

# Critical Information Summary

## NBN Sky Muster Plus - 300GB PLUS (no fixed term)



### Information about the Service

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

### Plan Description

SMP-300 PLUS (25/5Mbps)

### Included Data

300GB (Peak: 150GB, OffPeak 150GB) and unshaped access to some Unmetered Content.

### Inclusions

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

### Minimum Monthly Charge

The minimum monthly charge is \$199.95

### Maximum Monthly Charge

The maximum monthly charge is \$199.95

### Minimum term length

The minimum term is 30 Days

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

\$0.00

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, as well as the inclusion of unmetered content that is not counted towards your monthly metered data allowance.

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. Data usage for each plan resets on the first day of the calendar month. Unused data is not carried over to the next billing period.

Once your monthly peak data allowance is reached, your connection speed for metered content will slow to a maximum of 512kbps/256kbps for the remainder of your billing month.

Once your monthly off peak data allowance is reached, your connection speed for metered content will slow to a maximum of 2048kbps/256kbps for the remainder of your billing month.

Unmetered Usage will remain unshaped once you reach your monthly data allowance on Sky Muster™ Plus.

From 7pm – 11pm, PC and smartphone operating system software updates may be shaped at the discretion of nbn co to wholesale speeds of 256kbps.

NBN co defines Unmetered Usage usage as:

- Basic Web Browsing: This includes text and images but excludes audio, video, peer to peer, file sharing and cloud storage content
- Social Media & Messaging Apps: Only static images and text are unmetered, any embedded video/audio content or video/audio call services are metered. Traffic (including via mobile apps) will ordinarily be metered if it doesn't use HTTP/HTTPS (TLS and SSL) protocols.
- PC & Smartphone operating system updates: From 7pm – 11pm PC and smartphone operating system software updates may be shaped at nbn's discretion to wholesale speeds of 256kbps.
- Email: Please note unfair use is knowingly transferring large files greater than 20MB via email.

NBN co defines Metered Usage usage as:

- Any data via a Virtual Private Network (VPN), Peer to peer data, Streaming or downloading content from video or audio sites (like YouTube, Netflix and Spotify), autoplay of embedded video/audio within a webpage or application is metered. Gaming and Voice over Internet Protocol (VoIP) phone services and video call services.
- Any other data, which does not fit into the unmetered categories

These traffic classifications are governed by nbn co, not Activ8me, and the policy may change from time to time. NBN co.'s Fair Use Policy considers 30GB of metered traffic over the defined plan limit to be 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   | Technical Support   |
|---|---|
| Call 13 22 88<br><a href="mailto:sales@activ8.net.au">sales@activ8.net.au</a> | Call 13 22 88<br><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).**