

CRITICAL INFORMATION SUMMARY

SATELLITE NBN

Information About This Service

Our Satellite Broadband service offers post-paid asymmetrical internet interface via the Local Broadband Satellite Network where available. The Sky Muster™ service is designed by NBN co to provide rural and remote Australians with access to satellite broadband including islands such as Cocos Islands, Lord Howe Island and Norfolk Island.

A satellite dish is installed on your roof and connects your premises to the NBN network via one of the Sky Muster™ satellites in orbit. An NBN network termination device is installed where the cable from the roof enters your premises. This device requires power to operate and can only be installed by an NBN co approved technician.

Minimum Term

Our Satellite plans are available on 12 month and 24-month terms. Please refer to your solution proposal for further information or contact us to discuss your plan options.

Shaping Policy

Your network traffic is profiled, and speed limited (shaped) by NBN co according to its traffic profiles and a shaping policy governed by NBN co. Data Allowances apply to Metered Content this type of traffic can be shaped for the rest of the month if you use too much of it. On the other hand, you can continue to use Unmetered Content without getting continuously shaped for the remainder month. NBN co may start shaping some types of Unmetered Content during specified hours each day. Peak Hours, Off-Peak Hours and Evening Busy Hours are defined by NBN co and apply to the time zone in which your service is located.

Metered Content

Metered Content includes Profile 1 which is streaming video (for example, Netflix and Stan) and virtual private networking (VPN).

Any of your traffic that is identified by nbn co as Metered Content will be counted against your Peak Data Allowance during Peak Hours (4:00 pm to Midnight). If you exceed

your Peak Data Allowance, Metered Content will be shaped to 512/256 kbps during Peak Hours until the end of the calendar month. If we believe your traffic is being erroneously categorised as Metered Data, we can ask nbn co to investigate its traffic profiles. We do not guarantee that your particular traffic will be categorised a certain way by nbn co or that nbn co will update its profiles to match your particular traffic.

Data Speeds

All Sky Muster Plus services are supplied by NBN co with the same bandwidth profile.

Under certain conditions on the NBN network, some network traffic may be able to burst above the Peak Information Rate of 25/5 Mbps. If the satellite modem at your premises is used to supply multiple services, its maximum aggregate throughput limit of 60/20 Mbps may affect the ability of the supplied services to achieve maximum speed simultaneously.

Neither the Peak Information Rate, burst feature, the speed limit (when shaped) or the maximum aggregate bandwidth (of the modem) indicate what Data Speed your service will typically achieve. They are just descriptions of the limitations of the layer 2 network used to supply service on NBN co's network. Networking overheads mean that the (layer 3) data speed that can be achieved by your service will always be lower than the layer 2 limitations of the network. A range of factors can affect the speed of your service, including congestion on the nbn network. The actual effect of these may not be ascertained until after the service is activated.

08 9792 5142

enquiries@thetelcospot.com.au

www.thetelcospot.com.au

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Information About Pricing

Please refer to the following table for pricing information

PLAN	100GB (50GB/50GB)	200GB (100GB/100GB)	300GB (150GB/150GB)
MONTHLY CHARGE	\$130	\$160	\$240
MAXIMUM THEORETICAL DOWNLOAD SPEED	60Mbps	60Mbps	60Mbps
WHATS INCLUDED	All content is unmetered except video streaming e.g. Netflix/Stan and Virtual Private Networking. Each plan comes with a peak and off-peak data allowance for use against metered content each month		
MINIMUM COST (12 MONTH)	\$1560	\$1920	\$2880
MINIMUM COST (24 MONTH)	\$3120	\$3840	\$5760

Billing

The figures in the table above are for a full billing cycle, however your first bill may also include pro-rata charges for part of a month. Our billing cycle is from the 28th to the 27th of the following month. Bills are issued on approximately the 4th of the month, for a month in advance. In some cases your bill may also include additional charges such as purchased hardware or professional setup fees if requested.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Speeds

Actual speeds will vary and are affected by network infrastructure, internet connectivity, wireless interference,

limitations of connected devices, cabling, bandwidth of other services (e.g. p2p games, website, download sources), VPN's, Streaming services and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

Other Information

You can monitor your billing at <https://www.thetelcospot.com.au>

Enquiries, feedback and complaints: We're here to help. Please contact us by calling 08 9792 5142 or by sending an email to enquiries@thetelcospot.com.au if you have any questions, would like to give feedback or complain.

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: Phone: 1800 062 058 Fax: 1800 630 614 Online: <http://www.tio.com.au/making-a-complaint>

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