



Your guide to nbn[®] Sky Muster[®] satellite services

Everything you need to
know to get connected



nbn would like to acknowledge the Traditional Custodians of the land, seas and skies and pay our respects to the Elders, past, present and emerging across Australia.

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Taking Australia's broadband further

The **nbn** Sky Muster satellite service is designed to bring Australians in hard-to-reach places access to fast broadband services – along with more opportunities to connect, share and learn.

This guide will help you choose a plan best suited to your needs and give you all the information you need to get connected.

nbn doesn't sell internet services direct to the public. This means you'll need to purchase a plan powered by an **nbn** Sky Muster satellite service from a participating internet service provider. Visit nbn.com.au/SkyMusterProviders for a list of providers.

The benefits of nbn Sky Muster services

nbn Sky Muster and Sky Muster Plus benefits:



Choice of providers available

You can order an **nbn** Sky Muster satellite service from a range of providers who offer a choice of plans to suit your needs.



Available now

nbn Sky Muster satellite services are available even in some of the most remote corners of Australia.



No installation or equipment cost to providers

nbn does not charge providers for standard installation or equipment supply. Ask your preferred provider if they have any other fees.



No maintenance cost to providers

nbn does not charge providers for equipment maintenance. Ask your preferred provider if they have any other fees.

Additional nbn Sky Muster Plus benefits:



More data than ever before

Our latest product enhancements mean you can now enjoy video streaming and Virtual Private Network (VPN) traffic for 16 hours a day (between 12am midnight-4pm), without it counting towards your monthly data allowance. All other online activities will continue to not count towards your monthly data allowance.[^]



Fast, wholesale speeds

The **nbn** Sky Muster Plus satellite service has been designed to offer wholesale speeds of 25/5Mbps at least once per day and may have the ability to burst above 25/5Mbps where network conditions allow.[†]

[^]Video streaming and VPN traffic only count towards your monthly data allowance between 4pm and midnight. **nbn** may, at its discretion, shape traffic (in particular, gaming / software updates and cloud uploads in the evening) to slow wholesale speeds. Experiences, including speeds over the **nbn** network, may vary by factors such as time of use, your plan, equipment, software or signal reception. You may also experience latency. Visit nbn.com.au/skymusterplus for more information. Fair use conditions apply – contact your internet service provider for more information.

[†]**nbn** provides wholesale services to phone and internet providers. **nbn** wholesale speed tiers available to providers vary depending on the access technology in your area. Your experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** 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 and software, chosen broadband plan, signal reception, or how your provider designs its network). You may also experience latency. Wholesale speeds may be reduced if the monthly data allowance is exceeded.

How nbn Sky Muster satellite technology connects you

nbn Sky Muster satellite technology delivers the **nbn** network to premises in regional and remote areas via two state-of-the-art satellites.

nbn ground stations

A network of large satellite dishes connects to the internet via your preferred internet service provider then transmits data to the **nbn** Sky Muster satellites.

nbn Sky Muster satellites

These satellites orbit the earth, transmitting data between **nbn** ground stations and the **nbn** satellite dish installed on the roof of your premises.

nbn satellite dish on your premises

A small **nbn** satellite dish or **nbn** antenna installed on your roof receives data from an **nbn** Sky Muster satellite. This then travels into your premises via a cable that connects to your **nbn** connection box, providing the benefits of **nbn** Sky Muster to your home or small business.

Choosing the right plan for you

Both **nbn** Sky Muster and Sky Muster Plus provide access to fast broadband services. The key difference between the two lies in which internet activities count towards your monthly data allowance.

nbn Sky Muster

With **nbn** Sky Muster, all of the data you use for your online activities will count towards your monthly data allowance. When choosing a plan through your preferred internet service provider, you'll need to select the monthly metered data allowance you need for all online activities.

nbn Sky Muster Plus

With **nbn** Sky Muster Plus, you'll enjoy ALL online activities between 12am midnight and 4pm without them counting towards your monthly data allowance.[^] Simply select the data allowance you need for video streaming⁻ and VPN traffic between 4pm-12am midnight when choosing a plan through your preferred provider.

