

## Information About This Service

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### Service Description

Talking business Co’s NBN Sky Muster is an asymmetric service that utilises the National Broadband Network (NBN) satellite service and can be provided in all parts of Australia where the NBN satellite service is available. Internet access is provided by the Harbour ISP network. Our LTS Plans offer a peak information rate of 25/5 Mbps. Peak Access (07:00am to 01:00am) data allowance from 45GB to 100GB depending on the plan chosen. Off-Peak Access (12:59am to 06:59am) data allowance of 70GB to 140GB depending on the plan chosen. (see table below).

### Information about Pricing

All prices listed in this Critical Information Summary are excluding GST.

Plan	Monthly Charge	Total Data	Peak Data	Off-Peak Data	Cost per Gig	24 Month Contract Total Cost
LTS 115	\$46.00	115 Gig	45 Gig	70 Gig	\$0.40	\$1,104.00
LTS 190	\$69.00	190 Gig	70 Gig	120 Gig	\$0.36	\$1,656.00
LTS 240	\$86.00	240 Gig	100 Gig	140 Gig	\$0.36	\$2,064.00

Listed prices are excluding GST - 24mth contract - Pre-configured modem supplied.

### Term of the Contract

The service is provided on a 24 month term

Early Termination Charge (ETC) applies where the service is cancelled within the contract term. The maximum ETC is calculated by multiplying the MRC by the number that is the contract term less the number of months that the MRC has been billed for.

### Information about Provisioning

We endeavour to provision the service in 6-8 weeks from receipt of this document.  
We will provide you with authentication details prior to the installation of the service.

## Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

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A modem, satellite dish and cabling will be provided by nbn™, ownership of the nbn™ satellite equipment remains with nbn™. The equipment will be serviced and maintained by nbn™.

Data Usage is counted in both directions so if you download 5 GB and upload 5 GB, that's counted as 10 GB. Your Peak data allowance may be used at any time. Peak data will be used during Off-Peak hours if you have exceeded your Off-Peak data allowance. Your Off-Peak data allowance may only be used during Off-Peak hours which are defined by nbn™ as between 1:00 am and 7:00 am in your local time zone.

If you exceed your On-Peak data allowance during a Billing Period, your Peak Information Rate will be reduced to 128/128 kbps for the remainder of that Billing Period (except during Off-Peak hours if you have remaining Off-Peak data available). If you then increase your Excess Data Usage by placing a continuous load on the service, your Peak Information Rate will be progressively reduced. Harbour ISP does not charge for Excess Data Usage. nbn™ considers that 75 GB or more of Data Usage during peak hours in any four week period constitutes a breach of its Fair Use Policy. nbn™ considers that 150 GB or more of Data Usage in any four week period (Peak or Off-Peak) constitutes a breach of its Fair Use Policy. Certain games and other highly interactive software (e.g. share trading / live-streaming) which require low network latency are known to perform poorly (or not work at all) on satellite broadband services and so Harbour ISP deems the service as provided unsuitable for those purposes. Your maximum throughput will be lower than the given Peak Information Rate for your Plan and can be affected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the Internet server you are accessing, the network between Harbour ISP and the server you are accessing, the network between Harbour ISP and your service, and local factors such as the performance of your computer equipment including your network router and wireless network.

Data Blocks to a total Peak maximum of 65 GB can be purchased at any time to avoid being speed limited by Harbour ISP or to remove speed limiting that is already in effect, subject to nbn™ Fair Use Policy. Service reductions by nbn™ cannot be removed by purchasing Data Blocks.

You may upgrade this plan by requesting a plan change before the end of the billing period subject to nbn™'s Fair Use Policy. The billing period is from the 1st of the month to the end of the month. New plans begin at the commencement of the next month. The plan can be changed to any compatible NBN LTS plan with no additional costs for plan changes.

Any configuration changes made by you or any person not authorised by us invalidate any implied or express warranty.

The service is available on a 12 or 24 month term and is subject to an Early Termination Payment if the service is cancelled within the contract term.

All Talking Business plans are subject to our Fair Use Policy as outlined in Schedule 1 of our Standard Terms and Conditions which can be seen on our website at <http://www.talkingbusiness.com.au/LiteratureRetrieve.aspx?ID=118808>

If you wish to share the service between multiple computers, you will require a network router. If required, a router must be purchased separately from your preferred IT provider.

## Mandatory Components/Set Up

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There are no mandatory components.

## Bundling

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The offer does not depend on bundling with other services.

## Information about Billing

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Recurring charges are billed monthly in advance and prorated.  
One off charges are billed on occurrence in arrears.

## Information about Support

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Restoration for this service is on a 'best efforts' basis with no guaranteed SLAs. If guaranteed SLAs are required, business grade services such as Midband Ethernet or fibre optic are recommended.

In the event of a service difficulty, contact our support team on 1300 666 765. Due to the nature of the service, it is important that you perform some service checks prior to calling so that we may isolate the problem as soon as possible.

You will be charged for the rectification or any reconfiguration required as a consequence of any changes to hardware, hardware configuration or programming caused by an action by you or any other party that we have not authorised to perform such work.

We are not responsible for the maintenance of any building cabling.

## Contact Details

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**Sales** - [enquiries@talkingbusiness.com.au](mailto:enquiries@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Accounts** - [accounts@talkingbusiness.com.au](mailto:accounts@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Technical Support** - [support@talkingbusiness.com.au](mailto:support@talkingbusiness.com.au)

or call 1300 666 765 during normal working hours (8.30am to 6.00pm AEST - Monday to Friday).

**Emergency Afterhours Support** - 1300 666 764

Your call will be routed to the support technician on duty at the time.

Should the support technician be unavailable, your call will be routed to a monitored voicemail service and we will endeavour to call you back within 30 minutes.

Note that as this service is provided on a 'best efforts' basis, any Emergency Afterhours Support requests will incur our standard charge of \$180 per hour or part there of which is billed in 15 minute increments.

## Complaints and Disputes

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If you need to make a complaint you can either call 1300 555 765 or email [admin@talkingbusiness.com.au](mailto:admin@talkingbusiness.com.au).

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 contact information go online at [www.tio.com.au](http://www.tio.com.au).