

Critical Information Summary

Starlink Standby Mode

Description of service:	User installed two-way satellite internet service for users who want a low-speed service. (Service).
Monthly Charge:	\$8.50 Starlink will automatically charge your approved payment method each month.
Data Allowance:	The plan provides unlimited low-speed data. Service is subject to the Fair Use Policy .
Speed:* * Stated speeds and uninterrupted use of Services are not guaranteed.	Download: ≤500 kbps Upload: ≤500 kbps
Minimum Term:* *No early termination fee	One month* *Monthly fees paid in advance are not refundable.
Minimum Total Cost:	\$8.50. Standby Mode is only available to existing customers of other plans who have already purchased a Starlink Kit (as defined below). Subscription to Standby Mode does not involve any costs other than payment of the monthly service charge.

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 ≥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.

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.

Acceptable Use Policy

Use of the Service is subject to the Starlink [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 or by sending an email to 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. 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 879 523 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.