

# Critical Information Summary

## NBN Sky Muster - 275GB Standard (12 month term)



### Information about the Service

NBN Sky Muster is a broadband internet service delivered via National Broadband Network using Satellite technology to your premises

### Plan Description

275GB Standard (12/1Mbps)

### Included Data

275GB (Peak: 110GB, OffPeak 165GB)

### Inclusions

No excess usage, five email addresses and Australian-based phone support

### Minimum Monthly Charge

The minimum monthly charge is \$114.95

### Maximum Monthly Charge

The maximum monthly charge is \$114.95

### Minimum term length

The minimum term is 12 Months

If you request termination early, we will process your request in 30 days and apply the early termination charge

### Maximum Charge payable for early termination

\$250.00

This amount is charged regardless of when the cancelation occurs during the minimum term

### Other Information

#### Connection Fees

\$0.00

#### NBN New Development Fee

A once off \$300 NBN New Development Fee is charged if your premise is identified by NBN as being within a new development area without any NBN equipment installed.

#### Bundling

The offer does not depend on bundling with other services.

#### Mandatory Components

There are no mandatory components.

#### Requirements and Availability

Available to customers in National Broadband Network Sky Muster broadband service areas only.

For more details please visit our website at <https://www.activ8me.net.au/nbnrollout>

#### NBN Equipment Requirements

You will require NBN Sky Muster Satellite equipment to access this service. The NBN equipment will be provided by the NBN and must be installed by an NBN technician.

#### Exclusion

Activ8me do not include a router as part of this service. You may bring your own NBN-ready router or separately purchase an NBN ready wireless router from Activ8me.

Activ8me supplied equipment is entitled to full technical support and a 12-month equipment warranty. A \$15 delivery charge applies to equipment delivery.

#### 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.

## 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.

All plans have a monthly data allowance which is split into peak and off-peak times. Your Off Peak Data Allowance may only be used during Off Peak Hours. Off Peak Hours are defined by nbn co as between 1:00 am and 7:00 am and apply to your local time zone.

Data Usage is counted in both directions, so if you download 15 GB and upload 5 GB, that counts as 20 GB of Data Usage. Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 128/128kbps for the remainder of your billing month.

Rate limiting affects all network traffic. The application and removal of rate limiting does not occur immediately and may take over an hour to be actioned by our systems. Data Allowances are reset at the start of each billing period. Unused data is not carried over to the next billing period.

NBN co.'s Fair Use Policy considers 150GB 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. Internet usage must be for residential use only and may not be used for commercial purposes. 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.

## Customer Service

### Sales

Call 13 22 88  
[sales@activ8.net.au](mailto:sales@activ8.net.au)

### Technical Support

Call 13 22 88  
[support@activ8.net.au](mailto: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).**