

# Critical Information Summary

## NBN Sky Muster Satellite Broadband



### Information about the Service

Activ8me NBN Sky Muster satellite is a broadband internet service delivered via NBN satellites.

### Requirements and Availability

The NBN Satellite service is only available to eligible customers who qualify or have had an NBN Sky Muster satellite service installed.

### Minimum Term

NBN Sky Muster satellite is offered on either a 0 or 12 month contract term.

### Equipment Requirements

To access an Activ8me NBN Sky Muster satellite service you will require an NBN co satellite dish and Network Termination device – NTD (modem) installed on your premises by a NBN co installer. NBN equipment is provided free of charge to eligible premises by NBN Co. NBN Co retain ownership of the equipment.

You may purchase a Wi-Fi router from Activ8me or BYO Wi-Fi router. A Wi-Fi router is not required to use the NBN Sky Muster satellite service, however if you wish to connect mobile phones, tablets and other Wi-Fi enabled devices, you will require a Wi-Fi router.

### Information about Pricing

#### Connection Fees

There are no connection fees to connect to an NBN Sky Muster satellite service.

#### Maximum Monthly Charge

The maximum monthly plan charges for Sky Muster NBN satellite broadband are outlined below. All plan pricing is based on the standard 12/1Mbps speed.

Total Plan Data	Monthly Peak Data	Bonus Off Peak Data	Monthly Plan Charge	Total Min Price (0 Mth Contract)	Total Min Price (12 Mth Contract)	Cost per GB
Sky Muster 15GB	15GB	75GB	\$34.95	\$34.95	\$419.40	\$0.38
Sky Muster 45GB	45GB	75GB	\$39.95	\$39.95	\$479.40	\$0.33
Sky Muster 60GB	60GB	90GB	\$49.95	\$49.95	\$599.40	\$0.33
Sky Muster 70GB	70GB	100GB	\$64.95	\$64.95	\$779.40	\$0.38
Sky Muster 90GB	90GB	100GB	\$89.95	\$89.95	\$1,079.40	\$0.47
Sky Muster 110GB	110GB	150GB	\$114.95	\$114.95	\$1,379.40	\$0.44
Sky Muster 150GB	150GB	150GB	\$124.95	\$124.95	\$1,499.40	\$0.41
Sky Muster 200GB	200GB	100GB	\$149.95	\$149.95	\$1,799.40	\$0.49
Sky Muster 250GB	250GB	50GB	\$249.95	\$249.95	\$2,999.40	\$0.83
Sky Muster 300GB	300GB	0GB	\$399.95	\$399.95	\$4,799.40	\$1.33

- Data usage is split into peak (7:00am – 1:00am) and off-peak (1:00am-7:00am) in your Local Time Zone.
- A maximum limit of 5GB of data blocks can be purchased each month.

### Speed Pack Pricing

Up to 12/1 Mbps	Up to 25/5 Mbps
<b>Included free</b> The basic NBN speed. This speed is good for browsing, email & social media.	<b>Extra \$5 per month</b> This speed is good for browsing, social media and streaming video.

## Early Termination Fees

0 Month Contract	12 Month Term
\$0	\$250

## Other Information

### Usage Information

All plans have a monthly data allowance which is split into peak and off-peak times. These plans and the peak and off-peak data can be found in the plan table under "Information About Pricing".

Your connection will be slowed to a maximum of 128kbps down/128kbps up during the period in which the monthly data usage quota has been exceeded (peak or off-peak) for the remainder of your billing period.

NBN co.'s Fair Use Policy considers 150GB/200GB/300GB or more of peak data usage in a four-week period as excessive and a breach of its Fair Use Policy. NBN co.'s Fair Use Policy considers 300GB or more combined peak and off-peak data usage in a four-week period excessive and a breach of its Fair Use Policy.

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. These services are known to perform poorly (or not at all) on satellite broadband services.

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at [www.activ8me.net.au](http://www.activ8me.net.au). Usage information can take up to 24 hours to update.

### Installation

Installation is completed by NBN technicians. Standard installation of your NBN service is included in the above charges. Additional charges will 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 owner's consent to the installation of the service, including where the equipment is installed in your home.

### Activ8me Acceptable Use Policy

The Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Activ8me acceptable use policy is available on our website [www.activ8me.net.au](http://www.activ8me.net.au).

## Customer Service

Sales	Technical Support
<b>Call 13 22 88</b> <a href="mailto:sales@activ8.net.au">sales@activ8.net.au</a>	<b>Call 13 22 88</b> <a href="mailto:support@activ8.net.au">support@activ8.net.au</a>

### Complaints Handling

The Activ8me Complaints Handling policy is available on our website [www.activ8me.net.au](http://www.activ8me.net.au).

A complaint can be lodged via **Phone:** 1300 760 219, **Email:** [complaints@activ8.net.au](mailto:complaints@activ8.net.au), **Fax:** 03 9456 9753 or **Post:** Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.

### Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may 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](http://www.activ8me.net.au)**