

NBN™ SKYMUSTER™ CUSTOMERS – CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

Description of the Service

nbn™ Sky Muster™ Satellite is part of the Australia's Broadband Network internet service to deliver internet connection to your premises. The LTS provides two (2) speed tiers with Peak Information Rate up to 12/1 and 25/5Mbps depending on the plan chosen.

Eligible customers can also choose to include a Voice over IP (VoIP) phone service, offering great call rates and inclusions depending on your choice of VoIP Plan at an Additional Charge.

Service Availability

This service is not dependent on any bundling of services and is available within NBN service areas. You can check availability on the [NBN Co – National Broadband Network – Australia | NBN Rollout Map](#).

If your premises are in the Sky Muster™ area, the installation a satellite dish and cabling will be provided by nbn™. A pair of cables will

be run from the dish and the installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device, which is a satellite broadband modem.

Just NBN - Broadband Speed

Customers can choose from one of our great broadband plans

- Super up to 100 / 40 Mbps download/upload*
- Standard up to 50 / 20 Mbps download/upload*
- Economy up to 25 / 5 Mbps download/upload*
- Basic up to 12 / 1 Mbps download/upload*

**Actual speeds may vary and may be slower than the maximum NBN product speeds.*

INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge, Installation Charges, and Other Fees & Charges as outlined below. Customers can also choose from our great Modem and Optional VoIP add-on options.

Monthly Plan Charge

The minimum Monthly Charge for JustISP NBN Broadband is \$54.95/month for the 12/1 Mbps Plan. The Charges for other plan options are as tabulated below.

| Residential Plan | Maximum Speed download/upload | Total Data Allowance [#] | Peak Data | Off-Peak Data | Monthly Plan Charge |
|-------------------|-------------------------------|-----------------------------------|-----------|---------------|---------------------|
| Just Basic NBN | 12 / 1 Mbps | 145GB | 45GB | 100GB | \$44.95/month |
| Just Economy NBN | 12 / 1 Mbps | 220GB | 70GB | 150GB | \$69.95/month |
| Just Standard NBN | 25 / 5 Mbps | 210GB | 60GB | 150GB | \$59.95/month |
| Just Super NBN | 25 / 5 Mbps | 250GB | 100GB | 150GB | \$99.95/month |

[#]Acceptable Usage Policy applies. Our acceptable use policy can be viewed [here](https://www.just-isp.com/wp-content/uploads/2017/04/JustISP-Acceptable-Use-Policy-v1.1.pdf):
(<https://www.just-isp.com/wp-content/uploads/2017/04/JustISP-Acceptable-Use-Policy-v1.1.pdf>).

Data Allowance

Sky Muster™ data plans use “peak” and “off-peak” data allowance. Peak hours as defined by nbn™ as between 7.00 am and 1.00 am in your local time zone. Off-Peak hours as defined by nbn™ as between 1.00 am and 7.00 am in your local time zone.

Data usage is counted in both directions so if you download 10GB of data and upload 5GB of data that is counted as 15GB.

Excess Usage

Plans are shaped, so there are no surprise charges. “Shaped” means that speeds will be reduced to 128/128kbps when your data allowance in any month has been reached. You can continue to use your service while shaped but you should restrict this to emails, banking and general web browsing, because once you use a further 10% of your plans data allowance you will be further shaped to 64/64kbps. “peak” and “off-peak” data allowances are counted and shaped individually.

In addition to JustISP's shaping policies nbn™ under its Fair Use Policy (FUP) have placed restrictions on the Sky Muster™ Satellite. The following constitutes a breach of nbn™ Sky Muster™ Satellite Fair Use Policy network.

1. Customers cannot use more than 150GB of “Peak” data in any rolling 4-week period. If your Peak data usage exceeds 150GB in any rolling 4-week period, the service will be suspended until the start of your next anniversary date.

