

Critical Information Summary

nbn® Sky Muster® Plus Premium *powered by nbn® Sky Muster® Plus Premium*

Information About the Service

nbn® Sky Muster® Plus Premium is designed for homes and small businesses and delivers an internet connection using satellite technology. ANT Communications offers a range of plans to provide uncapped data usage for all internet activities and a choice of speeds to suit different needs and budgets. offer a range of plans to provide uncapped data usage for all internet activities and a choice of speeds to suit different needs and budgets.

Mandatory Requirements and Availability

This service is not dependent on any bundling of services. You must be in the nbn™ approved Satellite coverage area to qualify for this service. There must be a clear line of site to Sky Muster® for the service to be installed.

If your premises are in the Sky Muster® area, the installation of 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, a satellite broadband modem.

Minimum Term

nbn® Sky Muster® Plus Premium Plans - Uncapped Data plans are available on:
Casual Month2Month or 12-month connection term on the Deluxe plan.

Inclusion and Pricing

All usage is uncapped subject to the fair use policy. All dollar values include GST unless otherwise stated. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

All usage is subject to the Fair Use policy. All dollar values include GST unless otherwise stated. Typical evening speeds are based on the download and upload speed test results of existing customers between 9am and 5pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Residential Plan	Speed Tier	Typical Evening download Speeds	Bursts Upload speeds	Minimum Term	Data Allowance [#]	Monthly Plan Charge	Total Minimum Charge over term [^]
nbn® Sky Muster® Plus Premium Basic - Uncapped Data Plan	25/5 Mbps	16 Mbps	-	0	Uncapped	\$59.95/month	\$59.95
nbn® Sky Muster® Plus Premium Standard - Uncapped Data Plan	50/5 Mbps	31 Mbps	Up to 10Mbps	0	Uncapped	\$79.95/month	\$79.95
nbn® Sky Muster® Plus Premium Deluxe - Uncapped Data Plan	100/5Mbps	48 Mbps	Up to 10Mbps	12	Uncapped	\$89.95/month	\$1,079.40
nbn® Sky Muster® Plus Premium Deluxe - Uncapped Data Plan	100/5Mbps	48 Mbps	Up to 10Mbps	0	Uncapped	\$99.95/month	\$99.95

Bundle Options

Static IP address is available to all new and existing nbn® Sky Muster® Plus Premium - Uncapped Data Plans at a cost of \$11 per month at a 1 to 1 ratio. You can add a Static IP to your order or contact a sales representative to add to your account. Phone 1300 268 266 or email sales@ant.com.au

Shaping

To ensure fair access to the nbn™ broadband access network for all users, nbn™ may at its discretion, from time to time shape the following upload and download speeds to a maximum of 256kbps:

- Video Streaming between 12am midnight and 4pm
- PC and smartphone operating systems updates
- Uploads and downloads to cloud storage platforms
- Software/application updates

- Gaming software updates
- VPN between 12am midnight and 4pm
- Any other activity related to applications which **nbn**TM cannot identify.

Important conditions, limitations, restrictions or qualifications.

nbnTM 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**TM and is serviced and maintained by **nbn**TM. 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 a **nbn**TM 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 a **nbn**TM ready Wireless Router.

To gain the full benefit of the **nbn**TM satellite speeds you should have a **nbn**TM ready router. ANT Communications can supply you with the **nbn**TM ready router for an additional cost of \$209.00 including postage or, you can provide your own **nbn**TM ready router.

ANT Acceptable Use Policy

The ANT Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Ant Acceptable Use Policy is available to our website <https://ant.com.au>

In addition to ANT's Acceptable Use policy, **nbn**TM under its Fair Use Policy (FUP) has placed restrictions on the Sky Muster[®] Plus. The following examples may constitute a breach of **nbn** Sky Muster[®] Plus Fair Use Policy network:

- Routinely transferring, or knowingly allowing the routine transfer of large files greater than 20MB via email.
- Downloading, or knowingly allowing the downloading of software, applications or operating systems updates for more than 20 unique devices.
- Masking, manipulating or changing the signature of traffic, or knowingly permitting the marking, manipulating, or changing the signature of traffic to present video streaming or VPN traffic as unmetered data usage.
- Presenting one type of unmetered data usage as another type of unmetered data usage or otherwise avoiding the accurate measurement of data transfers or the application of any applicable data transfer rates
- Performing, or knowingly permitting the performance of excessive automated polling, refreshing, or scraping of websites.

Invoices and Payment

ANT Fixed Wireless services are billed monthly in advance. Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. Full ANT Terms of Service are available at <https://ant.com.au/acceptable-use-policy>

Customer Service Contact Details

Mailing Address	PO Box 269 Avalon Beach NSW 2107
Sales	Phone 1300 268 266 email sales@ant.com.au
Technical Support	Phone 1300 268 266 email support@ant.com.au
Billing	Phone 1300 268 266 email billing@ant.com.au

Dispute Resolution Process

If you are dissatisfied with your service, you can contact us on complaints@ant.com.au or follow the dispute resolutions process outlines at <https://ant.com.au/financial-hardship>

Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.

