

Critical Information Summary

NBN Premium 25 Month to Month



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

Premium 25 This service provides Anticipated Typical Download Busy Evening Speeds of 18mbps^# between 7pm – 11pm.

^Your experience, including speeds, depends on whether you are using the internet during the busy period, concurrent usage, specific locations from time to time and, some factors outside of **nbn's** control (like your equipment, software or signal reception). You may also experience latency.

Anticipated typical busy period wholesale download speeds shown below are based on data captured in March 2025 (Premium 25 plan), February 2025 (Premium 50 plan) and January 2025 (Premium 100 plan) using Sky Muster Plus Premium plans. Typical busy period is 7-11pm each day. If you are located in Norfolk Island, you can expect typical busy period speeds up to three times slower.

Included Data

All data use is unmetered. There is no data limit for unmetered data.

Shaping

To protect and ensure fair access to the nbn® broadband access network for all users, nbn® may from time to time, at its discretion and only where necessary to protect the network, shape data use to maximum wholesale upload and download speeds of 256kbps. Shaping will not be applied automatically and is intended to be used when congestion is elevated.

Congestion is elevated due to the use of an application type that negatively impacts the overall performance of the network for end customers at a point in time.

Fair Use

nbn's® Fair Use Policy applies to all nbn® Sky Muster® Plus Plans and may change from time to time.

nbn's® Fair Use Policy can be found here:

<https://www.nbnco.com.au/content/dam/nbnco2/2020/documents/sell/other-agreements/sfaa-smp-interim-agreement-sky-muster-plus-fair-use-policy-20200401.pdf>

Examples of unfair use include routinely transferring large files greater than 20MB via email; downloading software, application, or operating system updates for more than 20 unique devices; performing excessive automated polling, refreshing, or scraping of websites.

It is also unfair use to allow any of these things on your service.

Internet usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document.

Other Inclusions

No connection fee, no excess usage charges, five email addresses and Australian-based phone support.

Minimum Monthly Charge

The minimum monthly charge is \$59.00

Minimum term length

The minimum term is 30 Days

If you request termination of your service, your service will be disconnected at the end of your billing month.

Maximum Charge payable for early termination

\$0.00

Other Information

Bundling

The offer does not depend on bundling with other services.

Mandatory Components

nbn® Sky Muster® Satellite equipment is required to access this service (i.e. Satellite Dish and nbn® Network Termination Device (NTD)). Equipment will be provided by the nbn® at no cost for standard installations and must be installed by an nbn® approved technician.

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.

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.

The cost of using 1 Megabyte of metered data within Australia

N/A

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>

Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at <https://www.activ8me.net.au/members>. Usage information can take up to 24 hours to update. 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.

Customer Service

Sales - Call 13 22 88 or email sales@activ8.net.au

Technical Support - Call 13 22 88 or email support@activ8.net.au

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: complaints@activ8.net.au, Fax: 03 9456 9753 or Post: Activ8me Customer Care Centre, 279 Dundas 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.