When connecting to an nbn Sky Muster satellite service, you'll have the option to:

Keep your existing copper phone line

This means equipment currently connected to it, such as medical alarms, fire alarms and lift emergency phones, should continue to work as normal. You should consider keeping your existing copper phone line active if you don't receive good mobile phone coverage at your premises.



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.

nbn recommends you contact your preferred provider to notify them of your decision and, if you wish to use a VoIP service, to confirm that your **nbn** connection is capable of supporting a VoIP service.

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⁻ Most video streaming, between 4pm and 12am midnight, counts towards your monthly data allowance, but embedded streaming video content on certain social media platforms, including on Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn, is uncapped.

Understanding which internet activities count towards your monthly data allowance

The table below highlights examples of activities that count towards your monthly data allowance on **nbn** Sky Muster and **nbn** Sky Muster Plus satellite services.

	nbn Sky Muster	nbn Sky Muster Plus (unless accessed through a VPN between 4pm and 12am midnight)* Note: Exclusions and fair use conditions apply.
Wi-Fi calling	Yes	No
Audio streaming (e.g. Spotify and ABC radio)	Yes	No
Internet gaming	Yes	No
Video calling (e.g. Skype)	Yes	No
Video streaming ⁻	Yes	No (from 12am midnight - 4pm)
Cloud storage and file sharing platforms (e.g. Google Drive and Dropbox)	Yes	No (shaping at nbn 's discretion may occur from time to time to maximum wholesale upload and download speeds of 256Kbps)
Gaming software updates	Yes	No (shaping at nbn 's discretion may occur from time to time to maximum wholesale upload and download speeds of 256Kbps)
Software/application updates	Yes	No (shaping at nbn 's discretion may occur from time to time to maximum wholesale upload and download speeds of 256Kbps)
All PC and smartphone operating system updates	Yes	No (shaping at nbn 's discretion may occur from time to time to maximum wholesale upload and download speeds of 256Kbps)
Certain social media platforms, including Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn	Yes	No
Any traffic related to applications which nbn cannot identify	Yes	No (shaping at nbn 's discretion may occur from time to time to maximum wholesale upload and download speeds of 256Kbps)
Virtual Private Network use	Yes	No (from 12am midnight - 4pm)

* If you're accessing your connection via a Virtual Private Network (VPN) between 4pm - 12 am midnight, all activities will count towards your monthly data allowance, even those specified as 'uncapped data activities'.

Comparing nbn Sky Muster and Sky Muster Plus

To help you choose which one is best suited to your needs, we've outlined the key differences between **nbn Sky Muster** and Sky Muster Plus wholesale plans below.

Note: The below content is accurate as at November 2022, but the types of activities that don't count towards your monthly data allowance on the **nbn Sky Muster Plus** product are constantly subject to change. We recommend you check nbn.com.au/skymusterplus regularly to ensure you keep up to date with the latest changes. For further details on which types of activities count towards your monthly data allowance, please contact your preferred provider.

	nbn Sky Muster	nbn Sky Muster Plus
Monthly data allowance (includes upload and download data)	Your preferred internet service provider will determine available plans.	Select your plan between 25GB – 150GB to cover your video streaming ⁻ and VPN traffic between 4pm and 12am midnight. [^] Check with your preferred internet service provider for the plans they offer.
Activities that count towards your monthly data allowance	All online activities count towards your monthly data allowance.	Only video streaming ⁻ and VPN use from 4pm - 12 am midnight counts toward the monthly allowance. ^{**^}
Data top-ups	Your preferred provider will determine if data top-ups are available.	Data top-ups may be available if you exhaust your monthly data allowance and want to purchase more. Speak to your preferred provider about the data top-up options they may offer.
Wholesale speeds	12/1 Mbps or 25/5 Mbps [†]	All plans are based on a wholesale 25/5 Mbps Access Rate (nbn commits to achieving a peak wholesale speed of 25/5 Mbps at least once per day and will investigate otherwise), but may be able to burst higher, subject to available network capacity. [‡]
Standard installation	nbn does not charge providers for a professional standard installation if they meet nbn's criteria.* Ask your preferred provider if they have any other fees.	nbn does not charge providers for a professional standard installation if they meet nbn's criteria.* Ask your preferred provider if they have any other fees.
Standard nbn Sky Muster satellite equipment	Not charged by nbn to internet service providers. Equipment is owned and maintained by nbn . Check with your preferred internet service provider whether they have any other required equipment or fees.	Not charged by nbn to internet service providers. Equipment is owned and maintained by nbn . Check with your preferred internet service provider whether they have any other required equipment or fees.

