



Preparing for the nbn[®] network

Your guide to nbn[®] Sky Muster[®]
and Sky Muster[®] Plus





Thanks for choosing an nbn Sky Muster satellite service

You're only a few steps away from enjoying the benefits of a plan powered by **nbn** Sky Muster or Sky Muster Plus.

This guide will provide you with useful information on your upcoming installation, and help to answer any questions you may have.



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When connecting to nbn Sky Muster satellite technology, you'll have the option to either:

Keep your existing copper phone line

If you have an existing copper phone line, it is your choice to keep it. This means equipment currently connected to it, such as medical alarms, fire alarms and lift emergency phones, should continue to work as normal. If you have an existing copper phone line and rely on landline phone services in emergency situations, you should consider keeping it active if you don't receive good mobile phone coverage at your premises.

OR

Switch to a Voice over Internet Protocol (VoIP) service on your nbn powered plan

This means that your phone service will run over the internet, and any equipment connected to it may not work during a power blackout.*

Regardless of which option you choose, **nbn** recommends you contact your preferred phone and internet provider to notify them of your decision and, if you wish to use a VoIP service, to confirm that your **nbn** powered plan is capable of supporting one.



Things to know before installation day

When you contacted your phone and internet provider to connect to a plan powered by **nbn** Sky Muster or Sky Muster Plus for the first time, they would have arranged for an **nbn** approved technician to call you and organise a visit to your premises to connect you.

They should have also provided instructions on how to set up your equipment so that, on your scheduled installation date, you'll be all set to start enjoying services over **nbn** Sky Muster satellite technology.

nbn does not currently charge for a standard installation of **nbn** supplied equipment, but remember to ask your provider if they have any other fees.



Find a suitable location for the **nbn** connection box

The **nbn** connection box will be installed on a wall inside your premises. A suitable place will be:

- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged.

Note: The place your **nbn** approved technician determines is most appropriate to install the **nbn** connection box may differ from your preferred location. Also, for safety reasons, connecting cables can't be extended outside or between buildings.



Consider your connectivity options

You'll also need to consider how you want to connect your devices (e.g. computers, smartphones and tablets) and if you plan to use Voice over Internet Protocol (VoIP) phone services.

Talk to your provider about your needs, as you may need additional cabling or wall outlets installed, which aren't included in a standard installation. Some providers may also offer a Wi-Fi router option for networking.



Inform your provider of any safety issues

This could include any known or suspected asbestos or asbestos-containing materials on your premises, recent pest treatments or heritage requirements and restrictions that might be relevant.

