocated to Activ8me or have an equipment release letter provided by the previous internet service provider.

Minimum Term

There are three contract terms associated with IPSTAR satellite broadband, No contract, 12 months or 24 months. The contract term selected is up to the customer.

Equipment Requirements

To access an Activ8me IPSTAR Satellite service you will require an IPSTAR satellite dish and modem already installed on your premises.

Information about Pricing

Minimum Monthly Charge

The monthly plan charges for IPSTAR Satellite Broadband are outlined in the table below. 'Shaped' plans do not incur excess usage charges and the monthly charge for shaped plans is a maximum monthly charge.

Plan	Peak Data Allowance	Off-Peak Data Allowance	Monthly Charge	Speed	Excess Data Fee	Cost per MB of data
SuperSaver 1.5GB Excess	500MB	1GB	\$19.95	512/256kb ps	\$0.05 per MB	\$0.0133
SuperSaver 1.5GB Shaped	500MB	1GB	\$24.95	512/256kb ps	Speed Slowed to 64kbps	\$0.0166
SuperSaver 2.5GB Excess	500Mb	2GB	\$29.95	Unleashed	\$0.05 per MB	\$0.0119
SuperSaver 2.5GB Shaped	500MB	2GB	\$39.95	Unleashed	Speed Slowed to 64kbps	\$0.0159
Unleashed 5GB Excess	1GB	4GB	\$39.95	Unleashed	\$0.05 per MB	\$0.0079
Unleashed 5GB Shaped	1GB	4GB	\$49.95	Unleashed	Speed Slowed to 64kbps	\$0.0099
Unleashed 10GB Excess	2GB	8GB	\$54.95	Unleashed	\$0.05 per MB	\$0.0054
Unleashed 10GB Shaped	2GB	8GB	\$69.95	Unleashed	Speed Slowed to 64kbps	\$0.0069
Unleashed 15GB Excess	3GB	12GB	\$68.95	Unleashed	\$0.05 per MB	\$0.0045

Unleashed 15GB Shaped	3GB	12GB	\$89.95	Unleashed	Speed Slowed to 64kbps	\$0.0059
Unleashed 18GB Shaped	6GB	12GB	\$139.95	Unleashed	Speed Slowed to 64kbps	\$0.0077
Unleashed 24GB Shaped	8GB	16GB	\$189.95	Unleashed	Speed Slowed to 64kbps	\$0.0079
Unleashed 30GB Shaped	10GB	20GB	\$229.95	Unleashed	Speed Slowed to 64kbps	\$0.0076
Unleashed 45GB Shaped	15GB	30Gb	\$329.95	Unleashed	Speed Slowed to 64kbps	\$0.0073
Unleashed 60GB Shaped	20GB	40GB	\$429.95	Unleashed	Speed Slowed to 64kbps	\$0.0071

Peak data time is 12 noon – 11pm. Off-peak data time is 11pm – 12 noon AEST/AEDT.

Early Termination Fees

A charge of \$120 is payable for terminating inside the contracted period.

Other Information

Usage Information

Internet usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document. Once your monthly internet data limit is reached on 'Excess' plans you will be charged at a rate of \$0.05 per MB of usage until your new billing period starts. A record of your usage can be viewed by logging into the '[My Account](#)' section of the website. Usage data can take up to 24 hours to update.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your internet service. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Customer Service

Sales & Customer Service	Technical Support
Call 1800 80 44 10 Fax 03 8080 1617	Call 1300 760 219
Email Activ8me Online Sales Email Form	Email Activ8me Support Email Form

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au. A complaint can be lodged via Phone: 1300 760 219, Email: support@activ8.net.au, Fax: 03 9456 9753 or Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.

If you're unhappy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only – the full terms and conditions for this plan are available at www.activ8me.net.au.