



nbn™ Preparing Guide

nbn™ Sky Muster™ and Sky Muster™ Plus
satellite services





Thanks for choosing **nbn**'s satellite service

You're only a few steps 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.





Things to know before installation

When you contacted your internet service provider to connect to a plan powered by **nbn**[™] Sky Muster[™] or Sky Muster[™] Plus for the first time, they would have arranged a time 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 your internet service provider for a standard installation of **nbn**[™] supplied equipment, but remember to ask your preferred internet service provider if they have any other fees.

Find an ideal location for the **nbn**[™] connection box

The **nbn**[™] connection box will be installed on a wall inside your premises. An ideal 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: 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 (VoIP) Voice over Internet Protocol phone services.

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

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Important information

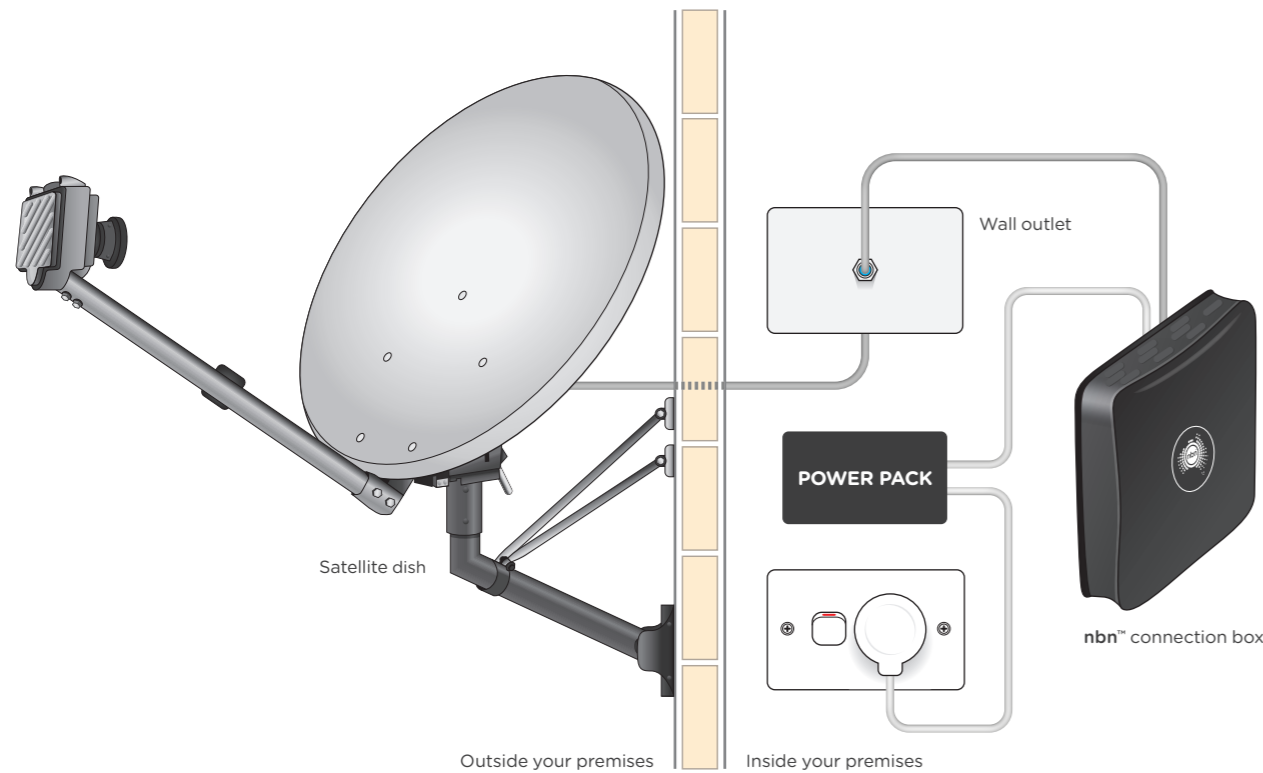
With **nbn**[™] Sky Muster[™] satellite technology, you'll have the option to keep your existing copper phone line for emergencies, if required. This is especially important if you don't receive good mobile coverage at your address. For more information, speak to your current landline phone and internet provider.

