



## nbn®'s Fair Use Policy: What it means for you

### Description

# • nbn®'s Fair Use Policy: What it means for you

nbn® may have a Fair Use Policy in place to ensure internet connections are used fairly by both the end user and RSPs.

## • How the Fair Use Policy works

Your RSP buys its internet connection from nbn®. It then sells a part of that connection to you. The Fair Use Policy applied to each technology is just one of many policies applied by nbn® to regulate what can and can't be done on the nbn® network.

It aims to ensure the internet connection is fairly distributed among all the customers using it. Your service provider is responsible for ensuring you follow the requirements under the Fair Use Policy. Service providers can also implement their own Fair Use Policies, to ensure that the service they're buying from nbn® can be evenly provided to all their customers.

Please note, this is not a comprehensive overview of the Fair Use Policies, and you should ensure you contact your RSP for more information around the Fair Use Policy in place for your service.

## • What do I need to do?

1. Ensure you discuss plans with your RSP to ensure you fully understand any limitations, and make sure the plan is right for you.
2. Read the relevant Fair Use Policy for your technology:
  - [nbn® Fixed Wireless Fair Use Policy Enforcement](#)
  - [nbn® Fair Use Policy - Ethernet](#)
  - [nbn® Fair Use Policy](#)



- [nbn® Fair Use Policy & Sky Muster Plus](#)



## General overview of Fair Use guidelines

- 1Sky Muster®
  - Sky Muster® Plus connections have metered and unmetered content types and peak and off-peak data inclusions. Unmetered content does not count toward either peak or off-peak data limits, while metered content does.
  - Broadly speaking, the only content that's metered is streaming video services or any traffic carried over a VPN. However, there are limits to how much unmetered data can be transferred during peak periods, managed under the Fair Use Policy.
  - If you breach any of these Fair Use Policies, your connection may be slowed to 256kb/s for both uploads and downloads (enough for email and very basic web browsing, and not much else), or your connection will be cut off entirely.
  - You must not allow over 20 separate devices to download software updates during a calendar month. Software updates are not metered under Sky Muster® Plus. In general, you can download as many device updates as they come out. However, the Fair Use Policy limits how many individual devices can be updated monthly.
  - A device is an internet-connected piece of hardware, including smartphones, tablets, laptops, and desktops. It also includes other 'Internet of Things' devices such as weather stations, fridges, TVs, speakers, sensors and monitors, cameras, robotic systems, etc. Be aware of how many devices are using your internet connection, and manage your software update settings to ensure no more than 20 are updating during any given month.
  - Only download up to 30Gb over your peak metered data allowance and 30Gb over your off-peak metered data allowance. If you've used up your metered data allowance and have been shaped or slowed down, you can't use more than 30Gb of that shaped data in a month.
  - You must refrain from regularly email attachments that are 20Gb or larger. Email is not an effective way to transfer large files. If you regularly need to transfer or access files over 20Mb in size, consider cloud file manager services such as



Dropbox, iCloud, OneDrive, or using external or USB drives.

- You must not excessively “scrape” or “poll” information from websites. You may have business software that relies on regular updates from across the internet or from one particular website and automatically grabs the data it needs from that site. You can do this, but it must not be “excessive” by nbn® standards.
- [nbn® lists other limitations](#) to the Sky Muster® Plus service. These aren’t listed in the Sky Muster® Plus Fair Use Policy document but may be found in other nbn® documents.
- Some unmetered data may be shaped during peak hours of 4 pm – 11 pm to wholesale speeds of 256 Kbps for uploads and 512 Kbps for downloads.

This includes:

- Peer-to-peer traffic
- Uploads and downloads to cloud storage platforms (e.g. Dropbox, Google Drive)
- Computer and smartphone operating system updates
- Software updates
- Gaming updates
- Activity related to applications that nbn® cannot identify.
- 2Fixed Wireless
  - Most retail service providers of an nbn® Fixed Wireless retail (not business) connection will follow the Fixed Wireless policy.
  - Check with your RSP to confirm if the nbn® Fair Use policy applies to you.
  - Note that these limits don’t apply to “Public Interest Premises”. nbn® [defines this](#) as “premises used for a public interest purpose including an indigenous community organisation, not-for-profit organisation, educational facility, health facility or local government facility”. If you believe you fall under this definition, talk to your service provider about your plan.
  - You must not download, on average, more than 200Gb during one calendar month.
  - You must only upload up to 60 GB of data during one calendar month.
  - Your connection may be slowed to 256kb/s for both uploads and downloads (enough for email and very basic web browsing, and not much else), or your connection will be cut off entirely.

## • More Information

Contact your RSP for more information around the Fair Use Policy in place for your service, or if you believe the Fair Use Policy has been unfairly applied.



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