Critical Information Summary:
NBN Satellite

About the Service

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

Included Features

There are a range of value-added features included with NBN Satellite plans, with further details here:
www.iinet.net.au/nbnsatellite

- No excess quota usage charges
- No lock-in contract
- 24/7 customer service
- 1GB webspace & 20 email addresses

Minimum Term

No lock-in contract with $0 activation fee.

Early Cancellation Fees

- No lock-in contract – none. You can cancel at any time.
- Cancelling the NBN Satellite service will also cancel any other iiNet products that are only available with NBN Satellite. Should those products have their own contract, you are liable for their associated break fees.

Hardware Non-Return Fees

- If you withdraw an order from us (before your service is activated) and receive the modem we supplied to you, you will need to pay for the modem unless it is returned to us in good working order within 21 days of withdrawing your order.
- If you cancel your service after it has been activated, any applicable modem payment fees will apply in accordance with the terms and conditions of your chosen service.

Plans

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

- ***NBN12 plans** are only available in some circumstances. If NBN12 plans are unavailable from our website or as advised to you by an iiNet representative when you apply for an NBN Satellite service you will need to select a suitable NBN25 plan.
- Total Minimum Charge on no lock-in contract is one month of plan rental.
- Peak Data usage times are 7am to 1am. Off-peak Data usage times are 1am to 7am.

Availability

- This service is available in areas serviced by the NBN (Long Term Satellite). Use our coverage checker **www.iinet.net.au/internet-products/broadband/nbn/coverage/** to check NBN availability at your address.
- Non-standard installations may incur additional fees. An nbn™ $300 New Development Charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.

Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices. For more information, see here: **iihelp.iinet.net.au/node/17106#hardwarelookup**
  - An iiNet modem costs $59.95 on a no lock-in contract plus $10 delivery fee.
- 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.

Further information: www.iinet.net.au/nbnsatellite

NBN Speeds

- 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.
- Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds here: **iihelp.iinet.net.au/support/node/17104/**

Excess Usage

Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 128/128kbps.

Monitoring Your Usage

Customers can obtain information on their usage via Toolbox here: **toolbox.iinet.net.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/**

iiNet Customer Service	Complaints Handling	Telecommunications Industry Ombudsman (TIO)
Support & Billing **P: 13 22 58** **E:** support@iinet.net.au Sales **P: 13 19 17** **E:** sales@iinet.net.au	If you are dissatisfied with iiNet, please contact us first, though our escalation process **iihelp.iinet.net.au/Complaints_escalation_process** so we can try and resolve your complaint.	If you are dissatisfied with the outcome of your complaint with iiNet, you may contact the TIO for assistance. TIO **P: 1800 062 058** www.tio.com.au/making-a-complaint

Further information: www.iinet.net.au/nbnsatellite

Information is current as of 23/11/2022, is subject to change without notice and all prices quoted include GST   Page **2** of **2**