Critical Information Summary

Clear nbn™ Sky Muster™ 170GB 25/5

Month-to-Month

Description

The nbn™ Sky Muster™ Satellite (nbn™ Sky Muster™) service is a residential grade broadband internet service delivered using nbn Satellite equipment connected to your premises with a Peak Information Rate of *12/1mbps* for **Standard** and *25/5mbps* for **Pro**.

Requirements, Availability and Limitations

The **nbn™ Sky Muster™** service is only available to those who are in the nbn Satellite area. Check our website for coverage at your address.

Peak Speeds refer to the speed delivered to the Satellite technology installed at the customer's premises. They are not necessarily equivalent to the speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your fibre connection) and the type/source of content being downloaded.

The nbn™ Sky Muster™ service may not be appropriate for applications that require low network latency such as **online gaming**, **share trading** and **live streaming**. These services are known to perform poorly (or not at all) on satellite broadband services.

Your data usage is counted in both directions, so if you download 10GB and upload 5GB, your total is counted as 15GB.

Your **Peak Data Allowance** can only be used during Peak hours which are *between 7am and 1am* as per your local time-zone. If you exceed your Data Allowance, your **Peak Information Rate** will be reduced to *128/128 kbps* for the remainder of your billing period (except during **Off-Peak Hours** if you have remaining **Off-Peak Data Allowance** remaining). If you then continue to download data, your **Peak Information Rate** will be progressively reduced. There is no Excess Usage charge.

You may be able to top up your Data Allowance using **Data Blocks**, as long as this does not constitute a breach of nbn's *Fair Use Policy.* It may take up to an hour for your speed to return to normal.

nbn™ considers that *75GB* of **Peak Data Usage** or *150GB* of **Total Data Usage** in any four week period constitutes a breach of its *Fair Use Policy.* nbn may without notice to you shape your service as a result of this breach for a one week period until your average use over the 4 week period is reduced. Purchasing a **Data Block** in such a circumstance will not affect your speed.

Equipment Needs

You will require an nbn™ Satellite dish and modem (**Network Termination Device** or NTD), installed for free at your premises by an NBN installer as part of its network rollout. *nbn retains ownership of the satellite equipment and will service and maintain it.* You will also need a router if you wish to use multiple devices at once on your **nbn™ Sky Muster™** service. If you do not already own one, Clear Networks can sell you a suitable device at an additional cost. You are advised to choose a router from our list of hardware options.

Included Features

There are a range of value-added features included with **Clear nbn™ Sky Muster™**, with further details on our website;

On and off peak quota	5 email addresses	Data Blocks	100MB of Webspace
Static IP address	Free spam-virus filter	Equipment discounts	Free Plan Change (1 per month)

Minimum Term

This **Clear nbn™ Sky Muster™** plan option features a minimum 1 month agreement. (Also available with 12, 24 month minimum terms.)

Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a **ClearTalk** service, your broadband service will be discounted by *$10* a month.

Information About Pricing

Monthly Charges

The Clear nbn™ Sky Muster™ 170GB 25/5 Month-to-Month plan has a:

- Monthly Charge of $104.95
- Unit cost of $0.62 per 1GB of data
- Peak Speed of 25mbps down/5mbps up
- Typical evening speed of 17mbps
- Monthly Data limit of 170GB

Total Minimum Price

On a month-to-month agreement the **Total Minimum Price** is $104.95, comprising 1 month at $104.95 per month.

Installation Fee

Clear's **nbn™ Sky Muster™** service is installed free of charge.

Excess Usage

Both upload and download count towards your monthly included data. There are no excess usage charges, instead traffic beyond the included data quota will be slowed to *128kbps/128kbps*.

Notice of Cancellation

Clear requires thirty (30) days' notice of cancellation in writing, if you decide to close your account. Your service will be cancelled 30 days after we reply in writing to confirm your cancellation request.

Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

Customers can monitor their **nbn™ Sky Muster™** usage at myclear.clearnetworks.com.au.

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone	1300 855 215	1300 855 215
Email	sales@clearnetworks.com.au	support@clearnetworks.com.au
Hours	Weekdays 9:00am to 5:30pm AEST	Weekdays 9:00am to 9pm & Saturday 12:00pm to 9pm AEST

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 www.clear.com.au/legals/complaints.

Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.