

## Critical Information Summary

### Starlink Roam

<b>Description of service:</b>	User installed two-way satellite internet service for personal, household, or residential use ( <b>Service</b> ).
<b>Monthly Charge:</b>	Roam 50 GB- \$80 monthly recurring service fee Roam Unlimited- \$195 monthly recurring service fee The monthly Service fee will begin on the earlier of (i) the date you activate the Starlink Kit or (ii) 30 days after Starlink ships your Starlink Kit ( <b>Payment Due Date</b> ). Starlink will automatically charge your approved payment method for the first month's service fee on the Payment Due Date. The service fee for the second month and all subsequent months thereafter will be due on the monthly anniversary of the Payment Due Date.
<b>Data Allowance:</b>	50 GB or Unlimited
<b>Speed:*</b> * Stated speeds and uninterrupted use of Services are not guaranteed.	Download: 75-240 Mbps Upload: 8-30 Mbps Latency: <99 ms
<b>Minimum Term:*</b> *No early termination fee	One month* *Monthly fees paid in advance are not refundable.
<b>Minimum Total Cost:</b>	<u>Purchased Starlink Kit:</u> Roam 50 GB - \$629 + shipping Roam Unlimited - \$744 + shipping Listed prices include the applicable monthly charge and an upfront payment of \$549 for the Starlink Kit.

#### Self-installation of the Starlink Kit

The Service depends upon successful user installation of Starlink dish, Wi-Fi router, power supply and mounts (**Starlink Kit**) in accordance with the instructions.

#### Return period

Starlink has a 30-day return policy with refund subject to certain conditions.

#### Limitations on the service

**Use.** The Service is not for resale as a standalone or value-added service.

**Availability.** Availability is expected to be  $\geq 99\%$

**Performance.** Various circumstances may affect the performance of Starlink Kits and Services, including, but not limited to: (a) failure to follow SpaceX instructions; (b) installation environment; (c) angle and/or field of view of the dish; (d) weather; (e) quality of your personal devices; (f) interference by other devices; (g) proximity of other Starlink Kits; (h) quality, condition and positioning of the cables; (i) reliability of power from the grid or problems with customer's electrical power; (j) improper tower grounding; (k) proximity or location of the customer premise equipment; (l) too many active or parallel network connections (m) fire, flood, wind, lightning, earthquake, or other acts of nature or God; (n) spills of food or liquids on Starlink Kit; (o) misuse, abuse, accident, vandalism, alteration, or neglect; and (p) normal wear and tear or deterioration.

**Updating.** The Starlink Kit and Services are novel, under development, and subject to change. Performance goals will be amended by Starlink from time to time based on experience and innovation. From time to time, customers may need to purchase a newer model equipment for optimal Services. Starlink may change these Starlink

Specifications, the Starlink Kit (including delivered devices via software updates), Services, and Services plans from time to time.

**Expected life.** The Starlink Kit should be able to connect customers to the Services and to remain intact and operable for a minimum of 12 months after delivery.

**Mobility.** The Service may not be used while the dish is in motion. However, the Service is portable and may be used in different fixed locations where Service is available.

**Starlink may terminate.** Starlink has a right to terminate the service for a range of reasons including material malfunction of the Starlink network, software, or hardware and/or failure to obtain government authorizations.

#### **Data use information**

Data usage information is not available regarding this service.

#### **Acceptable use policy**

Use of the Service is subject to our [Acceptable Use Policy](#).

#### **Broadband Education**

Information about broadband services can be found on the Communications Alliance's [Broadband Education Package webpage](#).

#### **Customer Service**

The Starlink customer service team may be contacted any time through the customer portal by logging into your account on [starlink.com](http://starlink.com) or by sending an email to [starlinkresolutions@spacex.com](mailto:starlinkresolutions@spacex.com).

#### **Complaints**

If you have a complaint about your Starlink Services or Kits, we want to help you resolve it as soon as possible. You may submit a complaint by any one of the following methods:

**Open a ticket online.** The quickest way to receive a resolution is to log into your Starlink Account in the Customer Support Portal and submit a Customer Support Request describing your issue and your desired resolution.

**By email.** Please send an email describing your issue and your desired resolution to [starlinkresolutions@spacex.com](mailto:starlinkresolutions@spacex.com). Please include "Consumer Complaint" and your Starlink account number in the subject of your email.

**By mail.** Send a detailed letter describing your issue and your desired resolution to the following address:

Starlink Internet Services Pte. Ltd.  
Level 10, 68 Pitt Street  
Sydney NSW 2000

**By phone.** You can call 1800 954 824 and provide information about your complaint 24 hours per day, 7 days per week.

If you have a complaint that SpaceX has been unable to resolve to your satisfaction, you can contact the [Telecommunications Industry Ombudsman](#) online or at 1800 062 058.