

Critical Information Summary

2023 BorderNET 255 Plan



Service Description

The 2023 BorderNET 255 Plan includes an nbn™ Sky Muster™ service with an Anytime Data Allowance of 110 GB and an Off Peak Data Allowance of 145 GB.

The minimum monthly charge payable is \$100.00. The maximum monthly charge payable is \$100.00 plus any Data Block purchases made during the previous Billing Period.

There is no early termination fee. You may request to terminate your service with at least 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.

The minimum term is 30 days.

Shaping Policy

Your Anytime Data Allowance (aka Normal Data) may be used at any time. It is used during Off Peak Hours if you have exceeded your Off Peak Data Allowance.

Your Off Peak Data Allowance (aka Bonus Data) may only be used during Off Peak Hours.

If you exceed your Anytime Data Allowance during a Billing Period (Excess Data Usage), your service will be shaped to 128/128 kbps for the remainder of that Billing Period (except during Off Peak Hours if you have remaining Off Peak Data). If you then increase your Excess Data Usage by placing a continuous load on the service, your Peak Information Rate will be progressively reduced. We do not charge for Excess Data Usage.

Off Peak Hours are defined by nbn co as between 1:00 am and 7:00 am and apply to the time zone in which your service is located.

Data Usage is counted in both directions, so if you download 20 GB and upload 10 GB, that's counted as 30 GB.

Plan Changes

You may upgrade your Plan as often as you like during each Billing Period, subject to nbn co's Fair Use Policy. Downgrades are effective on your next Billing Day. We do not charge plan change fees.

Data Blocks

For all Plans except Night Owl Plans, Data Blocks can be purchased at any time to avoid being speed limited by Bordernet or to remove speed limiting applied by Bordernet, subject to nbn co's Fair Use Policy.

Please note that Service Reductions applied by nbn co cannot be removed by purchasing one or more Data Blocks.

Data Usage

You can access your data-usage history via My Bordernet at <https://my.bordnet.com.au/>.

Data Speeds

Neither the Peak Information Rate of 12/1 Mbps or shaping speed limit indicate what data speed your service will typically achieve. They are just descriptions of the limitations of the layer 2 network used to supply service on nbn co's network. 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.

A range of factors can affect the speed of your service, including congestion on the nbn™ network. The actual effect of these may not be ascertained until after the service is activated.

Fair Use

nbn co considers Data Usage in excess of the following limits to be a breach of its Fair Use Policy: 150 GB during Peak Hours in any four week period; 300 GB in any four week period. nbn co may de-prioritise or speed-limit your service if you breach its policy. nbn co may change its policy from time to time and those changes will be reflected here.

Satellite Latency

Certain online games and other highly-interactive software (for example, share trading and live streaming) which require a low network-latency to operate are known to perform poorly, or not at all, on broadband services that are supplied via a geostationary satellite. Therefore we deem the service as unsuitable for those purposes.

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 co does not support Priority Assistance on nbn Fixed Wireless, Sky Muster or Sky Muster Plus services. Telstra provides telephony with Priority Assistance on its copper network.

Power Outages

nbn co 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 730 302. Alternative contact details and opening hours can be found at <https://www.bordnet.com.au/contact>.

Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via the Customer Complaint Resolution Process which can be found at <https://www.bordnet.com.au/complaints>.

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/>.

Connecting Equipment

nbn co retains ownership of any Connecting Equipment it installs to connect your premises to its network. For example, the satellite dish, modem, power supply and coaxial cabling.

Bundling

The offer does not depend on bundling with other services.

Mandatory Components

There are no mandatory components.