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 two to four hours.

Please talk to your technician if you'd like your installation done in a particular way, 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 that the cable enters your premises.
- The **nbn**™ connection box.

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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 technician will perform a signal survey to check you can receive a good quality satellite signal at your premises.

Once confirmed, your 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 internet service 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 technician. **nbn** will work with your preferred internet service provider to arrange this.

If the 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 internet service provider about other connection options.

Installation approval

Your technician will ask you to sign a form giving your approval of how the installation will be done. This is to give you assurance that the installation will be done to your satisfaction, and your premises returned to a reasonable condition before the technician leaves. In the unlikely event any damage is caused, you can contact **nbn** on **1800 687 626**.

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Important information

Your 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 internet service 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

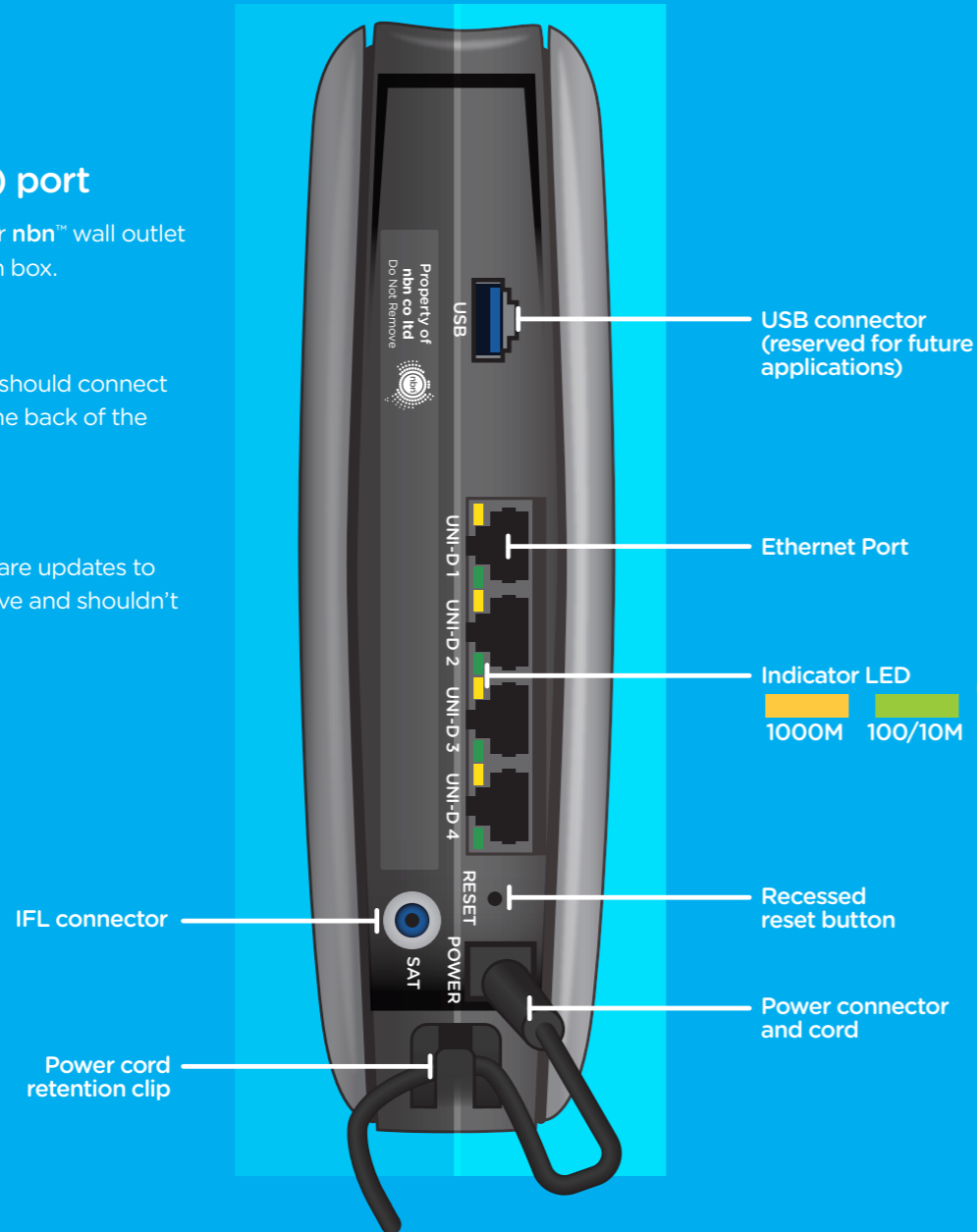
This is where the cable from your nbn™ wall outlet connects to the nbn™ connection box.