[†]nbn provides wholesale services to phone and internet providers. nbn wholesale speed tiers available to providers vary depending on the access technology in your area. Your experience, including the speeds actually achieved over the nbn network, depends on the nbn 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 and software, chosen broadband plan, signal reception, or how your provider designs its network). You may also experience latency. Wholesale speeds may be reduced if the monthly data allowance is exceeded.

[^]Video streaming and VPN traffic only count towards your monthly data allowance between 4pm and midnight. nbn may, at its discretion, shape traffic (in particular, gaming / software updates and cloud uploads in the evening) to slow wholesale speeds. Experiences, including speeds over the nbn network, may vary by factors such as time of use, your plan, equipment, software or signal reception. You may also experience latency. Visit nbn.com.au/skymusterplus for more information. Fair use conditions apply – contact your internet service provider for more information

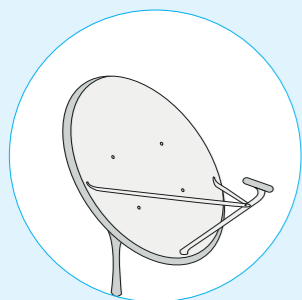
*nbn will assess whether an installation is standard, because practical and optimal installations differ at different locations. End customers should contact their preferred internet service provider to ask about the retail prices they charge.

⁻ Most video streaming, between 4pm and 12am midnight, counts towards your monthly data allowance, but embedded streaming video content on certain social media platforms, including on Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn, is uncapped.

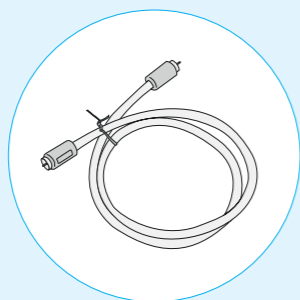
^{**}Once your monthly data allowance for video streaming -and VPN traffic between 4pm – 12am midnight is exhausted, maximum wholesale download speeds will be shaped to 512kbps and maximum wholesale upload speeds will be shaped to 256kbps for video streaming- and VPN traffic between 4pm and 12am midnight for the remainder of the calendar month.

What to expect from installation

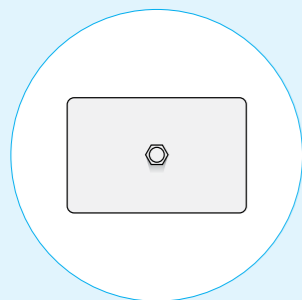
Once you've ordered a plan powered by an **nbn** Sky Muster satellite service, here's what equipment you can expect your **nbn** approved technician to install on the day.



An **nbn** satellite dish or **nbn** antenna on your roof or in another **nbn**-approved location.



A cable that runs from the **nbn** satellite dish into your premises.



A wall outlet at the point where the cable enters your premises.



An **nbn** connection box that connects directly to the wall outlet.

After installation

Once your **nbn** supplied equipment has been installed, your **nbn** approved technician will test that it's working. Depending on your provider, you may be able to start using your **nbn** Sky Muster satellite service right away.

For more detailed information on your installation, refer to the documents sent to you by your provider.

Upgrading to an nbn Sky Muster Plus plan?

In most cases, an upgrade to **nbn** Sky Muster Plus can be completed within an hour and the change should be completed without any further installation if your existing Sky Muster satellite service is working well.

Please confirm with your preferred internet service provider whether they'll provide any additional equipment or charge any fees. Visit nbn.com.au/SkyMusterProviders for a list of providers

Getting more 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 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.