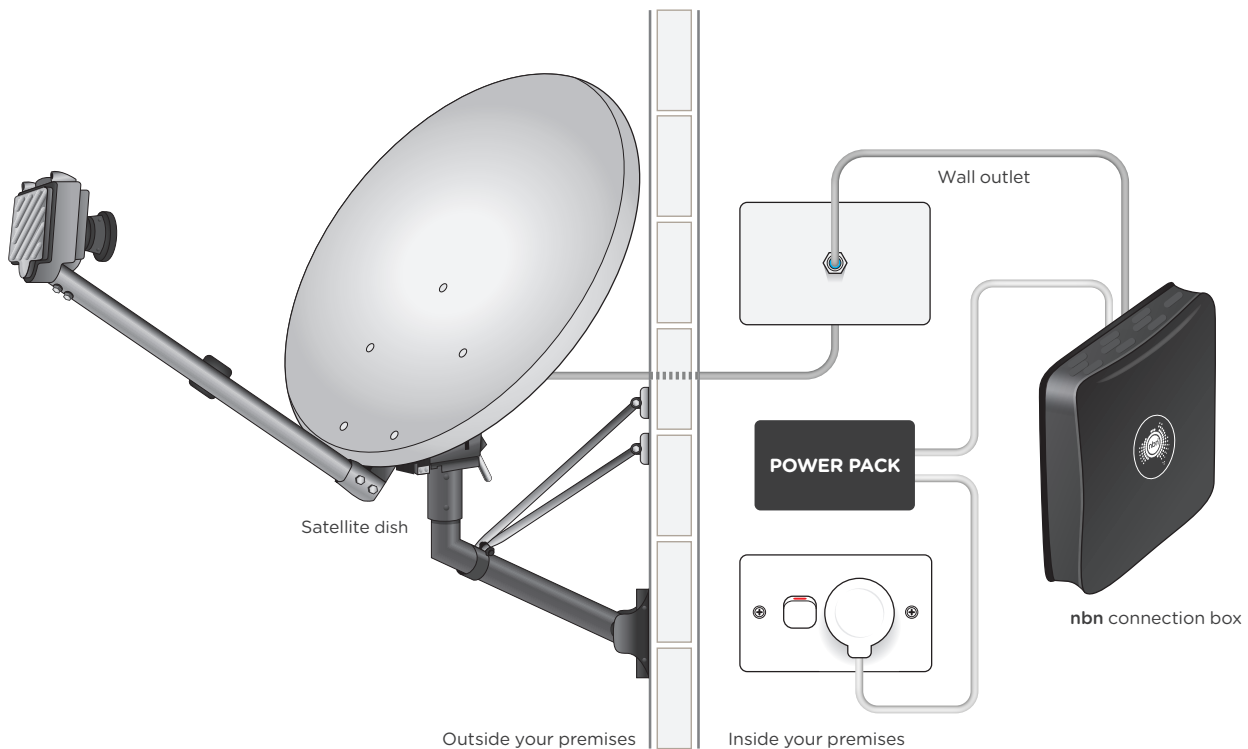
On the day of installation

When your **nbn** approved technician arrives, check their ID before giving them access to your premises. They'll then discuss with you what equipment will be installed and where it will go.

A standard installation will normally take between 2 - 4 hours, and you or an authorised representative over the age of 18 will need to be present for the entire duration.

If you'd like your installation done in a particular way, please speak to your **nbn** approved technician, as there may be costs associated.

Note: The same **nbn** supplied equipment and installation process is used for **nbn** Sky Muster and Sky Muster Plus.



What nbn supplied equipment will be installed?

- An **nbn** Sky Muster satellite dish on the roof of your premises or under the eaves.
- A cable that runs between the **nbn** satellite dish and the **nbn** connection box.
- A wall outlet at the point where the cable enters your premises.
- The **nbn** connection box.

i **Note:** Depending on the location of installed equipment, you may need a second power pack. If you do, your **nbn** approved technician will arrange this on your behalf. Charges may apply.

What's involved in installation?

First, your **nbn** approved technician will perform a signal survey to check you can receive a good quality satellite signal at your premises.

Once confirmed, the **nbn** approved technician will mount the outdoor satellite dish in a suitable location and drill a small hole through your roof, gutter or wall to feed the cable from the satellite dish into the **nbn** connection box installed on an inside wall of your premises. They'll then test your satellite service is working. You and your phone and internet provider will then need to finalise your connection together.

What if my installation can't be completed on the day?

If your **nbn** satellite dish can't be installed on your roof, wall or gutter, it may require a custom installation and an appointment for a follow-up visit by the **nbn** approved technician. **nbn** will work with your internet provider to arrange this.

If the **nbn** approved technician finds that your premises can't receive a good quality signal, they won't be able to complete your installation. Some reasons for this could include screening by trees or cliffs. In this instance, you'll need to talk to your provider about other connection options.

Installation approval

Your **nbn** approved technician will ask you to sign a form giving your approval of how the installation will be done. In the unlikely event any damage is caused, you can contact **nbn** via nbn.com.au/Contact-Us

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Important information

Your **nbn** approved technician may need to turn off your electricity for a short time. However, they'll discuss this with you beforehand to minimise any impact to safety-critical devices, like medical alarms.



