

Critical Information Summary: Starlink Static 250

Description of the Service

Starlink Static 250

Plan Summary

Setup up fee	\$209.00
Minimum monthly charge	\$95.00
Maximum monthly charge	\$95.00
Total minimum cost	\$304.00
Minimum term applicable	1 Month

Information About the Service

What is the service?

This service provides a static public IP address for Internet connections such as Starlink which doesn't have a static public IP, via a URL Networks hardware device.

What is required to use this service?

- You will need an active Internet connection, such as Starlink (not provided).
- You will need a Starlink Static hardware device (provided).

What is Included

- Static IP Address
- Included data when using the service
- Starlink Static hardware device

What is not Included

- 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

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Information About Pricing

Monthly charges:

Maximum Download Speed	250Mbps
Upload Speed	250Mbps
Month Data Allowance	Unlimited (in accordance with our Fair Use)
Monthly Fee	\$95.00

Other Potential Costs

- The cost of your Internet connection, such as Starlink
- 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.

Other Information

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

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