Limit simultaneous device usage

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



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, adjusting these settings between 4pm - 12 am midnight will reduce the data that counts towards your monthly allowance.

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

*Your experience, including the speeds actually achieved over the nbn network, depends on the nbn 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 or signal reception). Wholesale speeds may be reduced if the metered allowance is exceeded (refer to nbn.com.au/skymuster-plus). Satellite end users may also experience latency.

Common questions

Can I keep my existing landline phone when I connect?

Yes. In **nbn** Sky Muster satellite areas, homes and small businesses will have the option to keep their existing copper phone line active or switch to a VoIP (Voice over Internet Protocol) service on a plan powered by an **nbn** Sky Muster or Sky Muster Plus satellite service. Simply notify your preferred internet service provider if you'd like to keep this service active.

Remember, services connected over the **nbn** network will not work during a power blackout, so you may want to keep your existing phone line active in case of emergency – especially if you don't receive good mobile coverage at your address.

How much will installation cost?

nbn does not charge providers for **nbn** satellite equipment or a professional standard installation which meets **nbn**'s criteria.[#] Although wiring and cabling changes, or the installation of additional wall outlets, may incur a fee. Ask your preferred provider what fees and charges will apply to you.[#]

What equipment will be provided with an **nbn** Sky Muster satellite service?

nbn Sky Muster and Sky Muster Plus connections require the installation of a small satellite dish (typically 80cm-120cm in diameter) on your roof (or another **nbn**-approved location), as well as an **nbn** supplied connection box at the point where the cable from the dish enters your home or small business.

How do busy times affect my internet use?

Typically, most people use their **nbn** satellite service at the same time in the evening between 7pm and 11pm. During this busy time, end user experience may be impacted, including slower speeds. For details on how **nbn** Sky Muster Plus traffic is managed, including during and outside these hours, see nbn.com.au/SkyMusterPlus or contact your preferred internet service provider.

How do I change between plans powered by **nbn** Sky Muster and Sky Muster Plus?

As **nbn** is a wholesaler, you'll need to speak to your preferred provider to find out whether they offer plans powered by **nbn** Sky Muster Plus. For a list of providers, visit nbn.com.au/SkyMusterProviders. Providers In most cases, an upgrade to **nbn** Sky Muster Plus can be completed within an hour and the change should be able to be completed without any further installation, as both **nbn** Sky Muster satellite services use the same **nbn** installation equipment. Please confirm with your preferred provider(s) whether they'll provide any additional equipment or charge any fees.

Which of my online activities count towards my monthly data allowance on plans powered by **nbn** Sky Muster Plus?

With **nbn** Sky Muster Plus plans, only video streaming- and VPN use from 4pm - 12 am midnight counts toward the monthly allowance.^{**^}

What is shaping?

Shaping is when your internet speed becomes slower, which happens, for example, if your monthly data allowance has been reached. For plans powered by **nbn** Sky Muster Plus, once the monthly data allowance for video streaming and VPN traffic between 4pm and 12am midnight is exhausted, traffic on that plan will be shaped to 512kbps maximum wholesale download speeds and 256kbps maximum wholesale upload speeds for video streaming and VPN activities only between 4pm and 12am midnight for the remainder of the calendar month. To proactively protect and ensure fair access to the **nbn** network for all users, **nbn** may from time to time, at its discretion, shape the following activities to maximum wholesale upload and download speeds of 256kbps:

- uploads and downloads via peer to peer
- uploads and downloads to cloud storage platforms
- PC and smartphone operating system updates
- software/application updates
- gaming software updates
- any other uncapped data traffic related to applications which **nbn** cannot identify. Other uncapped data activity that **nbn** considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN outside of 4pm and 12am midnight. Other exclusions and fair use conditions may apply.