Connecting the nbn connection box to your own equipment

The **nbn** connection box has four data ports on the back of it. Each of these ports is assigned to an active service you've purchased through your phone and internet provider. Ports without services will be inactive.

Your provider should let you know how to connect your equipment to the correct port for the service.

Interfacility Link (IFL) port

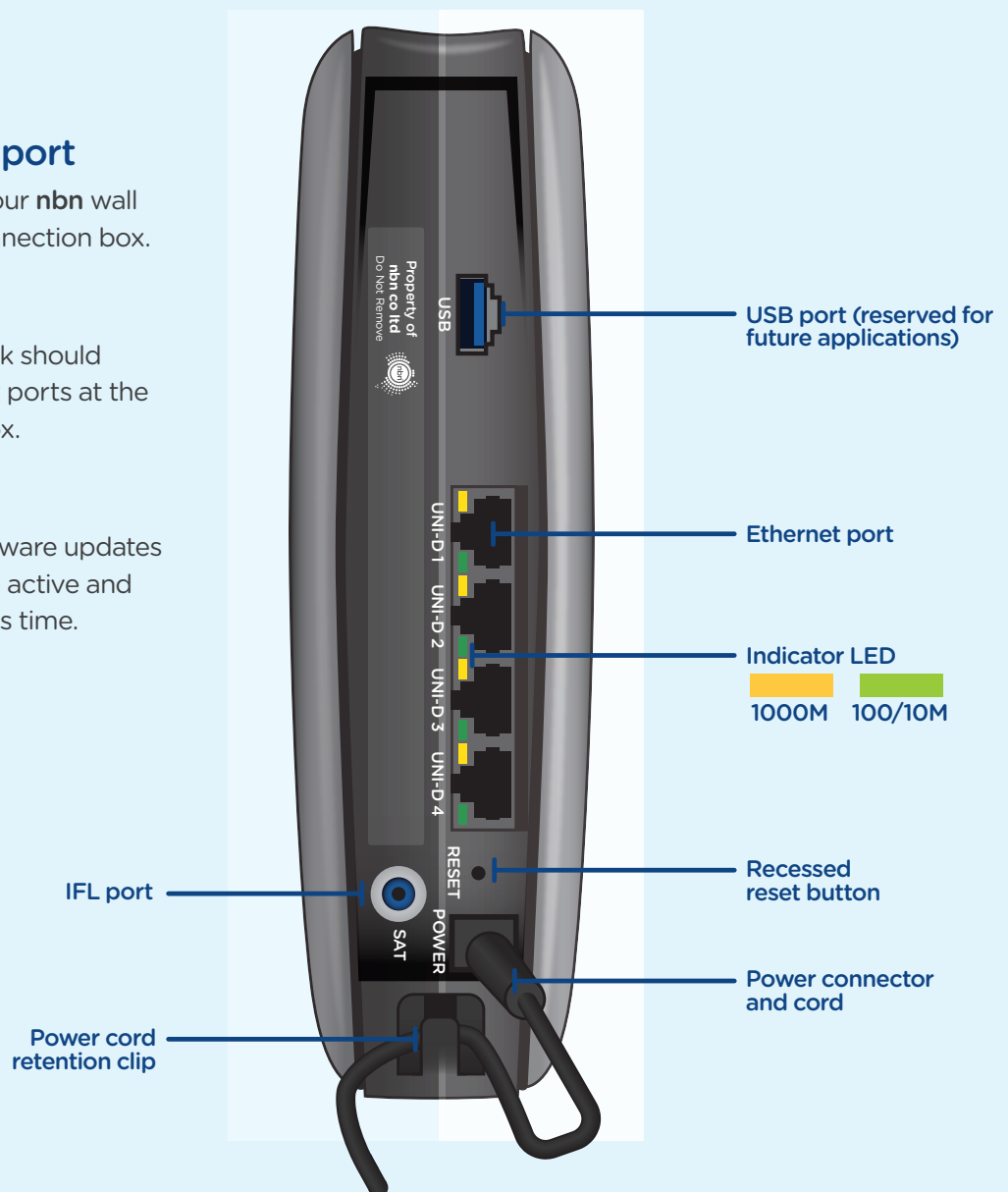
This is where the cable from your **nbn** wall outlet connects to the **nbn** connection box.

