



# nbn™ Sky Muster™ Plus Wholesale Plans

An in-depth guide to help you  
choose the plan that's right for you



# nbn™ Sky Muster™ Plus

nbn™ Sky Muster™ satellite technology is designed to bring people in Australia's hard-to-reach places access to fast broadband services – as well as more opportunities to connect, share and learn.

With the introduction of nbn™ Sky Muster™ Plus, there are now even more options available to you, along with the added benefit of unmetered data for selected online activities.\*

This guide will give you an overview of the nbn™ Sky Muster™ Plus plans offered to internet service providers at a wholesale level, so you can make an informed decision when getting connected.

## The benefits of nbn™ Sky Muster™ Plus



### More peace of mind

Enjoy unmetered data for essential online activities including selected emailing and online banking, any time of day.\*



### More enjoyment

Enjoy streaming games and TV, without impacting your data allowance for essential online activities.\*



### More up-to-date

Selected PC and smartphone operating system updates don't count towards your monthly data allowance.\*^



### Your choice of plan

With three to choose from, you can select the plan with the metered data allowance that best suits your needs.

\*Exclusions and fair use conditions apply. If you're accessing your connection via a Virtual Private Network (VPN), or applications that do not use HTTP/HTTPS protocols, all activities will be metered, even those specified as 'unmetered activities'. For more information on which internet activities are unmetered and exclusions visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) or speak to your internet service provider. For details on fair use conditions, contact your internet service provider.

^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.

# Choosing the right plan for you

In the table below, we've outlined the key differences between **nbn™ Sky Muster™ Plus** wholesale plans to help you choose the option best suited to your needs.

**Note:** The below content is correct as at August 2019, however online activities classified as 'unmetered' are subject to change at any time. We recommend you visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) for the most up-to-date information. For further details on the activities classified as 'metered' or 'unmetered', contact your internet service provider.

| nbn™ Sky Muster™ Plus Wholesale Consumer Plans                                      |  |   |   |
|---|--|---|---|
| Name of plan  | 50GB+  | 100GB+  | 150GB+  |
| Monthly metered data allowance (includes upload and download data)                  | 50GB peak + 50GB off-peak (see below for details)  | 100GB peak + 100GB off-peak (see below for details) | 150GB peak + 150GB off-peak (see below for details) |
| Wholesale speed   | All plans are based on a wholesale speed tier of 25/5Mbps <sup>^</sup>   |   |   |
| Metered activities <sup>†</sup>   | All online activities are metered except for those specified under 'Unmetered activities'.<br>Common examples of metered activities include: <ul style="list-style-type: none"> <li>All video/audio call services</li> <li>Playing or downloading audio/video content (which is either embedded in or from content streaming or gaming sites)</li> <li>Loading content to/from file sharing/cloud storage sites</li> </ul> <b>Note:</b> Other exclusions and fair use conditions apply.  |   |   |
| Unmetered activities <sup>†</sup>   | All online activity is metered, with the exception of the below unmetered activities: <ul style="list-style-type: none"> <li><b>Static text or image web browsing:</b> Including online banking</li> <li><b>Social media:</b> Viewing static photos and text on selected social media sites</li> <li><b>Email:</b> Sending and receiving emails on selected sites</li> <li><b>Operating system updates:</b> Downloading selected PC and smartphone operating system updates<sup>#</sup></li> </ul> <b>Note:</b> If you're accessing your connection via a Virtual Private Network (VPN) or an application that does not use HTTP/HTTPS protocols, all activities will be metered, even those specified under 'Unmetered activities'. Other exclusions and fair use conditions apply <sup>†</sup> . The types of traffic that are unmetered are constantly subject to change. Refer to <a href="http://nbn.com.au/skymuster-plus">nbn.com.au/skymuster-plus</a> for latest updates. |   |   |
| Peak times  | 7am-1am  |   |   |
| Peak wholesale shaping rate (when peak metered data allowance is exhausted)         | Downloads: 512kbps   | Uploads: 256kbps                                    |   |
| Off-peak times  | 1am-7am  |   |   |
| Off-peak wholesale shaping rate (when off-peak metered data allowance is exhausted) | Downloads: 2,048kbps   | Uploads: 512kbps                                    |   |
| Standard installation cost  | Not charged by <b>nbn</b> to internet service providers. Check with your preferred internet service provider whether they have any other fees.   |   |   |

