

Sky Muster Satellite Service

The Sky Muster service covers mainland Australia and its external territories, such as Norfolk Island, Christmas Island, Macquarie Island and the Cocos Islands.

The satellites are supported by a network of 10 ground stations, each featuring two 13.5 metre satellite dishes. The ground stations have been built in specific locations across Australia to maximise both the availability and capacity of the system. The satellites are designed to enable NBN to deliver broadband services to more than 200,000 rural and remote homes and businesses with download speeds of up to 25Mbps.

We are all very much aware of how important download speeds are for our customers and have created plans under NBNs fair use policy to ensure service speeds are as fast as possible during peak time usage.

What speeds can I expect from the service?

The Peak Information Rate of Sky Muster satellite services is a maximum of 25/5Mbps and can vary depending on:

- The Internet server you are accessing.
- The network between BorderNET and the server you are accessing.
- The network between BorderNET and your service.
- Overheads imposed by Ethernet and other protocols you use such as TCP/IP.
- Local factors such as the performance of your computer, networking equipment and Wi-Fi network.
- The weather such as high winds or heavy rain at your area or ground station.

Special Offers

Refer A Friend is back! Refer a friend to BorderNET and receive a 10% discount for 2 months for both you and your friend.

How to return your completed Sky Muster Application Form

Once completed please return your application form via one of the following methods:

- ✓ **Email:** skymuster@bordnet.com.au
- ✓ **Fax:** (03) 8080 0712
- ✓ **Post:** BorderNET Internet
Suite 18
46 Cavill Ave
Surfers Paradise QLD 4217

BorderNET Contact Information

Contact Number: 1300 730 302
Website: www.bordnet.com.au
Fax: (03) 8080 0712
Opening Hours: 8:00am to 6:00pm AEST Monday to Friday
Sales Department: sales@bordnet.com.au
Accounts Department: accounts@bordnet.com.au
Technical Support: support@bordnet.com.au

Frequently Asked Questions

Q: What are the peak and off peak hours?

A: Off Peak Hours are defined by NBN co as between 1:00 am and 7:00 am. The given times apply to your local time zone.

Q: What happens if I go over my download allowance?

A: If you exceed your data allowance during the month, your data speeds will be reduced to 128/128 kbps for the remainder of the month. If you then increase your excess data usage by placing a continuous load on the service, your speeds will be progressively reduced. Peak and off peak data are monitored separately.

Q: Does BorderNET charge for excess usage?

A: No we do not charge for excess usage.

Q: Are uploads counted along with downloads towards my monthly usage?

A: Yes uploads are counted towards your monthly usage total in both peak and off peak.

Q: How big is a GB?

A: We define a GB (Gigabyte) as 1,000,000,000 bytes

Q: What speeds can I expect during peak times?

A: The maximum speed of these services varies depending your modem's signal strength and satellite network congestion and chosen plan. We will be doing all we can to keep speeds as high as possible and encourage you to do any large downloads during the off peak.

Q: When will these plans take effect?

A: Your Sky Muster plan will take effect once the service is installed and confirmed working.

Q: What is the minimum contractual agreement?

A: The Minimum Agreement Term is 30 days from the date your service commences.

Q: Can I get Netflix?

A: Streaming services like Netflix have been tested to function on the Sky Muster Satellite Service, however your monthly download limit, speed and quality settings should be taken into consideration.

Netflix recommends the following speeds for their various quality streams.

0.5 to 1.5 Megabits per second – minimum broadband connection speed for low quality

3.0 Megabits per second – Recommended for SD quality

5.0 Megabits per second – Recommended for HD quality

25 Megabits per second – Recommended for Ultra HD quality

Adjusting the data usage settings for your account is the easiest way to reduce the amount of bandwidth used while watching Netflix. There are four data usage settings to choose from. Each estimate below is per stream:

Low (0.3 GB per hour)

Medium (SD: 0.7 GB per hour)

High (Best video quality, up to 3 GB per hour for HD and 7 GB per hour for Ultra HD NOT recommended for Satellite users)

Auto (Adjusts automatically to deliver the highest possible quality, based on your current Internet connection speed and is NOT recommended for Satellite users)

We would suggest keeping your settings on low or SD to get the most out of your service, otherwise you might find that you have ran out of high speed data in a matter of hours rather than a matter of days.

