

# TELSTRA BROADBAND SATELLITE – 20GB

## INFORMATION ABOUT THE SERVICE

Telstra Broadband Satellite lets you access the internet from virtually anywhere in Australia, as long as there is a clear line of sight to the satellite.

### Minimum plan term

This plan is available on a **24-month** minimum term.

### Broadband speed

Your Satellite plan provides maximum download speeds of up to **6Mbps** and upload speeds of up to **1Mbps**.

Actual speeds vary due to a number of factors such as your selected plan, internet traffic, site server capacity, weather conditions and other factors.

### Your data allowance

**20GB** monthly usage allowance – where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused monthly usage allowance expires at the end of your billing period.

If you exceed 20GB in a monthly billing period, you won't be charged extra for use. Your broadband speed will be slowed down to **128kbps** until your next billing period begins.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

You will be charged **\$599** for your Telstra Broadband Satellite 20GB plan. Your Monthly Data Allowance on this plan is charged at **2.99¢/MB**.

### Hardware and installation

Your satellite service will be installed by a technician, who will come to your premises and set up your satellite hardware. It will be configured to work only with a Telstra Broadband Satellite service.

We will charge you the following fees for your hardware and standard installation (roof or wall mount). Pricing is inclusive of all cables, mounts and fixtures and allows for up to 4 hours on-site and for travel distances up to the first 50km.

Location	Minimum hardware and installation cost
Urban	\$2,490
Rural	\$2,515
Remote	\$2,950
Very Remote (air/sea travel)	\$2,950

Extra charges apply for non-standard installations (for example, installations that exceed 4 hours, require travel beyond 50km each way or where the satellite dish needs to be mounted to a pole or the ground). Refer to the Additional Charges table over the page.

We will provide you with an indicative quote for the installation based on your particular circumstances and we will advise you of any variation to these costs before installation work commences.

### The total minimum plan cost

The total minimum amount you'll pay over 24 months is **\$16,866** based on your broadband plan which includes \$2,490 for hardware and urban standard installation.

### Early Termination Charge(s)

If your Telstra Broadband Satellite plan is cancelled before your minimum term has ended, you will be charged an Early Termination Charge (ETC) of up to \$480. The ETC decreases by equal instalments each month that you remain on your plan.

If you receive a credit for the hardware and installation charges, in addition to any ETC's payable, you will have to repay the Telstra Broadband Satellite Installation Fee Credit (this Credit will appear on your first bill). The amount of the installation fee credit that you will need to repay will also decrease by equal instalments each month that you remain on your plan.

### Changing plans

To view the plans that you may switch to, please visit [telstra.com.au/broadband/home-broadband/Satellite](http://telstra.com.au/broadband/home-broadband/Satellite)

You may change your plan once a month. Please call 1800 008 997 if you wish to change your plan.

## OTHER INFORMATION

### Data packs

Telstra Broadband Satellite Data Packs allow you to increase your Monthly Data Allowance from time to time. Your Data Pack, and any unused data allowance, will expire at the end of the monthly billing period.

The following are available:

Data pack size	Data pack price	Per MB charge
500MB	\$49	9.80¢/MB
1GB	\$79	7.90¢/MB
2GB	\$139	6.95¢/MB
5GB	\$299	5.98¢/MB
10GB	\$499	4.99¢/MB
20GB	\$799	3.99¢/MB

Additional charges	Amount
Installation types (additional to standard install costs) <ul style="list-style-type: none"> <li>• Pole mount</li> <li>• Ground mount</li> <li>• Ground mount with fencing</li> </ul>	\$265 \$1,980 \$2,376
Uninstallation and removal of existing satellite equipment (additional to any travel, accommodation or hourly rate costs) <ul style="list-style-type: none"> <li>• Requested at the time of installation: <ul style="list-style-type: none"> <li>– Uninstallation only</li> <li>– Uninstallation with equipment disposal</li> </ul> </li> <li>• Requested after installation is complete: <ul style="list-style-type: none"> <li>– Uninstallation only</li> <li>– Uninstallation with equipment disposal</li> </ul> </li> </ul>	\$132 \$462 \$396 \$726
Travel (beyond 50km one-way) and accommodation <ul style="list-style-type: none"> <li>• Additional travel</li> <li>• Accommodation</li> </ul>	\$1.80/km as quoted
Hourly rates (installations taking 4-10 hours) <ul style="list-style-type: none"> <li>• Urban and Rural locations</li> <li>• Remote and Very Remote locations</li> </ul>	\$117/hr \$130/hr
Other charges <ul style="list-style-type: none"> <li>• Cancellation (less than 24 hours notice)</li> <li>• Pre-installation site survey</li> <li>• Service call charge</li> </ul>	\$476 \$462 \$462

## Professional installation

Telstra Broadband Satellite must be installed by a qualified technician.

If you are in a rented premise, or one governed by a body corporate, you will need written approval from your landlord or the body corporate before your satellite equipment can be installed. You should also check with your local council, in case you need to submit a Development Application to install a satellite dish.

## Data usage information

If you want to check your usage, you can register and login to My Account at [telstra.com/myaccount](https://telstra.com/myaccount) and login using your Telstra Broadband Satellite username and password.

## Billing

Your bill is issued on the same date each month.

When you first start a plan or change your plan part way through a billing period, your first bill may have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

You will receive a proportion of your Monthly Data Allowance based on the number of days left in the billing period, and your full Monthly Data Allowance in the next month.

### Paperless billing

To set up Email Bill, visit [telstra.com/emailbill](https://telstra.com/emailbill). To set up Direct Debit or for more information on other bill payment options, visit [telstra.com/billpay](https://telstra.com/billpay)

## We're here to help

You will find more information at [telstra.com](https://telstra.com) including 24/7 live chat support. If you have questions about your bill, technical support service or connection, please call us on 1800 008 997 or 1800 808 981 (TTY).

### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com.au/complaints](https://telstra.com.au/complaints) where you will find full contact details and information about how to resolve it.

### Further investigation

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 [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at [telstra.com.au/customer-terms](https://telstra.com.au/customer-terms)