## Things to keep in mind when choosing an nbn™ Sky Muster™ Plus plan

- Metered data counts towards your data allowance, while unmetered data doesn't.
- Your metered data allowance includes both your upload and download activities combined.
- If your metered data allowance for peak times is exhausted, maximum wholesale download speeds will be shaped to 512kbps and maximum wholesale upload speeds will be shaped to 256kbps for metered activities during peak times (7am-1am) for the remainder of the calendar month.
- If your metered data allowance for off-peak times is exhausted, maximum wholesale download speeds will be shaped to 2,048kbps and maximum wholesale upload speeds to 512kbps for metered activities during off-peak times (1am-7am) for the remainder of the calendar month.
- PC and smartphone operating system software updates may, at **nbn's** discretion, be shaped to wholesale speeds of 256kbps between 7pm-11pm.
- Other types of unmetered activities will not usually be shaped at any time, even when your metered data allowance has been exhausted.
- If you have exhausted your metered data allowance for the month, you will still be able to access websites that have embedded video content, like social media platforms or news websites, but the video and audio content may not play.
- Your usage meter resets on the first calendar day of the month.
- Turning off video and audio autoplay on your social media accounts and across websites that use embedded streaming content (like videos) can help minimise your metered data usage.

<sup>^</sup>Speeds will fluctuate, and have the potential to deliver wholesale speeds higher than 25/5Mbps from time to time (subject to available network capacity), but this is not guaranteed. **nbn** will investigate services that are not capable of achieving wholesale speeds of 25/5Mbps at least once a day. Note that an end user's experience, including the speeds actually achieved over the **nbn™** broadband access network, depends on the **nbn™** broadband access network technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of **nbn's** control (like their equipment quality, software or signal reception). Wholesale speeds may be reduced if metered allowance is exceeded (refer to [nbn.com.au/skymuster](http://nbn.com.au/skymuster)). Satellite end users may also experience latency.

<sup>†</sup>Exclusions and fair use conditions apply. If you're accessing your connection via a Virtual Private Network (VPN), or applications that do not use HTTP/HTTPS protocols, all activities will be metered, even those specified as 'unmetered activities'. For more information on which internet activities are unmetered and exclusions visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) or speak to your internet service provider. For details on fair use conditions, contact your internet service provider.

<sup>#</sup>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.

# Unmetered activities in detail

The table below will help you better understand the plan that's right for you, as well as how to manage your data usage once you're connected.

**Note:** The below content is accurate as at August 2019. Online activities classified as 'unmetered' are subject to change at any time. We recommend you visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) for the most up-to-date information. For further details on the activities classified as 'metered' or 'unmetered', contact your internet service provider.

All online activity should be considered as metered by default, except where specified in this table.

All traffic via a Virtual Private Network (VPN) and applications that do not use HTTP/HTTPS protocols will be metered, even where it is specified as 'unmetered' in the table below.

| Type of usage   | Unmetered   |
|---|---|
| Selected web browsing   | <ul style="list-style-type: none"> <li>Browsing text</li> <li>Browsing static images</li> </ul> <ul style="list-style-type: none"> <li>Downloads from and uploads to websites (unless to/from cloud storage/file sharing sites like Dropbox and Google Drive or video/audio streaming sites like YouTube, Netflix and Spotify)</li> </ul> <p><b>Note:</b> All video and/or audio content (including embedded video and/or audio) and call services are metered.</p>   |
| Selected social media and instant messaging platforms (static images and text only)                       | <p>Selected social media and instant messaging platforms, including the following:</p> <ul style="list-style-type: none"> <li>Facebook</li> <li>Facebook Messenger</li> <li>Instagram</li> <li>WhatsApp</li> <li>Snapchat</li> <li>Twitter</li> <li>LinkedIn</li> </ul> <p><b>Note:</b> Only viewing static images and text is unmetered. All video and/or audio content (including embedded video and audio) and call services are metered.</p>  |
| Selected email platforms (exclusions and fair use conditions apply)*                                      | <p>Sending and receiving emails (including attachments) via these selected email applications and protocols:</p> <ul style="list-style-type: none"> <li>Gmail</li> <li>Hotmail</li> <li>Outlook.com</li> <li>Outlook 365 email</li> <li>Yahoo email</li> <li>iCloud email</li> </ul>  |
| Selected PC and smartphone operating system software updates (exclusions and fair use conditions apply)^† | <p>Downloading selected PC and smartphone operating system software updates, including:</p> <ul style="list-style-type: none"> <li>Microsoft Windows</li> <li>Windows Phone</li> <li>Apple OSX                             <ul style="list-style-type: none"> <li>Linux</li> </ul> </li> <li>Apple IOS</li> <li>Android</li> <li>Huawei</li> </ul> <p><b>Note:</b> From 7pm-11pm, PC and smartphone operating system software updates may be shaped, at nbn's discretion, to wholesale speeds of 256kbps.</p> |

