

Critical Information Summary

nbn[®] Sky Muster[®] Plus Premium



Plan Name	Small	Medium	Large
Description	The Southern Phone nbn [®] Sky Muster [®] Plus Premium plans are for an internet service, delivered using the Sky Muster satellite network, with optional SPC modem. You can purchase a modem from us for \$156 upfront including delivery.		
Speed	Speed tier (maximum possible download/upload speeds)	25/5Mbps ¹	50/5Mbps ¹
	Anticipated Typical Busy Period (7pm – 11pm) Download Speed	18Mbps ²	31Mbps ²
Cost	Minimum monthly fee	\$55	\$70
	Early termination fee	None.	
	Data (monthly)	Uncapped Data	Uncapped Data
Allowances (monthly) and exclusions	Supplementary Burst Speeds	N/A	May be able to burst up to an upload speed of 10Mbps from time to time in optimal conditions ³
	Other fees, charges and exclusions	See "Information about this service" and "Information about pricing" below.	
Term	Minimum term	1 month	

¹The maximum possible speed is expected to be achieved at least once per 24-hour period. nbn co will investigate services that are not able to reach the wholesale speeds at least once a day. If you have any issues with your speed, please get in contact with us.

²Based on test data captured between September - November 2023 using nbn Sky Muster Plus plans already in market (some of which had usage caps). Actual typical busy period speeds will be published in 2024 and updated at intervals thereafter. If you are located in Norfolk Island, you can expect typical busy period speeds up to five times slower.

³nbn co does not guarantee that it will achieve the burst speeds of up to 10Mbps. Faster upload speeds are subject to network capacity and equipment.

Information about this service

Availability

Check whether you can connect to the nbn Sky Muster network by calling us on 1300 192 629. This plan applies if you can connect to the nbn network with Sky Muster satellite technology. If you need to connect using another technology, check out our other plans.

Hardware Required

A nbn connection box may need to be installed in your home for this connection type.

Equipment

Modem is not included. If you bring your own modem, ensure it is compatible with your nbn service. You can purchase a modem from us for \$156 including delivery.

Exclusions

nbn co may charge non-standard installation fees.

Speed and performance

Actual speeds may vary throughout the day, and may be significantly impacted by several factors, including congestion

(particularly during the peak times), signal reception, and your in-premises setup. Speeds will fluctuate and the Medium and the Large plans have the potential to deliver upload speeds bursts higher than 10 Mbps from time to time (subject to available network capacity), but this is not guaranteed.

Data Shaping Policy

To proactively protect and ensure the fair access to the nbn broadband access network for all users, nbn co may, from time to time, at its discretion, shape the following uncapped data activities to maximum upload and download speeds of 256kbps:

- peer to peer traffic;
- uploads and downloads to cloud storage platforms;
- PC and smartphone operating system updates;
- software/application updates;
- gaming software updates; and
- any other uncapped data traffic related to applications which nbn co cannot identify.

Other uncapped data applications that nbn co considers may cause adverse network impacts may also be added to the above list to be shaped. The renewal day for your monthly data allowance is the first day of the calendar month.

nbn Sky Muster Plus plans are subject to [nbn Sky Muster Fair Use Policy](#) to help ensure fair access to all users. Please note that this is not the same as the above Data Shaping Policy.

Information about Pricing

Billing and Fees

Accounts are billed in advance so your first invoice will include a pro rata amount for the days that your service has been active with Southern Phone and a one month in advance plan fee. Any initial pro rata amount will not be adjusted. Any relocation, technician, and equipment fees will also appear on your first invoice. Below are some fees that may apply:

Description of fee	Amount (incl. GST unless stated)
Excess Usage: there are no excess usage charges on this plan.	n/a
Setup Fee: there is no Southern Phone setup fee with this plan.	n/a
Incorrect Fault Lodgement Fee : If a fault is lodged and a technician attends your premises and finds the fault is in your equipment and not in the network	\$575
Paper bill fee: Applies to each paper bill. We prefer e-billing and think you will too – it's free of charge and easy to set up.	\$2.20
Late payment fee: We may apply this if you don't pay a bill by the due date.	\$10*

*Amount not subject to GST

Cancelling Your Plan

You're welcome to cancel your plan at any time with no cancellation fee. You'll just need to pay any outstanding charges and fees, including charges outside of your monthly allowances incurred up to the date your service was cancelled. And we'll credit you with a pro-rata refund of your plan's monthly fee for your last billing period, based on when you cancelled your plan. After that, we're all squared away.

Changing Your Plan

We give you the freedom to change your plan at any time for no fee, once per billing period. If you decide to change your plan before the end of your billing period, you'll need to pay any other charges you incurred up to the plan date change and a pro-rata amount for your new plan for the rest of the billing period plus a month in advance. You'll also receive a pro-rata refund for fees paid in advance for your current plan.

There may also be times when we have to make changes to your plan, like updating fees or inclusions. Rest assured, we'll only ever do this in line with our [Customer Terms](#).

Other Information

Obtaining Data Usage Information

To access information about your expenditure and data usage, please contact our team on 13 14 64 or use our Live Chat.

Customer Service

We want you to have the best experience with us. So, if there's something you're not happy with, we're here to help. Give us a call on 13 14 64 or get in touch [here](#).

Fair Use

Our [Fair Use Policy](#) sets out rules such as the reasonable and lawful use of our service. If you choose not to follow the directions in the policy, for example by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

Dispute Resolution

If you have a problem or complaint about your service, please call us on 13 14 64 or use our live chat on our website. Our complaint handling policy can be found here:

<https://www.southernphone.com.au/complaints>

Industry Ombudsman

If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman, by phone on 1800 062 058. For full information visit

www.tio.com.au/about-us/contact-us

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