Critical Information Summary
InfiNET Broadband's NBN SkyMuster Plans

Description of service/s:
These are NBN Co SkyMuster satellite internet services with limited data allowance, provided over the NBN satellite network. These are only available in NBN satellite enabled areas and only available to residential users and is not suitable for business use. InfiNET Broadband does not permit the distribution of illegal content or copyrighted material on our network.

Plan Information Overview:

Plan	Max Download Speed	Max Upload Speed	Monthly Data Quota	Monthly Fee	Total Minimum Price
NBN 12/1Mbps SkyMuster 10/100Gb	12Mbps	1Mbps	10/100Gb*	$42.00	$42.00
NBN 12/1Mbps SkyMuster 25/100Gb	12Mbps	1Mbps	25/100Gb*	$45.00	$45.00
NBN 12/1Mbps SkyMuster 50/100Gb	12Mbps	1Mbps	50/100Gb*	$53.00	$53.00
NBN 12/1Mbps SkyMuster 75/100Gb	12Mbps	1Mbps	75/100Gb*	$75.00	$75.00
NBN 12/1Mbps SkyMuster 100/150Gb	12Mbps	1Mbps	100/150Gb*	$99.00	$99.00

- **Minimum Term**: 1-month minimum term
- **Contract Terms**: These plans have no lock in contract
- **Setup costs:** There are no setup or activation costs associated with these services
- **Installation costs:** Free standard installation by a NBN installer and free satellite dish
- **Plan change or upgrade fees:** There are no fees to change or upgrade a plan
- **Static IP:** $10 a month if required

*Services have a defined amount of Peak and Off-Peak data for use each month. Peak time is from 7:00am – 01:00am local time, Off Peak being from 01:00am–07:00am local time. Downloads & uploads count towards data usage. Service speed will slow to a maximum of 128/128kbps for 12/1Mbps plans or 512/256kbps for 25/5Mbps plans once data allowance has been exceeded.

Data Metered: Video streaming (Netflix, ABC iView, Stan etc.), embedded video streaming and VPN (Virtual Private Network) activity

Data Unmetered: Basic web browsing, emails, updates, unmetered video calling (Skype, FaceTime etc.), embedded video streaming

Order Cancellation: Once you receive notification that your order has been submitted to our carrier, your order will be classified as "In Progress". At this stage, if you wish to cancel due to change of mind, no refund will be provided. Once the service is activated, a 15-day notification is required to cancel an active service. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Relocation:
If the customer moves or relocates (change of address), there are no charge or fees when staying with InfiNET Broadband and we will manage this for you.

Billing:
InfiNET Broadband will bill you in advance for the minimum monthly charge. On completion of signing-up, your first month of monthly charges will be charged in advance. This payment will be applied to your account and an invoice made available within the customer portal. Billing for your service will commence on the day that the NBN activation is completed and we will notify you once the service is activated. The InfiNET billing cycle will then start on this date and reoccur on the same date each month.

Additional account fees:
The following account fees apply to the InfiNET Broadband payment methods:
- Direct debit fee: $0.00 cent per transaction (Free)
- Australian VISA/Mastercard surcharge: 1.75% + $0.30 cents
- International Cards: 2.9% + $0.30 cents
- Bounced/failed direct debit fee: $10.00
- Paper Bill Fee: $3.50

Late payment fee:
If your account is not paid in full within 15 days after the monthly due date a late payment fee of $15 + GST will apply.

Connection Timeframes:
InfiNET Broadband will process and connect your NBN Broadband service as quickly as possible. We rely on our carrier and NBN to complete the connection. If it's a new connection where NBN hasn't been connected previously, NBN will advise InfiNET Broadband of a reserved installation appointment for the connection and InfiNET Broadband will pass this detail onto you.

SkyMuster Installation:
Please visit the NBN SkyMuster Explained page for the full details of the installation process & required H/W

Required Hardware:
An NBN ready modem/router is required to connect this service. InfiNET Broadband recommend using one of our supplied modem/routers that come preconfigured. InfiNET Broadband do support BYO modem/routers but they must be compatible with the NBN connection being delivered to your property. InfiNET Broadband will provide limited 'best effort' support for BYO devices, so you must be capable of configuring it yourself.

Broadband Speed:
It is not possible to determine the maximum speed you will be able to achieve until your service is connected. Actual speeds you will obtain vary due to a number of factors, such the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. NBN services provided using SkyMuster technology may not be capable of supporting the highest available speed tiers. Please see our FAQ on technology types for more information. Please contact us as soon as possible if you are not achieving satisfactory speeds and we will provide some troubleshooting tips that may improve things.

NBN Availability:
To check if your address or premise is enabled, please go to the NBN site: NBN Check Address NBN broadband is available in selected/enabled areas shown within this site.

Enquires, feedback and complaints:
InfiNET Broadband are committed to providing you with excellent customer service. Please contact us by calling 1300 101 414 or by sending an email to customerservice@infinetbroadband.com.au if you have any questions, provide feedback or raise a concern/complaint

Telecommunications Industry Ombudsman (TIO):
We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: http://www.tio.com.au/making-a-complaint

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