## Metered activities to keep in mind

- All online activities accessed via Virtual Private Network (VPN), or applications that do not use HTTP/HTTPS protocols, are metered (regardless of whether they are classified as 'unmetered' in the table on the left).
- Peer-to-peer data is metered.
- Streaming or downloading video or audio content (embedded on sites like YouTube, Netflix and Spotify) is metered. **Note:** Some devices and webpages enable you to disable autoplay of embedded content.
- Gaming is metered.
- VoIP (Voice over Internet Protocol) phone and video call services are metered.

\*Unfair use would include an end user routinely transferring, or knowingly allowing the routine transfer of, large files greater than 20MB via email. For details on fair use conditions, please contact your internet service provider.

^Unfair use would include an end user downloading, or knowingly allowing the downloading of, software updates for more than 20 unique devices. For details on fair use conditions, please contact your internet service provider.

†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.

# How to connect to a plan powered by nbn™ Sky Muster™ Plus

Before completing the following steps, you'll need to check the availability of nbn™ Sky Muster™ satellite services at your address by visiting [nbn.com.au/check](https://nbn.com.au/check)



**Check** your internet use during peak times (7am-1am), including the kinds of activities you enjoy on your devices.



**Select** a plan powered by Sky Muster™ Plus that's suited to your needs.



**Contact** your preferred internet service provider to find out if they offer your preferred Sky Muster™ Plus plan and get connected.

Visit [nbn.com.au/skymuster-providers](https://nbn.com.au/skymuster-providers) for a list of participating providers.



# Common questions

## Can I keep my existing landline phone when I connect?

Yes. In **nbn**<sup>™</sup> Sky Muster<sup>™</sup> satellite areas, homes and 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 Sky Muster<sup>™</sup> or Sky Muster<sup>™</sup> Plus. Remember, services connected over the **nbn**<sup>™</sup> access 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.

## What equipment will be provided with my Sky Muster<sup>™</sup> Plus connection?

Sky Muster<sup>™</sup> 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**<sup>™</sup> supplied connection box at the point where the cable from the dish enters your home or business.

## How much will installation cost?

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

## I want to change from a plan powered by Sky Muster<sup>™</sup> to a plan powered by Sky Muster<sup>™</sup> 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 Sky Muster<sup>™</sup> Plus. In most cases, the change should be able to be completed without a further installation, as both Sky Muster<sup>™</sup> and Sky Muster<sup>™</sup> Plus satellite services use the same **nbn**<sup>™</sup> installation equipment. Please confirm with your preferred internet service provider(s) whether they'll provide any additional equipment or charge any fees.

## How much metered data will I have if I change from a plan powered by Sky Muster<sup>™</sup> to a plan powered by Sky Muster<sup>™</sup> Plus on any day other than the first day of the month?

You'll receive the full monthly metered data allowance from the day your Sky Muster<sup>™</sup> Plus plan is activated. Your metered data allowance will then be reset on the first day of the next calendar month.

