

# Critical Information Summary:

## NBN Satellite

### Information About The Service

The NBN Satellite service is a broadband internet service which uses the NBN Long Term Satellite Service (LTSS) Network to deliver internet connectivity to the Network Boundary Point at your premises.

#### Requirements & Availability

The NBN Satellite service is only available within an NBN LTSS service area. NBN Satellite availability can be checked using our coverage checker at: [www.westnet.com.au/internet/broadband/nbn/coverage/](http://www.westnet.com.au/internet/broadband/nbn/coverage/)

You will require an NBN ready router if you want to connect multiple devices at once. Your router will need to be WiFi enabled if you want to connect wireless devices. If you don't already have one, you can purchase a modem from Westnet for \$59.95 (\$10 delivery fee applies).

#### Minimum Term

NBN Satellite plans are available on a no lock-in contract.

#### Included Features

There are a range of value-added features included with NBN Satellite plans, with further detail at:

[www.westnet.com.au/nbnsatellite](http://www.westnet.com.au/nbnsatellite)

24/7 Customer service	No lock-in contracts	1GB Webpace
	No Excess quota usage charges	20 email addresses

### Information About Pricing

#### Monthly charges

Plan Name	Monthly Included Peak Data	Monthly Included Off-Peak Data	Monthly Charge	Total Min. Charge (no lock-in contract)	Unit Cost 1GB of data included in plan
NBN12 Satellite 150	30GB	120GB	\$39.99	\$39.99	\$0.27
NBN25 Satellite 150	30GB	120GB	\$44.99	\$44.99	\$0.30
NBN12 Satellite 200	45GB	155GB	\$49.99	\$49.99	\$0.25
NBN25 Satellite 200	45GB	155GB	\$54.99	\$54.99	\$0.27
NBN12 Satellite 250	60GB	190GB	\$59.99	\$59.99	\$0.24
NBN25 Satellite 250	60GB	190GB	\$64.99	\$64.99	\$0.26

- Total Minimum Charge on no lock-in contract is one month of plan rental.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- NBN12 & NBN25 indicate the underlying NBN wholesale connection speed. NBN12 means speeds of between 5Mbps and 12Mbps download/1Mbps upload; NBN25 means speeds of between 5Mbps and 25Mbps download/between 1Mbps and 5Mbps upload. Due to a number of factors, speeds may vary and may be slower than the maximum NBN wholesale connection speeds. Learn more about NBN speeds at: [myhelp.westnet.com.au/node/1697](http://myhelp.westnet.com.au/node/1697)
- Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am.

Further information: [www.westnet.com.au/nbnsatellite](http://www.westnet.com.au/nbnsatellite)

### Set-up Fee

- This NBN Satellite service does not have a set-up fee.

Service	Details	Charge (No lock-in contract)
NBN Satellite	Activation Fee	\$0

- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges

### Excess usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN Satellite – instead, traffic beyond the included data will be slowed (shaped) to 128/128Kbps.

### Cancellation Fees

- There are no cancellation fees on no lock-in contracts.
- Cancelling your NBN Satellite service will also cancel any other Westnet products you've purchased that are only available when bundled with NBN Satellite. Should those products have their own contract, you are liable for their associated break fees.

### Order Withdrawal Fees

- Withdrawing an order that you have placed with us will attract a withdrawal fee of \$60. This is to cover our costs in preparing to supply the service to you.
- If you have selected to purchase a modem from us, the modem purchase fee paid will be credited back to your account once the modem is returned to us in its original condition.

## Other Information

### Usage Information

Customers can obtain information on their NBN Satellite usage at <https://myaccount3.westnet.com.au/>

### nbn™ Fair Use Policy

NBN Satellite services are subject to the nbn™ Fair Use Policy to help ensure fair access for all users on NBN Satellite. If the Fair Usage Policy is breached, nbn™ Ltd. 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. Information on the Policy and how to manage your quota are available at: <https://iihelp.iinet.net.au/support/node/18293/>

### Customer Service Contact Details

You can contact Westnet customer service for Technical Support via **1300 786 068** or emailing [support@westnet.com.au](mailto:support@westnet.com.au), Account assistance via **1300 855 006** or emailing [accounts@westnet.com.au](mailto:accounts@westnet.com.au), or for Sales assistance via **13 19 60**, or emailing [sales@westnet.com.au](mailto:sales@westnet.com.au). See [westnet.com.au/contact](http://westnet.com.au/contact) for more details.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [westnet.com.au/legal/complaints-escalation-process.html](http://westnet.com.au/legal/complaints-escalation-process.html)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint)

*Further information: [www.westnet.com.au/nbnsatellite](http://www.westnet.com.au/nbnsatellite)*