

CRITICAL INFORMATION SUMMARY

Nbn Long Term Satellite (PIP) Education Plans | May 2018



INFORMATION ABOUT THIS SERVICE

Service Description

The Harbour ISP nbn™ Long Term Satellite PIP Plans are an nbn™ Satellite service with a Peak Information Rate of up to 25/5 Mbps. These plans have a range of anytime data allowance depending on the plan chosen (see table below).

Minimum Contract Term

The minimum term is 30 days.

Bundling

The offer does not depend on bundling with other services.

Mandatory Component of the Service / Set Up

A router is required to access the Internet. Harbour ISP provides a router free of charge on 24-month contracts (otherwise charged at \$79). The customer may provide their own router.

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

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 Education allowance of 50GB per student or 300GB per school is usable anytime. If you exceed your data allowance during a Billing Period, your Peak Information Rate will be reduced to 128/128 kbps for the remainder of that Billing Period. 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 an excess of 50GB per student or 150GB per port for a school (maximum of 2 ports per school) in any four week period 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.

The maximum throughput speed of up to 25/5 Mbps will be limited by the number of ports used. For example, if 3 or more ports are used the maximum throughput will be reduced. You may upgrade this plan by requesting a plan change before the end of the billing period subject to nbn™ 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 PIP plan with no additional costs for plan changes.

All Harbour ISP plans are subject to the Harbour ISP Acceptable Use Policy which can be seen on our website <http://www.harbourisp.com.au/support>.

If you wish to share the service between multiple computers, you will require a network router. A router can be purchased separately or through Harbour ISP. A full hardware list can be seen on our website <https://www.harbourisp.com.au/hardware/>.

INFORMATION ABOUT PRICING

Minimum and Maximum Monthly Charges

PIP Education Plan	No. of Ports	Total Anytime Data (GB)	Speed 25/5	Cost per GB
One Student	1	50	\$49	\$0.98
Two Students	1	100	\$69	\$0.69
Two Students	2	100	\$98	\$0.98
Three Students	1	150	\$89	\$0.59
Three Students	2	150	\$118	\$0.79
Three Students	3	150	\$147	\$0.98
School	1	150	\$89	\$0.59
School	2	300	\$178	\$0.59

PIP Education pricing requires each student or School has a valid Education ID Number. A maximum of three students per household can order a PIP. If you have more than 3 eligible children please email skymuster@harbourisp.com.au.

All PIP plans are shaped after the allowed data allowance for each service has been used and is subject to the nbn™ Fair Use Policy, however the data allowed within any four-week rolling period is 50 GB anytime per student. Data usage is calculated in both directions and is managed on a per port/service basis.

Each Sky Muster™ port used requires a router for WiFi and data sharing between users. If you have an existing service on your first NTD port you will require a second router for you PIP service.

Early Termination Charge (ETC)

There is no early termination charge (ETC) if you chose a No Contract option. If you are contracted to Harbour ISP on a 12 or 24-month contract and you cancel your service, you will be charged an ETC of up to \$350 or you will have to pay out the remainder of your contract, whichever is the lesser amount. The customer may request disconnection of the service at any time in writing, however, Harbour ISP require 30 days written notice to process the termination of the contract. A pro-rata invoice will be raised to cover any days in the 30-day period which falls after the end of the current billing period.

Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@harbourisp.com.au.

OTHER INFORMATION

Manage Your Services Online

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP Member Login Page: <https://members.harbourisp.com.au/login>

Data and Phone Usage Information

Data and Phone Usage information can be obtained via the members login portal <http://members.harbourisp.com.au/>. Learn how to manage your usage [here](#).

Pro-rata Billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

Harbour ISP Customer Contacts and Support

General Enquiries

operations@harbourisp.com.au

Contact Numbers

Tel: 1300 366 169
Fax: 1300 766 909

Postal Address

Harbour ISP Pty Ltd, Po Box 572,
MUDGEE NSW 2850

Sales

sales@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Accounts

accounts@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Technical Support

support@harbourisp.com.au
8:30am to 10:00pm Mon to Fri, (AEST)
and 9:00am to 10:00pm on weekends

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at operations@harbourisp.com.au or call 1300 366 169.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

Customer Service Details

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <http://www.HarbourISP.com.au/terms>.