For plans powered by Sky Muster<sup>™</sup> Plus, once metered data allowances are exhausted, shaping occurs. Peak period metered data downloads are shaped to wholesale speeds of 512kbps and metered data uploads to wholesale speeds of 256kbps. Off-peak metered data downloads are shaped to wholesale speeds of 2,048kbps and metered data uploads to wholesale speeds of 512kbps. Shaping to wholesale speeds of 256kbps may also occur at **nbn**'s discretion for unmetered PC and smartphone operating system updates during the hours of 7pm-11pm.

## How do I change from a plan powered by Sky Muster<sup>™</sup> Plus to a plan powered by Sky Muster<sup>™</sup>?

As **nbn** is a wholesaler, you'll need to contact your preferred internet service provider to change from a plan powered by **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus to a plan powered by Sky Muster<sup>™</sup>. In most cases, the change should be able to be completed without a further installation, as both Sky Muster<sup>™</sup> and Sky Muster<sup>™</sup> Plus satellite services use the same **nbn**<sup>™</sup> installation equipment. Please confirm with your preferred internet service provider(s) whether they'll provide any additional equipment or charge any fees.

## Which of my online activities are unmetered on plans powered by Sky Muster<sup>™</sup> Plus?

Web browsing (static images and text only), and selected email applications and PC and smartphone operating system software updates are unmetered on plans powered by Sky Muster<sup>™</sup> Plus.\* Exclusions and fair use conditions apply. For more information on unmetered activities and exclusions, please refer to [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) or contact your internet service provider.

**Note:** the type of data that is unmetered is constantly subject to change, please refer to [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) for the most up-to-date information. For information on fair use conditions, contact your internet services provider.

## What speeds can I expect to receive on a plan powered by **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus?

All plans powered by **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus are based on a wholesale speed tier of 25/5Mbps. Speeds will fluctuate, and have the potential to deliver wholesale speeds higher than 25/5Mbps from time to time (subject to available network capacity), but this is not guaranteed. **nbn** will investigate services that are not able to reach wholesale speeds of 25/5Mbps at least once a day.^ Wholesale speeds may be reduced if your metered allowance is exhausted. Shaping may also occur, at **nbn**'s discretion, for PC and smartphone operating system software updates between 7pm-11pm.

## What is the Sky Muster<sup>™</sup> Plus 'Fair Use Policy'?

**nbn**'s Fair Use Policy is an agreement between **nbn** and internet service providers to help ensure fair access to the Sky Muster<sup>™</sup> Plus satellite service during peak times and fair use of unmetered data. Internet service providers may have their own fair use conditions that apply to your retail contract. For more information, contact your internet service provider.

## What happens when I exhaust my metered data allowance?

For plans powered by Sky Muster<sup>™</sup> Plus, once your metered data allowance is exhausted, your speeds will be shaped. Peak period metered data downloads will be shaped to wholesale speeds of 512kbps and metered data uploads to wholesale speeds of 256kbps. Off-peak metered data downloads will be shaped to wholesale speeds of 2,048kbps and metered data uploads to wholesale speeds of 512kbps. Shaping may also occur, at **nbn**'s discretion, for PC and smartphone operating system software updates between 7pm-11pm. Ask your preferred internet service provider how your particular service will be shaped.

## How much does a plan powered by Sky Muster<sup>™</sup> Plus cost?

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

## Does my **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus monthly metered data allowance include both upload and download activity?

Yes. Regardless of whether you're uploading or downloading, if an online activity is not specified as unmetered, it will be counted towards your **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus monthly metered data allowance. Exclusions and fair use conditions apply. If you're accessing your connection via a Virtual Private Network (VPN), or applications that do not use HTTP/HTTPS protocols, all activities will be metered, even those specified as 'Unmetered activities'. For more details on unmetered data inclusions and exclusions, see pages 6-7, visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus) or contact your internet service provider. For more details on fair use conditions, contact your internet service provider.

For more information on **nbn**<sup>™</sup> Sky Muster<sup>™</sup> Plus satellite services, visit [nbn.com.au/skymuster-plus](http://nbn.com.au/skymuster-plus)

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^Your experience, including the speeds actually achieved over the **nbn**<sup>™</sup> broadband access network, depends on the **nbn**<sup>™</sup> broadband 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, chosen broadband plan, signal reception, or how their provider designs its network). Satellite end users may also experience latency.



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