Ethernet port

Your computer or local network should connect to one of the Ethernet ports at the back of the **nbn** connection box.

USB port

This is here to allow future software updates to be made. This port won't be active and shouldn't be used by you at this time.



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Creating a Wi-Fi network

Some internet providers will offer a Wi-Fi router as part of your plan. This will most likely plug into an Ethernet port at the back of the **nbn** connection box and allow you to connect your devices wirelessly.

Getting the most out of your nbn Sky Muster satellite experience

When connecting to an nbn Sky Muster satellite service, consider:



Device cabling

Where possible, connect devices that use large amounts of data (such as gaming consoles or streaming devices) directly via an Ethernet cable.



Wi-Fi router location

Place your Wi-Fi router in a raised, central area. Keep it clear of solid or brick walls and furniture like your TV, and don't store it in a cupboard.



Video and audio autoplay settings

If you're on an nbn Sky Muster plan, all data counts towards your monthly data allowance. You can save data by turning off video autoplay settings for websites with embedded streaming content. If you're on an nbn Sky Muster Plus plan, you can save on data that counts towards your monthly data allowance by turning off video autoplay settings for websites with embedded streaming content between 4pm-12am midnight.



Playback settings

With nbn Sky Muster, all the data you use counts towards your monthly allowance. You can save data by adjusting playback settings on video streaming services, like Netflix and YouTube, from 4K or High Definition (HD) to Standard Definition (SD) when viewing any time of the day. For nbn Sky Muster Plus plans with a data usage allowance, adjusting these settings between 4pm - 12am midnight will reduce the data that counts towards your monthly allowance.



Limit simultaneous device usage

To help achieve faster speeds, try limiting the number of devices connected to your satellite service at the same time.*



Upgrade to a suitable plan

Consider upgrading your Sky Muster plan to a nbn Sky Muster Plus Premium^ plan for uncapped data usage. Contact your preferred internet service provider to find a plan that suits your data usage and speed needs.

For more information, visit nbn.com.au/optimisation

*Your experience, including the speeds actually achieved over the nbn broadband access network, depends on the nbn access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside of nbn's control (like your equipment quality, software, preferred broadband plan, signal reception, or how your provider designs its network). Satellite end users may also experience latency.

^Fair Use Policy and shaping continue to apply.

Common questions

How much will the installation cost?

nbn does not currently charge for a standard installation. Wiring and cabling changes, or the installation of additional wall outlets, may incur a fee. Ask your provider what fees and charges will apply to you.

Some installations may not be standard – for example, if your **nbn** approved technician needs to take special measures to protect heritage items or your property requires use of specialised mounting equipment. In such cases, **nbn** may quote your phone and internet provider a charge for the non-standard installation, which may be passed on to you.

Do I need to be home for the installation?

You, or an authorised representative (someone aged 18 years or over) need to be home for the whole installation to let the **nbn** approved technician in and agree to where the **nbn** supplied equipment will be located.

Can the weather affect my installation?

Yes. Bad weather conditions may make installation unsafe for the **nbn** approved technician. If weather prevents them from safely installing your **nbn** supplied equipment, we'll arrange to reschedule your installation for another day.

Do I need a separate supplier to install additional cabling?

Your **nbn** approved technician will install all **nbn** supplied cables and equipment in your premises. However, you'll be responsible for connecting any cables from the **nbn** connection box to your own devices, including computers and Wi-Fi routers.

Will there be any interruption to my existing landline phone or internet service?

