

Information About This Service

Offer Description	LEO Satellite is a low-Earth-orbit satellite connectivity service designed to deliver high-speed, low-latency broadband to locations where terrestrial services are unavailable, unreliable, or impractical. It provides rapid deployment and wide geographic coverage, making it suitable for regional, remote, and temporary sites, as well as for resilience and backup connectivity in metropolitan environments. The service operates via a compact customer terminal that communicates with a constellation of low-orbit satellites, enabling significantly improved performance compared to traditional geostationary satellite services. LEO Satellite is commonly used for primary connectivity, business continuity, and failover , supporting applications such as internet access, cloud services, VPNs, and unified communications where appropriate network design is in place.
Hardware	<p>LEO Satellite Terminal</p> <p>Compact electronically-steered antenna unit suitable for ground mounting, roof mounting, or pole mounting. Requires clear sky view with minimal obstructions.</p> <ul style="list-style-type: none"> Mounting Hardware Standard roof, wall, or pole mount kit appropriate for the installation environment. Must support stable alignment and withstand local wind conditions. Power Supply AC power to the terminal and indoor unit (typical draw: low-to-moderate, depending on model). Surge protection recommended. Indoor Router / Firewall Customer-supplied or managed device with: <ul style="list-style-type: none"> 1x Ethernet WAN port Ability to support DHCP or static addressing as provided Optional: SD-WAN, VPN, QoS, or failover logic depending on design Cabling Outdoor-rated Ethernet or proprietary cable between terminal and indoor unit, installed to manufacturer specifications. Grounding / Earthing Required where applicable to meet electrical and safety standards.
Standard Installation Requirements	Standard installation requires a clear sky view, a suitable mounting point, available AC power, indoor space for the handoff unit, a viable cable path between the terminal and indoor equipment, and safe site access for installation. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	Exclusions and limitations: no complex or custom works, no internal cabling beyond entry, no civil or electrical works, and no performance guarantees where obstructions, power, or customer equipment impact service. Network-fault restoration only.

Pricing Example

Plan	LEO Satellite Internet - Business Starter (40GB) - no lock-in
Minimum Term	None
Plan Pricing	\$329 per month
Minimum Cost	\$329 + hardware (varies based on needs)
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fee

Early termination fees apply if the service is cancelled before the end of the minimum term and are calculated as the remaining months multiplied by the monthly access charge. Any outstanding installation, setup, or non-standard works charges remain payable in full.

For full terms & conditions go to [Next Telecom Terms & Conditions](#)

Other Costs

Other costs may apply for non-standard installation, complex mounting, internal cabling, missed appointments, incorrect fault reporting, or restoration work required due to customer equipment, power, or site conditions. Optional add-ons and managed hardware are billed separately.

Contact Information

Service Area	Phone	Email
Sales	1300 722 320	sales@nexttelecom.com.au
Support	1300 006 398	support@nexttelecom.com.au
Self Service Portal	https://portal.nexttelecom.com.au/portal/	

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses