



## Critical Information Summary

### NBN Satellite Broadband Sky Muster

#### Information about the Service

Activ8me nbn Sky Muster satellite broadband is a broadband internet service provided via nbn satellite equipment. The nbn Satellite Broadband service is only available to eligible customers who qualify or have had a nbn Sky Muster satellite service installed.

#### Minimum Term

This service is offered on a 12 month contract term.

#### Equipment Requirements

To access an Activ8me nbn Sky Muster satellite service you will require a nbn co satellite dish and modem (Network Termination device – NTD) 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.

#### Inclusions and Exclusion

Plan includes 60GB broadband data. Inclusions and pricing can be found in the information about pricing section below.

#### Information about Pricing

##### Connection Fees

A connection fee of \$0.00 applies for 12 month contract terms.

##### Internet Data Plan Pricing

|                              |                     |
|------------------------------|---------------------|
| Plan Name                    | 60GB Bonus          |
| Peak Data                    | 10000mb             |
| OffPeak Data                 | 50000mb             |
| Peak Information Rate        | 12/1Mbps            |
| Included Data & Price Per GB | 60GB, \$0.58 per GB |
| Minimum Cost Per Month       | \$34.95             |
| Total Minimum Cost           | \$419.40            |
| Connection Fee               | \$0.00              |
| Contract Term                | 12 Month            |
| Early Termination Fee        | \$250.00            |

#### Usage Information

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.

Once your monthly internet data limit is reached, your connection will be slowed to a maximum of 128/128kbps for the remainder of your billing month.

Internet usage is subject to the Activ8me Acceptable Use Policy. Visit [www.activ8me.net.au](http://www.activ8me.net.au) to view the policy document.

Data usage is split into peak (7:00am – 1:00am) and off-peak (1:00am-7:00am) Local Time.

Once your monthly peak or off-peak internet data limit is reached, your connection will be slowed to a maximum of 128/128kbps.

#### Installation

Installation is completed by nbn technicians. Standard installation of your nbn service is included. 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).

nbn co's Fair Use Policy considers 75GB or more of peak usage data usage in a four week period as excessive and a breach its Fair Use Policy. nbn co's Fair Use Policy considers 150GB or more combined peak and off-peak data usage in a four week period excessive and a breach of its Fair Use Policy.

## Customer Service

| Sales               | Technical Support     |
|---------------------|-----------------------|
| 13 22 88            | 1300 760 219          |
| sales@activ8.net.au | support@activ8.net.au |

## 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).