For more information regarding Netflix requirements or those of any other streaming service please consult their support services.

Q: Is satellite comparable to other services?

A: Satellite internet is a unique style of internet service delivery that does not function in the same way as other internet services. While speeds can be comparable, the technology involved with satellite may prevent a number of services from working optimally.

Credit Card Payment Request Form

By completing this form, you authorize BorderNET Internet Pty Ltd to deduct charges for services from the following Credit Card and in doing so accept the Terms and conditions stated from BorderNET Internet Pty Ltd.

You can access BorderNET's Terms and Conditions online at <http://terms.bordnet.com.au>

It is also your responsibility to maintain your payment details and to contact BorderNET to update any expiry dates or card details. If your card is stolen please inform BorderNET so we can make alternative payment arrangement.

At its' discretion BorderNET may allow business or other clients to make payment via cheque, direct deposit or pay anyone internet banking payment. An account keeping fee of \$3.30 will be charged per month where a manual payment has been processed. A fee of \$15.00(Inc GST) may be charged for each bank or credit card dishonour (lack of funds, expired card etc).

Return Method

Post: BorderNET Internet
Suite 18
46 Cavill Ave
Surfers Paradise QLD 4217
Fax: (03) 8080 0712
Email: skymuster@bordnet.com.au

Customer Details

First Name:
Surname:
Street:
Suburb:
State: **Post Code:**

Credit Card Authority

Credit Card Type : Visa MasterCard

I/We hereby authorize BorderNET Internet PTY LTD to deduct charges for Services from the following credit card and in do so accept the terms and conditions stated from BorderNET Internet PTY LTD.

I/We Confirm that I/We are the authorised and stated cardholder and over the age of 18 years of age at the time of this authority being provided.

Credit Card Number:

Name On Card:

Card expiry:

Name:

Signature:

Date:

Direct Debit Payment Request Form

Direct Debit Service Agreement as of 1st April 2016

Bordnet Pty Ltd (the 'Debit User') will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.

The Debit User will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.

The customer(s) may request the Debit User to defer or alter the payment amount specified in the Schedule of this Direct Debit Request.

Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.

In compliance with the Industry's Direct Debit Claims Process, the Debit User will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. The Debit User will endeavor to resolve this matter within the Industry agreed timeframes. Customer(s) may contact their Financial Institution to arrange a 'Direct Debit System Claim Form' form to initiate the process.

The Debit User advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.

It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSC/Account as nominated in The Schedule of this Direct Debit Request. If an auto debit is rejected a \$5.50 dishonour fee may be applied.

The Debit User advises the debit drawing will be made on the agreed due date as nominated by invoices, on the day an account is activated or by mailed billing advice. When the due date is a closed business day, the Debit User will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their Financial Institution.

A closed business day is defined as any calendar day on which the customer(s) Financial Institution is not open for direct debit processing. That is:

- Weekends
- Public Holiday - State
- Public Holiday - National

Where an unpaid debit item is returned by the customer(s) Financial Institution, the Debit User will require payment in some other form and may charge you interest on the unpaid amount and any administration costs incurred from the Debit User's Bank.

Customer(s) who wish to cancel this Direct Debit Request must notify the Debit User in writing not less than 7 days before the next scheduled debit drawing to the 'Accounts Manager, Bordernet Internet Pty Ltd, Suite 18, 46 Cavill Ave, Surfers Paradise QLD 4217 or by Fax to (03) 8080 0712. The Customer may also request a cancellation of the Direct Debit Request by contacting their Financial Institution.

The Debit User requests the customer(s) to direct all inquires, disputes requests for payment changes or cancellation directly to the Debit User.

The Debit User agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.

Return Method

Post: Suite 18
46 Cavill Ave
Surfers Paradise QLD 4217

Fax: 03 8080 0712

Email: skymuster@bordnet.com.au

Customer Account Details

First Name: Last Name:

Address:

Suburb: State: Postcode:

Direct Debit Authority

I/We Authorise BorderNET Internet Pty Ltd A.B.N 91 103 155 693 With User ID Number 049295 to arrange for funds to be debited from my/our account held with the Financial Institution and account described below.

Bank Name:

Bank Address: Suburb: Post Code:

Account Name:

BSB Number:

Account Number:

Name: Date:

Signature: