

## Service Description

MultiWave Networks' Sky Muster Plus Premium plans are an **nbn**® Sky Muster® Plus Premium broadband internet service delivered via the National Broadband Network (**nbn**®) using satellite technology to your premises.

| Minimum Monthly Charge | Plan Name                              | Speed Tier | Upload burst                                  | Typical Busy Period Download Speed | Included Data | Connection Fee | Early Termination Fee | Minimum Term |
|------------------------|--|------------|---|------------------------------------|---------------|----------------|-----------------------|--------------|
| \$60                   | <b>nbn</b> 25 Sky Muster Plus Premium  | 25/5       | -   | 17Mbps                             | Unlimited     | \$0            | \$0                   | 30 days      |
| \$75                   | <b>nbn</b> 50 Sky Muster Plus Premium  | 50/5       | -   | 32Mbps                             | Unlimited     | \$0            | \$0                   | 30 days      |
| \$99                   | <b>nbn</b> 100 Sky Muster Plus Premium | 100/5      | Up to 10 Mbps (when network conditions allow) | 50Mbps                             | Unlimited     | \$0            | \$0                   | 30 days      |

The minimum term is 30 days. There is no early termination fee. You may request to terminate your service with 30 days' notice. A pro-rata invoice will be raised to cover any days in the 30-day period which fall after the end of the current Billing Period.

## Data Speeds

The Speed Tier does not indicate what Data Speed your service will typically achieve. It is a description of the layer 2 network used to supply service. 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.

End customer experience, including the speeds actually achieved over the **nbn** network, depend on the **nbn** technology and configuration over which services are delivered your premises, whether you are using the internet during the busy period and/or the number of concurrent users and services on the **nbn** satellite network, and factors outside of **nbn**'s control (like your equipment, software or signal reception). Satellite customers may also experience latency. Multiple services on the same satellite terminal will share capacity.

## Fair Use Policy

All **nbn** Sky Muster Plus services must adhere to **nbn**'s fair use rules, which can change from time to time. Services must not be used for excessive automated polling, refreshing or scraping of websites or to routinely transfer emails larger than 20 MB, download updates for more than twenty devices during a calendar month, connect neighbouring premises, support carrier or service provider data aggregation applications that result in substantial and continuous network throughput, support a carrier or service provider interconnection, bypass the application of shaping by being disconnected and reactivated, or match a traffic profile not intended by **nbn**. Network bonding or load sharing of multiple services is prohibited by **nbn**. Violations may result in service reductions (for example, traffic de-prioritisation) by **nbn**, affecting Data Speed or MultiWave Networks may suspend your service.

To proactively protect the network, **nbn** may from time to time shape some types of traffic including peer to peer, cloud storage platforms, software updates and other traffic which **nbn** cannot identify or **nbn** considers may cause adverse network impacts.

## Connecting Equipment

**nbn** will need to connect your premises to its network if it hasn't already done so. **nbn** retains ownership of any Connecting Equipment it installs. For example, the antenna, indoor unit, power supply and cabling. This equipment may only be modified or removed by **nbn**.

You will need to supply a wi-fi router or purchase one if you do not already have one. Once your service is connected, the MultiWave Networks team will provide instructions for the setup of your router.

## Mandatory Components

There are no mandatory components.

## Bundling

The offer does not depend on bundling with other services.

## Plan Changes

You may change your plan up to once per calendar month, effective at the start of the next month. We do not charge change plan fees.

## Priority Assistance

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. **nbn** does not support Priority Assistance on Sky Muster Plus services. Telstra provides telephony with Priority Assistance on its copper network.

## Power Outages

**nbn** does not offer a battery backup service. Therefore, during mains power disruptions, you will not be able to use your broadband service or make emergency phone calls with it.

## Customer Service

Customer service can be contacted on 1300 525 800 during business hours or on [support@multiwavenetworks.com.au](mailto:support@multiwavenetworks.com.au).

## Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process.

## Industry Ombudsman

In the unlikely event that you're still not happy after following the process above, you may wish to refer your complaint to the Telecommunications Industry Ombudsman. The ombudsman can be contacted on 1800 062 058 and alternative contact details can be found at <https://www.tio.com.au/>.