url networks
stress-free telecommunications

Critical Information Summary: SkyPlus 100

Description of the Service

Broadband internet service utilising NBN Skymuster satelite

Plan Summary

Setup up fee	$30.25
Minimum monthly charge	$136.00
Maximum monthly charge	$136.00
Total minimum cost	$166.25
Minimum term applicable	1 Month
Typical evening speed	12 Mbps

Information About the Service

What is the service?

nbn™ internet service delivered via nbn™ satellite technology.

This service is not available in all areas, please visit - [http://www.nbnco.com.au] to see if your address is available.

What is required to use this service?

- You will need an address listed as being nbn™ ready
- You will need an nbn™ capable modem/router to access the service. In some cases nbn™ may need to install equipment at your premises, in some cases, a power point will be required and you will need to have approval from the building owner for the works to be completed.
- Permission from the building owner to install the roof-mounted satellite dish.

What is Included

- Free traffic to select
- NBN Satelite internet service

What is not Included

- Hardware (e.g. Router or Modem, we can supply equipment if required, a quotation will be sent to you).
- Dishonour and late payment fees
- Address transfers, if you move to another premises a new service will be ordered and your current service will be terminated and may cause a termination fee.

Important Qualifications

- We may suspend or cancel the service if:
- You do not pay your bill
- Breach our fair use policy - https://url.net.au/fair-use
- You are abusive to our staff

All prices include GST and are valid as of 15/10/20.

url networks
stress-free telecommunications

Critical Information Summary: SkyPlus 100

Information About Pricing

Monthly charges:

Maximum Download Speed	25Mbps
Upload Speed	5Mbps
Month Data Allowance	200GB
Cost Per GB	$0.68
Monthly Fee	$136.00
Plan Shape Speed	512Kbps

Other Potential Costs

- If you don’t have a router or modem one can be supplied, there will be an additional outright cost for this. We will provide you with a quote for the type of service you have.
- You will need to pay for your own internal cabling if required
- If you wish to downgrade your plan to a slower speed, this will be deemed a termination and an early termination fee will apply.

New development fee

The nbn™Co may charge a $300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Other Information

This is a summary only. For full product details, including all fees and charges please visit: url.net.au/services/nbn-plans/

Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

Usage Information

You can always keep track of your download usage by visiting dashboard.url.net.au and selecting the “Data Usage” link. This will display your current month’s Data Usage which is updated daily.

We Are Here to Help

If you have any questions you can contact us via:

- Email: support@url.net.au
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Internet: url.net.au
- Mail: PO Box 138 Gisborne, VIC. 3437

Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting - http://www.url.net.au/legal/

Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: www.tio.com.au

All prices include GST and are valid as of 15/10/20.