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.



Creating a Wi-Fi network

Some internet service 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

Save metered data by turning off video and audio autoplay across social media and websites with embedded streaming content.



Limit simultaneous device usage

To help achieve faster speeds, try limiting the number of devices connected to your satellite service at the same time. Exclusions and fair use conditions apply.

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

Common questions

How much will the installation cost?

nbn does not currently charge your internet service provider for a standard installation, but remember to ask your preferred internet service provider if they have any other fees.

Do I need to be there for the installation?

You, or an authorised representative (someone 18 or over), needs to be there for the whole appointment 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 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 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 (if your existing provider continues to offer them and you wish to continue paying for them).

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 service provider about your contract terms before moving to a 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. However, when your **nbn**™ Sky Muster satellite service connection is installed, **nbn** doesn't make any changes to your existing copper line – meaning any alarms or other services that use your current phone line should work just as they do today.

Will I be able to use my landline phone if my power fails after connecting to the **nbn**™ access 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 a copper landline service. Speak to your phone provider to discuss this further. It is important to note that 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. Talk to your technician, internet service 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 internet service provider (charges may apply) or ask someone you trust who is 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.

What's the difference between **nbn**™ Sky Muster™ and Sky Muster™ Plus?

With **nbn**™ Sky Muster™, all data is metered and you have a set amount per month to use for your online activities. Whereas with **nbn**™ Sky Muster™, you'll have the additional benefit of unmetered data for activities like web browsing (static images and text only), emailing and selected PC and smartphone operating system software updates.* Exclusions and fair use policies apply. For more information on which internet activities are unmetered and exclusions visit nbn.com.au/skymuster-plus or contact your preferred internet service provider. For details on fair use conditions, contact your internet service provider.

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

As **nbn** is a wholesaler, you'll need to speak to your preferred internet service 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 service provider(s) whether they'll provide any additional equipment or charge any fees.

For more information on **nbn**™ Sky Muster™ satellite services, visit nbn.com.au/skymuster

*Excludes application, gaming console and non-system software updates. From 7pm-11pm, PC and smartphone operating system software updates may be shaped at **nbn**'s discretion to wholesale speeds of 256kbps.



Your installation day checklist

Appointment date
I've arranged for myself (or an authorised representative 18 or over) to be there for the whole installation appointment.

Appointment length
I understand that a normal installation appointment might take up to four hours.

Landlord's consent
I have all the necessary consent for the installation.

My in-home setup
I've considered where I would like the nbn™ supplied equipment to be located in my premises.

Equipment check*
I understand that some equipment I rely on, such as medical and security alarms, will not work over nbn™ Sky Muster™ technology and I should contact my equipment provider/s to find alternative solutions.

Want to know more?
Call 1800 687 626 or visit nbn.com.au

*The rollout of the nbn™ broadband access 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 device provider to find out if your alarm or other device will work when connected to the nbn™ broadband access network and what alternative solutions are available. For more information, visit nbn.com.au/switchoff or call 1800 687 626.

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