BorderNET
ABN: 91 103 155 693

BorderNET Internet Critical Information Summary
Sky Muster 45T Plan

Welcome!

Thank you for choosing BorderNET Internet Pty Ltd as your preferred Supplier of NBN Co's Satellite Service.
BorderNET Internet has provided satellite solutions for the last 10 years. We pride ourselves on offering exceptional service to customers in rural areas. We are excited to offer the new NBN Satellite service to you.

Information About The Service

The Sky Muster 45T plan is a residential grade Satellite with a Peak Information Rate of 25/5Mbps.
This plan has a Peak Data Allowance of 15 GB and an Off peak Data Allowance of 30 GB.
Both upload and download transmissions are counted towards your monthly Data Allowance.

Service Bundles

There are no bundles available for this service.

Equipment Needs

To use this service your computer or router will need an RJ45 Ethernet port to connect to the service using the supplied cable to the satellite modem.

Minimum Term

There is a 30 day minimum term for this plan.

What's Included

15 GB of Peak time data where 1GB (Gigabyte) = 1,000,000 Bytes
30 GB of Off-Peak time data where 1GB (Gigabyte) = 1,000,000 Bytes
You can use your monthly usage allowance at any time (day or night).
Any unused monthly allowance expires at the end of your billing cycle.

What's Not Included

If you exceed your 15 GB Peak monthly usage allowance in a month, your broadband service (during peak periods) will be slowed down to 128kbps during Peak times for all usage for the rest of that month until your next billing cycle begins, but you won't be charged extra for use.

If you exceed your 30 GB Off Peak monthly usage allowance in a month, your broadband service (during peak off periods) will be slowed down to 128kbps During Off Peak times for all usage for the rest of that month until your next billing cycle begins, but you won't be charged extra for use.

Any unused usage expires at the end of your billing cycle.
There are no data blocks available with this service at this time.

BorderNET Satellite Offer Conditions

This service offer is only available to customers who have:
Qualified for a new Sky Muster service Under NBN Co. or migrating an old ISS service previously supplied under NBN Co or transferring from an existing Sky Muster service provided from our competitors after their initial contract has expired.
In all cases the indoor unit (modem), outdoor unit (Antenna, LNB & SSPA) and cabling at the premises must be in working order.

Limitations, Restrictions, Qualifications and Any Important Conditions

Sky Muster satellite is only available to qualified customers under the NBN eligibility criteria.

NBN have provisioned the service to a maximum speed of 25 Mbps download with 5 Mbps upload speed. Minimum Service speeds are provisioned at ~100kbps. There is no guaranteed uptime due to the nature of satellite.

Service speeds are measured as the Peak Information Rate for your Satellite device. Your maximum throughput will be lower than this rate and can be effected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the internet service you are accessing, the network between BorderNET and the server you are accessing, the network between BorderNET and your service, local factors such as the performance of your computer equipment including your network router and wireless network and external factors such as weather, signal and the number of users on the NBN network.

You must agree to have NBN Co discuss service quality and market research with you.

You must agree to have BorderNET and NBN Co's installation contractors contact you directly to diagnose faults and make repairs if necessary.

Sky Muster Satellite Services installed under the NBN Co cannot be migrated moved or repurposed for any Other Satellite Service and vice versa.

Standard install timeframes may take up to 60 days from when NBN Co accepts your application. Nonstandard applications may take longer.
VoIP and IPv6 are not supported at this time.

All IP addresses are owned by BorderNET

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Peak, Off peak and Time Zones

Peak times are defined by NBN Co as 7:00AM – 1:00AM, according to the time zone of your installation.
Off Peak times are defined by NBN Co as 1:00AM – 7:00AM, according to the time zone of your installation.

INFORMATION ABOUT PRICING

Minimum Monthly Charge

The Sky Muster 45T plan is $45.00

Maximum Monthly Charge

The Sky Muster 45T plan is $45.00 plus any prorata charges based on part months used due to install timeframes

Maximum Early Termination Charge

As this is only a 30 day contract there are no termination charges

Minimum Price Over the Term of the Contract

The Sky Muster 45T plan minimum price is $45.00 over the full 30 day contract

Cost of 1GB of data in Australia

1 GB of data in Australia under the Sky Muster 45T plan is $1.00

Other Information

Customers can obtain their usage and change their plan by logging into the "My Account" section of our website with their customer username and password. This site can be located at http://bordernet.com.au/login.php Plan changes are effective from the 1st of the next calendar month.
Satellite is not recommended for latency-sensitive applications such as online gaming, share trading and live streaming audio and video.

BorderNET Contact Information

Sales

Phone: 1300 730 302 and choose option 1
email: nbn@bordernet.com.au
Opening Hours: Monday to Friday 8:00am to 6:00pm AEST

Tech Support

Phone: 1300 730 302 and choose option 2
email: support@bordernet.com.au
Opening Hours: Monday to Friday 8:00am to 6:00pm AEST

Accounts

Phone: 1300 730 302 and choose option 3
email: accounts@bordernet.com.au
Opening Hours: Monday to Friday 8:00am to 6:00pm AEST

Complaints and Dispute resolution Process

Customers with disputes should refer to http://bordernet.com.au/terms_conditions.php
Customers can contact the customer care manager for complaints at care@bordernet.com.au

TIO Contact Details

A full list of TIO contacts can be found at http://www.tio.com.au/about-us/contact-us