What speeds can I expect to receive on an **nbn** Sky Muster powered plan?

nbn Sky Muster plans have two wholesale speed tiers available. Speeds that you actually experience will fluctuate but wholesale speeds will peak at 12/1 Mbps or 25/5 Mbps depending on the tier chosen.

nbn provides wholesale services to phone and internet service providers. Note that your experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** technology and configuration over which services are delivered to your premises – including whether you are using the internet during the busy period, and some factors outside of **nbn**'s control, such as your equipment quality, software, chosen broadband plan, signal reception or how your preferred provider designs its network. Wholesale speeds for an **nbn** Sky Muster powered plan may be reduced if the monthly data allowance is exceeded.[†] Satellite end users may also experience latency.

What speeds can I expect to receive on an **nbn** Sky Muster Plus powered plan?

All plans powered by **nbn** Sky Muster Plus are based on a wholesale speed tier of 25/5 Mbps. This means that **nbn** commits to supply speeds up to a peak wholesale speed of 25/5 Mbps at least once a day, and will investigate when this doesn't occur. Dependent upon network availability, some plans powered by **nbn** Sky Muster Plus may burst above this – although this is not guaranteed.

To proactively protect and ensure fair access to the **nbn** network for all users, **nbn** may from time to time, at its discretion, shape the following activities to maximum wholesale upload and download speeds of 256kbps:

- uploads and downloads via peer to peer
- uploads and downloads to cloud storage platforms
- PC and smartphone operating system updates
- software/application updates
- gaming software updates

- any other uncapped data traffic related to applications which **nbn** cannot identify. Other uncapped data activity that **nbn** considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN outside of 4pm and 12am midnight. Other exclusions and fair use conditions may apply.*

Note that your experience, including the speeds actually achieved over the **nbn** network, depends on the **nbn** technology and configuration variables listed previously under regular **nbn** Sky Muster powered plans (see page 10).[†]

How much does a plan powered by **nbn** Sky Muster Plus cost?

nbn is a wholesaler and does not set retail prices. Please check with your preferred provider for specific plan costs.

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

[#]nbn will assess whether an installation is standard, because practical and optimal installations differ at different locations. End customers should contact their preferred internet service provider to ask about the retail prices they charge.

⁻Most video streaming, between 4pm - 12am midnight, counts towards your monthly data allowance, but embedded streaming video content on certain social media platforms, including on Facebook, Twitter, Instagram, Snapchat, Tumblr and LinkedIn won't count towards your monthly data allowance between 12am midnight and 4pm.

^{*}Examples of unfair use include: routinely transferring large files greater than 20MB via email; downloading software, application or operating system updates for more than 20 unique devices; masking, manipulating or changing the signature of traffic to: present capped use as uncapped use, uncapped use as a different type of uncapped use, or otherwise avoid accurate data transfer measurement; performing excessive automated polling, refreshing or scraping of websites. It is also unfair use to knowingly allow any of these things. For further details on fair use conditions, contact your internet service provider.

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^{**}Once your monthly data allowance for video streaming -and VPN traffic between 4pm - 12am midnight is exhausted, maximum wholesale download speeds will be shaped to 512kbps and maximum wholesale upload speeds will be shaped to 256kbps for video streaming- and VPN traffic between 4pm and 12am midnight for the remainder of the calendar month.



How to connect to a plan powered by nbn Sky Muster or Sky Muster Plus

Before completing the steps below, you'll need to check the availability of **nbn** Sky Muster satellite services at your address by visiting nbn.com.au/check



Check how you use the internet during busy times (7pm-11pm), including how many devices are in use and how they're being used.



Select a plan that suits your needs with help from your preferred internet service provider. For a list of participating providers in your area, visit nbn.com.au/SkyMusterProviders



Connect with the support of your preferred provider (some premises may require additional work to be completed first), and help improve your speed using tips available at nbn.com.au/optimisation*

*Your experience, including the speeds actually achieved over the nbn network, depends on the nbn 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 or signal reception). Wholesale speeds may be reduced if the metered allowance is exceeded (refer to nbn.com.au/skymuster-plus). Satellite end users may also experience latency.

This document provides general information about nbn Sky Muster and Sky Muster Plus wholesale plans and is correct as of November 2022. The information within this brochure is subject to change, please refer to nbn.com.au/skymuster for the latest updates or speak to your provider.

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