Your **nbn** approved technician will not interrupt your existing copper line or equivalent service during installation. What's more, you'll have the option to keep these services active alongside your new plan as the **nbn** access network will not be replacing existing copper phone lines in your area. You should speak to your provider for more information. To avoid interruption to your existing service, make sure your **nbn** Sky Muster satellite service is installed and operational before switching off your existing service. If your existing service must be switched off first, you'll need to provide consent for this.

Do I have to cancel my existing internet satellite service to move to a plan powered by nbn Sky Muster or Sky Muster Plus?

If you have an existing internet satellite service, speak to your current internet provider about your contract terms before moving to a new plan powered by **nbn** Sky Muster or Sky Muster Plus.

Will my medical alarm work over the nbn access network?

nbn Sky Muster satellite services are not designed to support medical alarms, autodiallers or emergency call buttons. However, when an **nbn** Sky Muster satellite service is installed, **nbn** doesn't make any changes to your existing copper phone line. This means equipment currently connected to it, such as medical alarms, should continue to work as normal.

If you choose to keep your existing copper phone line active, **nbn** recommends that you notify your preferred phone and internet provider of your decision.

Will I be able to use my landline phone if my power fails after connecting to the nbn network?

nbn does not make any changes to existing fixed phone lines in the **nbn** Sky Muster satellite service footprint, so if you connect to a Sky Muster satellite service, you retain the option of keeping your copper landline service. Speak to your preferred phone and internet provider to discuss this further. It is important to note that **nbn** Sky Muster satellite services will not work during power outages. Those living in areas where there are frequent or prolonged power outages should consider continuing to pay for their copper line service.

Can I run everything over a Wi-Fi network?

It's possible to run most services over a Wi-Fi network, but if for any reason you find Wi-Fi limiting, there are other options available. Talk to your **nbn** approved technician, internet provider, or a registered cabler about the best way to connect other services inside your premises.

What if I can't attend my installation appointment?

You can either reschedule the appointment with your provider (charges may apply) or ask someone you trust who is over the age of 18 to attend it for you. Remember, they'll need to provide access to all areas of your premises and make decisions about the installation on your behalf, including where the **nbn** satellite dish and **nbn** connection box will go. If you decide to change the location of this equipment at a later date, charges may apply.

I want to change from a plan powered by nbn Sky Muster to Sky Muster Plus. What do I need to do?

As **nbn** is a wholesaler, you'll need to speak to your preferred phone and internet provider to find out whether they offer plans powered by **nbn** Sky Muster Plus. In most cases, the change should be able to be completed without a further installation, as both the **nbn** Sky Muster and Sky Muster Plus satellite services use the same **nbn** installation equipment. Please confirm with your preferred internet provider whether they'll provide any additional equipment or charge any fees.

For more information on **nbn** Sky Muster satellite services, contact your phone and internet provider or visit nbn.com.au/SkyMuster



Your installation day checklist

Installation approval
I have my landlord's consent for the installation and any new wall outlet(s) (if required) and/or have approval for installation at my heritage-listed premises (if required).

Installation appointment
My provider has informed me of my installation date and I've arranged for myself (or an authorised representative over the age of 18) to be there for the whole appointment, which may take up to 4 hours.

Equipment location
I've considered where I'd like my **nbn** supplied equipment to be located in my premises.

Existing copper phone lines
I've considered where I'd like my **nbn** supplied equipment to be located in my premises.

Safety-critical equipment*
I've checked with my equipment provider/s and phone and internet provider that any equipment I rely on, such as medical and security alarms, will work over the **nbn** network, should I choose not to keep my existing copper phone line active.

**For help and support
contact your phone and internet provider**

*The rollout of the nbn network will involve new technologies and some existing devices including many medical alarms, may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the nbn network and what alternative solutions are available. For more information, visit nbn.com.au/compatibility

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Disclaimer: This document provides general information about the technical requirements for connecting to the **nbn** network and is correct as at May 2023. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.