

CRITICAL INFORMATION SUMMARY:

## Residential NBN Satellite

### Information About The Service

The NBN Satellite Service is a broadband Internet service which uses an approved NBN Co satellite dish to deliver Internet connectivity at the Network Boundary Point at your Premises. The NBN Satellite Service can only be provided at those premises where the necessary infrastructure has been installed.

#### Requirements & Availability

In order to receive the NBN Satellite Service you must be an 'Eligible Customer' as defined by NBN Co. Priority for an Interim Satellite Service order will be given to those eligible end users who have not previously had a service provided under ABG. NBN Co has opened up eligibility of the service to those who have had a working ABG service installed for more than three years or who have lost access to an ABG service through no fault of their own.

Information on who is an Eligible Customer can be found at [www.iinet.net.au/nbn](http://www.iinet.net.au/nbn)

After your application for the NBN Satellite Service has been approved, an installer will contact you to obtain information and to organize a time and date for a site survey of your premises. NBN Co will install all necessary equipment and cover the cost of standard installations. Non-standard installations may incur a cost payable by you.

You will require an NBN ready router if you wish to connect multiple devices at once to your NBN Satellite service. If you don't already have one, iiNet can sell or rent you a suitable device at an additional cost.

#### Minimum Term

NBN Satellite plans are available on either no fixed term, or a 24 month agreement. A 24 month agreement gives you access to discounted hardware.

#### Included Features

There are a range of value-added features included with iiNet NBN Satellite plans, with further detail on the website;

anytime quota	1GB Webspace	10 email addresses
Email Protection	No Excess quota usage charges	Speeds up to 6/1Mbps

Note: NBN Satellite does not include access to iiNet Freezone, Data Packs or Netphone.

### Information About Pricing

#### Monthly Charges

When you bundle an iiNet NBN Satellite plan with Phone, you'll receive discounted plan pricing, as reflected below. Bundle pricing does not include the price of Phone.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Total Minimum Price (24 Month contract)	Unit Cost 1GB of data included in plan
NBN Satellite (6/1)	10GB	\$39.95	\$39.95	\$958.80	\$3.95
NBN Satellite (6/1) with Phone	10GB	\$34.95	\$34.95	\$838.80	\$3.49

- The Total Minimum Price on a no fixed term is one month of plan rental.
- The Total Minimum Price on a 24 Month Contract is 24 months of plan rental.

### Setup Fee

- There is no set-up fee or installation charges to sign up to a standard NBN Satellite service. Any cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility.
- If you have an existing Satellite service and wish to have the satellite dish dismantled NBN Co can dismantle the old service for a once off cost of \$150. Disposal of the satellite dish is the responsibility of the premises owner.

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Residential NBN Satellite services – instead, traffic beyond the included data quota will be shaped to 128 kbps/128kps.

### Early Termination Charge

Contract options are available on a 24-month term. Cancelling your NBN Satellite Service will also result in a cancellation of any other iiNet products you've purchased that are only available when bundled with NBN Satellite. Should those products have their own contract, you will be liable for their associated break fees.

If you end your contract early, the following NBN Satellite break fees apply. These fees cover the costs reasonably incurred by iiNet when the contract commenced.

Tenure	Break Fees
0-6 months	\$200
7-12 months	\$150
13-18 months	\$100
19-24 months	\$80

## Other Information

### Usage Information

Customers can obtain information on their Residential NBN Satellite usage information at <https://toolbox.iinet.net.au>

### Customer Service Contact Details

You can contact iiNet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://www.iinet.net.au/contact)

### 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 [https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://iihelp.iinet.net.au/Complaints_escalation_process)

### 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 [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)