2. Customers cannot use more than 300GB of total data in any rolling 4-week period. If your total usage (both Peak and Off Peak) exceeds 300GB in any rolling 4-week period, the service will be suspended until the start of your next anniversary date.
3. nbn mandates that Retail Service Providers must not exceed an average download amount per customer of 45GB across their customer base in a rolling 4-week period.

Additionally, if you have breached nbn™ Sky Muster™ Fair Use Policy, nbn™ may impose further service reductions to your internet service. Data top ups cannot remove service reductions imposed by nbn™.

Minimum Term/Connection Charges

Casual Connection – Month- to- Month*

*30 days written notice is required to cancel a subscription

Additional installation charges may apply for non-standard sites which includes those which are unusually complex, require significant additional cabling, extended mast, or located outside the capital city metropolitan areas. Your installation technician will advise you if non-standard works are required prior to installation.

Inclusion, exclusions and important conditions, limitations, restrictions or qualifications.

nbn™ subsidises the installation which includes: Satellite dish, Wall Outlet, Network Terminating Device (NTD) and Power Supply Unit; external cabling from the dish and internal cabling up to the Network Termination Device. This equipment remains the property of nbn™ and is serviced and maintained by nbn™. nbn's™ boundary of responsibility stops at the data (UNI-D). The removal/moving of the dish is strictly prohibited and can only be carried out by arrangement with an nbn™ installer.

The Network Terminating Device provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises you will require an nbn™ ready Wireless Router.

To gain the full benefit of the nbn™ satellite speeds you should have an nbn™ ready router. ANT Communications can supply you with the nbn™ ready router for an additional cost of \$149.00 including postage or, you can provide your own nbn™ ready router.

Plans are based on the peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Optional Modem

The Connection Charges above exclude provision of a compatible modem/router.

We can provide a quality, pre-configured router which will be dispatched to you via Star Track.

| JustISP Modem Option | Make/Model | Amount payable upfront |
|--------------------------|-----------------|------------------------|
| VOIP Enabled Wi-Fi Modem | Netcomm NF18ACV | \$149 |

Alternatively, you can supply your own compatible modem (NBN compatible) which will also need to be Wi-Fi and/or VoIP enabled if you want to connect wireless devices or make use of your included VoIP services and any cabling to connect it to the NBN service.

Optional VoIP Plans and Charges

Eligible customers can also choose to include a Voice over IP (VoIP) phone service with the call rates and inclusions as tabulated below.

| Optional VoIP Plan | VoIP Services Included* | Monthly VoIP Charge* |
|--------------------|---|----------------------|
| VoIP 1 | Unlimited Local, National and Mobile Calls. | \$30/month |

*Please note: International calls to landlines in: US, NZ, UK, Canada, Germany, Italy, India, China, South Korea, Malaysia, Vietnam, Hong Kong, Singapore, Indonesia, Japan are included. Separate Charges apply for 1300, 13XXXX, 1800 numbers and for non-included VoIP services can be found at JustISP Terms and Conditions - Appendix A Pricing Schedule available at: www.just-isp.com/terms/.

Cancellation

All plan cancellations require 30 days notice in writing. Cancellation payments will be processed at the time of receipt of your cancellation notice.

Payment

Payments can be made by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1% surcharge. Alternatively, we have a BPAY option.

Other Fees and Charges

In accordance with our Terms and Conditions Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fee, Service Reconnection Fee, Payment Declined Fee, Hardware Replacement Fee. Refer to the JustISP Broadband Terms and Conditions - Appendix A Pricing Schedule available at:

www.just-isp.com/terms/.

OTHER INFORMATION

Contact Us

You can contact JustISP customer service for Sales, Support & Billing assistance via

Phone: 1300 000 477
Email: info@just-isp.com
Website: www.just-isp.com

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by JustISP Broadband, you may wish to contact the TIO, an independent dispute resolution body via:

Phone: 1800 000 058
Email: tio@tio.com.au
Fax: 1800 630 614
Mail: PO Box 276, Collins Street West VIC 8007