



Critical Information Summary:

NBN Satellite (NBN Skymuster) Plans

Loadednet Pty Ltd

ABN: 31 114 561 876

www.loadednet.com.au

Information about the service:

- The NBN Skymuster Satellite (NBN Skymuster) 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 or 25/5 Mbps
- The NBN Skymuster Service is only available to those who are in the NBN satellite area; this availability can be checked on NBNCo's website nbnco.com.au
- 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 Skymuster 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 some satellite broadband services.
- Both upload and downloads count towards your data usage, so if you download 10GB and upload 5GB then your total usage is 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.
- NBN considers that 75GB of Peak Data Usage or 150GB of Total Data Usage in any four week period to constitute 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.
- A \$20 Speed Change Fee applies for any upgrades.

Bundling

- This service is not conditional on having a phone line with us. You may choose to have a VoIP phone service – refer to loadednet.com.au for more information.

Mandatory components

- You will require an NBN satellite dish, Network Termination device (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. We will provide you with a modem/router to be connected to this equipment.

The minimum term:

NBN Skymuster plans are available on month-to-month or 12 month contract plans

The offer includes:

- On and off-peak data quota per chosen plan
- 1 email address
- Specified data per month (see table on next page) dependent on plan
- Off peak period is 1am to 7am
- Free local installation available in some areas; please contact Loadednet to check your eligibility. Non-standard installations may require you to pay additional charges.
- Optional porting of existing landline number to VoIP
- Modem – if required (TP Link 3G/4G Wireless N Router TL-MR3420 or similar) https://www.tp-link.com/au/products/details/cat-4691_TL-MR3420.html

The offer excludes:

- Set Up Fee \$99 for 12 month contract, or \$149 for no contract
- Optional VoIP phone number (available from \$11.95 per month)

Important conditions of the offer:

- Set Up Fee, VoIP phone number (optional) and any non-standard installation fees will be on your first invoice
- NBN and any additional VoIP phone services will not operate in the event of a power failure
- All access fees are billed one month in advance – your first invoice will be pro-rated to include service commencement date and service access fees up to one month in advance
- Customer can make payment by BPAY (details are on individual invoices), Direct Debit (form can be provided), Cheque, Cash or over the phone.
- All invoices will be emailed unless you request them to be sent by mail (a monthly charge of \$2.20 will apply)
- Written notice (email, fax or letter) is required from you for disconnection
- A \$15 (incl GST) late payment fee may apply if an invoice is not paid by the due date
- A 1.5% (incl GST) credit card surcharge applies for all credit card payments
- Call out fees may apply for customer faults where the fault is deemed to be customers own
- All speeds quoted are maximum theoretical speeds. Loadednet cannot guarantee that the maximum speeds stated will be attainable in all cases

Information about pricing:

Monthly price

Data allowance (Off peak 1am-7am)

Loaded 60 (**L60**) = 10GB peak & 50GB off peak
 Loaded 80 (**L80**) = 20GB peak & 60GB off peak
 Loaded 115 (**L115**) = 45GB peak & 70GB off peak
 Loaded 140 (**L140**) = 60GB peak & 80GB off peak
 Loaded 150 (**L150**) = 70GB peak & 80GB off peak

Loaded 160 (**L160**) = 75GB peak & 85GB off peak
 Loaded 165 (**L165**) = 80GB peak & 85GB off peak
 Loaded 180 (**L180**) = 90GB peak & 90GB off peak
 Loaded 200 (**L200**) = 100GB peak & 100GB off peak
 Loaded 240 (**L240**) = 120GB peak & 120GB off peak
 Loaded 280 (**L280**) = 140GB peak & 140GB off peak

Speed max. download/upload

12Mbps/1Mbps
(1-2 users)*
25Mbps/5Mbps
(3-4 users)*

	L60	L80	L115	L140	L150	L160	L165	L180	L200	L240	L280
12Mbps/1Mbps (1-2 users)*	\$34.95	\$39.95	\$44.95	\$59.95	\$69.95	\$79.95	\$94.95	\$119.95	\$139.95	\$169.95	\$199.95
25Mbps/5Mbps (3-4 users)*	\$39.95	\$44.95	\$49.95	\$64.95	\$74.95	\$84.95	\$99.95	\$124.95	\$144.95	\$174.95	\$204.95

*Depending on individual type of usage

Loaded 60/Loaded 80 - for everyday use (e.g. emails, browsing the web, social media and approximately 10 Netflix movies.). **Loaded 115/Loaded 140/Loaded 150/Loaded 160/Loaded 165/Loaded 180** - perfect for families or businesses, allows approximately 20 Netflix Movies. **Loaded 200/Loaded 240/Loaded 280** - for businesses or houses that always use the internet.

Per GB price Unit Cost (UC)

	L60 \$	Unit Cost 1GB incl data	L80 \$	Unit Cost 1GB incl data	L115 \$	Unit Cost 1GB incl data	L140 \$	Unit Cost 1GB incl data	L150 \$	Unit Cost 1GB incl data	L160 \$	Unit Cost 1GB incl data
12Mbps/1Mbps	34.95	0.58	39.95	0.50	44.95	0.39	59.95	0.43	69.95	0.47	79.95	0.50
25Mbps/5Mbps	39.95	0.67	44.95	0.56	49.95	0.43	64.95	0.46	74.95	0.50	84.95	0.53

	L165 \$	Unit Cost 1GB incl data	L180 \$	Unit Cost 1GB incl data	L200 \$	Unit Cost 1GB incl data	L240 \$	Unit Cost 1GB incl data	L280 \$	Unit Cost 1GB incl data
12Mbps/1Mbps	94.95	0.58	119.95	0.67	139.95	0.70	169.95	0.71	199.95	0.71
25Mbps/5Mbps	99.95	0.61	124.95	0.69	144.95	0.72	174.95	0.73	204.95	0.73

Call rates for VoIP are available on www.loadednet.com.au

Data usage information is available through our USER link on our website - email accounts@loadednet.com.au for access

The maximum monthly charge is:

Monthly plan fees plus \$15 late fee (if applicable) plus 1.5% credit card surcharge (if applicable) plus applicable VoIP call charges

There is no maximum early termination charge

The total (minimum) cost over the minimum plan term is:

No minimum plan term, but total minimum cost would be: set up fee, monthly access fee (& for optional VoIP number plus call charges), any non-standard installation fees.

Other information:

Contact details:

Our website is www.loadednet.com.au

For Sales, Support, or Accounts please visit our website or call 1300 851 154

Our service commitment:

- We will provide 30 days written notice for any pricing changes or if we cancel a service
- While we always endeavour to do our best to solve every fault, be aware that we do rely on third party service providers (eg. NBNC0)
- If you are dissatisfied with the service you have received and wish to lodge a complaint please email accounts@loadednet.com.au or call us on 1300 851 154

Our Acceptable Use Policy, Complaint Handling Process, Financial Hardship Policy and other important documents are available on our website

The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. Contact www.tio.com.au

Phone: 1800 062 058 (Monday to Friday 9am to 5:30pm)
 Fax: 1800 630 614
 Postal: PO Box 276, Collins Street West, VIC 8007