



CRITICAL INFORMATION SUMMARY

nbn™ Sky Muster Satellite Stand Alone Plan

PLAN	S	M	L	XL	XXL	MEGA
Peak Data (GB)	30GB	40GB	60GB	80GB	100GB	150GB
Off Peak Data (GB)	40GB	80GB	120GB	160GB	200GB	150GB
Cost per Month	\$38	\$45	\$55	\$70	\$95	\$120
Speed	Typical evening speed 11Mbps (7pm to 11pm)					
Speed Boost	Boost to Standard Speed for \$5 extra per month, typical evening speed 20Mbps					
Cost per 1MB	\$0.00054	\$0.00038	\$0.00031	\$0.00029	\$0.00032	\$0.00040
Contract Period	1 Month					

This summary provides you with important information about this plan

Information about the service

This is a nbn™ satellite broadband. nbn™ satellite is not available in all areas.

Bundling

There are no bundling requirements.

Bundling Discount option

Bundle your Satellite Small, Medium or Large Plans with one of our PSTN home plans and receive a \$4.95 discount on your monthly plan fees.

Minimum Term

There is no minimum term.

Equipment

A nbn™ termination device will be installed in your home. A Wi-Fi modem is not included; however you can purchase one for \$99 inc. postage. nbn™ Co. Limited retains ownership of any satellite equipment it installs as part of the rollout of its network. For example, the satellite dish, modem and cabling. The satellite equipment will be serviced and maintained by nbn™ Co. Limited.

Broadband Plan Inclusions

Fair Use Policy applies to all data. Please see our website for details. nbn™ Satellite services are subject to the nbn™ Fair Use Policy to help ensure fair access for all users on nbn™ Satellite plans (please visit nbn™ website for full details). If the nbn™ Fair Usage Policy is breached, nbn™ Co. Limited will restrict the speed of your service. Please note that this is not the same as being shaped by us for using all of your monthly data.

Changing Your Plan

You may change your plan once per month (e.g. from \$45 (M) to \$55 (L)) without charge. You cannot move below the original plan you purchased. Your new plan will not take effect until the 1st day of the next billing period.

Broadband Data

- Both data downloads and uploads are counted in the monthly data usage allowance.
- Service will slow to a maximum of

128kbps/128kbps in Peak times once you reach your Peak monthly data allowance.

- Service will slow to a maximum of 128kbps/128kbps in Off-Peak times once you reach your Off-Peak monthly data allowance.
- The renewal day for your monthly data download quota is the first day of the month.
- Speed boost to Standard Speed for an extra \$5.00 per month. Standard Speed has a typical evening speed of 20Mbps between 7pm and 11pm.

Plan speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, customer premises interference, traffic and equipment.

Information about pricing

Minimum Monthly Charge

The minimum monthly charge is the plan fee as specified in the table above.

Cost of 1MB of data

The cost of 1MB of data, where your total data usage in a month equals the data allowance for your plan is shown in the table above.

Activation Fees

There is no service activation fee.

Late cancellation fees apply as follows:

- Late Cancellation (with site visit) in Urban or Major Rural Area - \$200
- Late Cancellation (with site visit) in Minor Rural Area or Remote - \$250
- Late Cancellation (with site visit) in Isolated Area - \$300

Missed Appointment fees apply as follows:

- Missed Appointment in Urban or Major Rural Area - \$200
- Missed Appointment in Minor Rural Area or Remote - \$250
- Missed Appointment in Isolated Area - \$300
- Missed Appointment in Limited Access

Area - \$300 + Incidentals

- Subsequent installation fees apply should a secondary install be required. The costs are available upon request.

Connection Time frames

Connection to the nbn satellite can vary greatly. For users who do not live in isolated or limited access areas, nbn™ will endeavour to complete your installation within 20 business days of your nbn™ Sky Muster™ service order being placed. If you're located in more isolated regions on the mainland or Tasmania, it may take up to 35 days. For very limited access areas and those only accessible by air or water, nbn™ has a target of 90 business days. If there is a higher than anticipated volume of orders than the available installation capacity in the month, wait times could be longer.

Non-Standard Installation

Non-standard installation fees may apply. These fees are determined during non-standard installation and include Satellite labour rate + materials + incidentals.

Equipment Fee

A Wi-Fi modem is not included. If you require a modem, a \$99 fee applies including postage.

Relocation Fee

nbn™ satellite broadband cannot be relocated to a new address. A new nbn™ service can be requested only if nbn™ is available at the new address. If nbn™ is not available at the new address, we will discuss your options with you at the time.

Incorrect Call Out Fee

If a fault is lodged on the fault is in your equipment and not in the network, an incorrect call out fee of \$75 without technician visit and \$500 with technician visit applies. Any additional technician charges incurred will be added to your account.

Billing

Email billing is free. There is a \$2.20 charge to print and post a paper bill. Your service is invoiced on the same date each month.



The monthly plan fee is charged in advance. Your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone Company. Any activation and equipment fees will also appear on your first invoice. A late payment fee may apply if you don't pay your bill by the due date.

Other Information

Customer Service Guarantees (CSG) on nbn™

The phone service is not covered by the Customer Service Guarantee Rights under Part 5 of the Telecommunications (Consumer Protection and Service Standards) Act 1999 which can be found at acma.gov.au

nbn™ Sky Muster services Fair Use Policy

nbn™ Sky Muster services are subject to the nbn™ Fair Use Policy (please visit nbn™ website for full details), which requires Southern Phone Company and our customers to adhere to the following:

- Every customer's Data Usage must not exceed 150GB in any four-week period.
- Every Customer's Peak Hour Data Usage must not exceed 75GB in any four-week period.
- Southern Phone must limit all our customer's average customer Peak Hour Data Usage to no more than 30GB of downloads and no more than 5GB of uploads in any four-week period.

Battery Backup Unit

No Battery backup service is provided.

Obtaining Call and Data Use Information

To access information about your expenditure and data usage, please log into your account at usage.southernphone.com.au

Customer Service

For customer service please call us on 13 14 64.

Dispute Resolution

If you have a problem or complaint about your service please call us on 13 14 64. If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit tio.com.au/about-us/contact-us

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit southernphone.com.au