Critical Information Summary
nbn® Sky Muster Plus Premium Plans

Plan	nbn 25 Sky Muster Plus Premium	nbn 50 Sky Muster Plus Premium	nbn 100 Sky Muster Plus Premium
Monthly Charge (inc. GST)	$60	$75	$99
Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Download Speed	25Mbps	50Mbps	100Mbps
Maximum Upload Speed (when network conditions allow)	5Mbps	5-10Mbps	5-10Mbps
Typical Busy Period Download Speed	21Mbps	36Mbps	63Mbps

Service Description

MultiWave's Sky Muster Plus Premium plans are delivered via the National Broadband Network (**nbn**®) using satellite technology.
The minimum term is 30 days. You may request to terminate your service with 30 days' notice. There is no early termination fee.

Availability

Sky Muster Plus services are available in the nbn Satellite footprint. You can check for availability at https://www.nbnco.com.au/learn/rollout-map

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 team will provide instructions for the setup of your router.

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 network.

Fair Use Policy

All **nbn** Sky Muster Plus Premium users must adhere to **nbn**'s fair use rules, which can change from time to time. 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.

Mandatory Components and Bundling

There are no mandatory components. The offer does not depend on bundling with other services.

Data Speeds

The Maximum Download and Upload Speeds do not indicate what Data Speed your service will typically achieve. A range of factors can affect the speed of your service, including but not limited to:

- whether you are using the internet during the busy period
- the number of concurrent users
- Local weather
- Signal strength, interference and obstructions
- Customer equipment limitations

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Satellite customers may also experience latency. Multiple services on the same satellite terminal will share capacity.

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.

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.

Customer Service

Customer service can be contacted on 1300 525 800 during business hours or on support@multiwavenetworks.com.au.

Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via our Complaint Process: https://www.multiwaveconnect.com.au/complaints-policy

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/.