

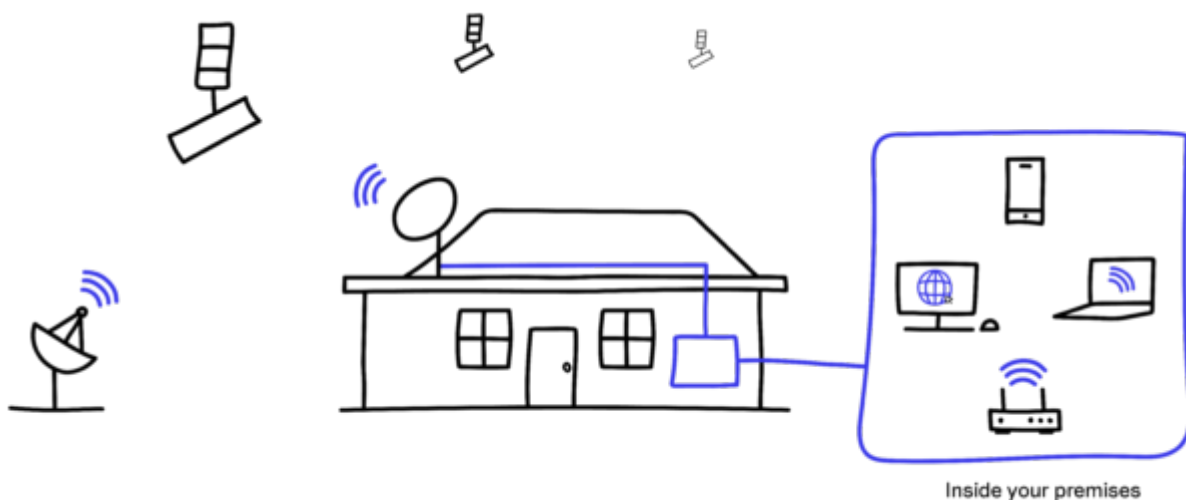
SpaceX Satellite

Description

SpaceX Starlink satellite connections

Starlink, created by SpaceX, is a satellite network using low earth orbit satellites (LEOs) to provide high-speed internet across Australia. It supports streaming, gaming, video calls, and more, offering home, business, and mobile user options.

- [Fix an issue](#)
- [Escalate an issue](#)



The pros and cons of Starlink satellites

Positives

- Fast download and upload speeds, lower latency (delays).
- Currently offer unlimited data plans
- Plans and equipment are easy to order and are directly ordered through Starlink. Equipment can also be purchased off the shelf from a number of major Australian retailers instead.
- Can be relocated (if the new location's cell isn't full) and portable (for an additional cost). Self



service tools are available online to assist with this.

- Available in all Australian areas including island locations, under residential, business and RV plans.
- Support is available 24 hours a day, seven days a week via the US overseas headquarters.
- The Starlink dish is designed to withstand wind speeds of over 200km/h, provided it is securely mounted.
- 12-month equipment warranty

Negatives

- Dropouts can occur when the connection is switching satellites which could impact video conferencing and voice calls.
- Plans, costs, data limits and speeds can be changed without notice.
- While coverage is across all of Australia, the number of connections per cell is limited and filling up fast.
- Equipment needs to be connected to the network at a minimum of every few months to maintain software updates.
- There are currently no Australian suppliers of Starlink services to residential homes.
- SpaceX is an international company, based in the US. Typically, the only way to access support is through the mobile app.
- In temperatures above 50°, you will need to bring the dish indoors.
- Warranty excludes damage from weather, humans, and animals. Should you need to replace hardware, shipping time takes between 1-2 weeks.

[Learn More](#)

01. How do I get a Starlink connection?

01 Check Coverage Area

Check Starlink's [availability map](#) to see if there is coverage in your specific location.

If there is no coverage, the map shows when it is expected to activate. In some locations the cell for your area may be full, meaning there is a waitlist. It is possible to pay a deposit and receive an estimate on the roll-out window. However, placing a deposit does not guarantee service. Please read Starlink's Pre-Order agreement [here](#).



Check Coverage Area



02 Choose the Right Plan

Starlink has plans available for home, business and mobile use. Investigate these plans to choose which is the right option for your needs. Costs can vary as plans do change from time to time and Starlink often runs different promotional offers, so it is best to check their website for the most recent prices. As of **November 2023**, indicative costs and speeds for residential installations in rural, regional, and remote Australia are as follows:

- Hardware is priced at a starting price of \$599 (discounted, normally \$924. Refurbished kits are available in Australia for \$299 until 1/1/2024.)
- Shipping is \$30 to anywhere in Australia.
- Monthly internet service charge starting from \$139 for unlimited data usage
- Expected download speeds ranging from 150-300Mbps.



SpaceX - Choose the right plan



03 Install and Activate the Equipment

When you buy Starlink, you get a DIY kit featuring:

- **Starlink satellite dish:** Easy to set up, needs a clear view of the southern sky for quick connection.
- **Wi-Fi router, cables, and mount:** Available for homes, businesses, and RVs, with costs varying by kit type.
- **A link to the mobile app:** Starlink manages their service globally from the US headquarters through this app, which you will need to add to your mobile phone.

You can find out more about Starlink with the following resources:

- [Starlink Internet Australia: Speed, Price and Plans | Canstar Blue](#)
- [Starlink](#)



Install and Activate the Equipment



LEO Satellite Service Providers

SpaceX Starlink is currently the only consumer-based operating LEO satellite service available in Australia. However, the number of providers is expected to grow in the coming 1-3 years. Other LEO satellite service providers that are expected to service Australia, include:

- OneWeb
- Amazon
- Iridium
- Telesat
- LeoSat

As information changes frequently, you can find out more about Starlink, view any frequently asked questions, check your ability to access Starlink, and access troubleshooting tips for your service [here](#).

Check out more useful resources here

- [New Satellite Plans: More Choice & Flexibility for Regional Australia](#)
- [Boosting your connection](#)
- [Online Security: Malware, Spyware and Viruses](#)
- [LEOs, GEOs and MEOs: Learn the Pros and Cons of Each](#)

We make sure our values are reflected in our work

Free And Independent Advice

The Regional Tech Hub is funded by the Australian Government, ensuring the advice we provide to you is free. We also remain independent, so the options and information we put forward are all assessed equally.

Regional Support

We believe all Australians, no matter where they live, should be able to access affordable and reliable internet and voice services. Our team are all regionally-based and understand the challenges regional, rural, and remote residents face.

Keeping It Easy

Regional Tech Hub understands the jargon used around connectivity options and issues can be



frustrating and confusing. You can relax knowing our resources and advice are accurate, straightforward and practical.

Clear Processes

We offer various contact options and service levels to suit your needs, ensuring you stay informed and on board throughout every step of your connectivity journey. We strive to make every interaction clear, easy and stress-free.

Couldn't find what you were after? Give us a call!

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.

[1300 081 029](tel:1300081029)

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