



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

The nbn Sky Muster satellite service delivers fast broadband services in hard-to-reach places across Australia, giving homes and small businesses more opportunities to connect, share and learn.

Use this table to choose the right plan for you.



Tip: To optimise your satellite experience, ask your provider whether an existing or new Wi-Fi modem or router would best support your chosen plan.



Which nbn Sky Muster satellite plan is right for me?



nbn Sky Muster

Low data usage needs

Most suitable for

Metered data usage?

Fully metered. All online activities count towards your monthly data allowance

Monthly data allowance

incl. upload and download data

Ask your provider for details

Wholesale speeds

Plans based on 12/1Mbps and 25/5Mbps available*



nbn Sky Muster Plus

Medium data usage needs

Some data usage is metered. Activities including video streaming and VPN usage are metered between 4pm-12am midnight.^

Monthly data allowance is only required for video streaming and VPN use between 4pm - 12am midnight and options range between 25GB - 150GB. Ask your provider for details.

Plans based on 25/5Mbps available*
May be able to burst# up to a wholesale download speed of 50Mbps from time to time, subject to available network capacity*



nbn Sky Muster Plus Premium

Higher data usage needs

Unmetered data usage for all online activities^

Not applicable. This plan offers unmetered data usage^

A choice of speed tier plans are available. Speak to your preferred participating provider to find a plan that suits your needs and budget.#^

[^]Fair Use Policy and shaping apply.

^{*}Your experience may vary depending on factors such as your internet provider, whether you are using the internet during the busy period, equipment, satellite signal reception and latency. Some activity may be shaped by nbn to protect the network.

[#]Supplementary Burst allows for wholesale data transfer speeds to exceed the Access Rates of 25Mbps/5Mbps if network capacity is available. For Sky Muster Plus plans with a data allowance for video streaming and VPN use between 4pm and 12am midnight, Supplementary Burst may be able to achieve bursts of up to 50Mbps download and 10Mbps upload from time to time. nbn does not guarantee that these plans will achieve burst wholesale download speeds of 50Mbps (where applicable). Achievable burst speeds are subject to network capacity at the time of transfer (which varies over time based on aggregate usage of the network by all users) and may also be dependent on the specifications of end user equipment.

Understanding unmetered activities on nbn Sky Muster plans

	Unmetered activities on nbn Sky Muster plans	Unmetered activities on nbn Sky Muster Plus plans	Unmetered activities on nbn Sky Muster Plus Premium plans
Wi-Fi calling e.g. using your mobile to make calls with aeroplane mode on	⊗ No	✓ Yes	✓ Yes
Audio streaming e.g. Spotify and ABC radio	⊗ No	✓ Yes	✓ Yes
Online gaming and software updates	⊗ No	✓ Yes	✓ Yes
Video calling e.g. FaceTime	⊗ No	✓ Yes	✓ Yes
Video streaming e.g. Netflix	⊗ No	⊗ No - only unmetered between midnight and 4pm	✓ Yes
Cloud storage and file sharing platforms e.g. Google Drive and Dropbox	⊗ No	✓ Yes	✓ Yes [^]
All PC and smartphone operating system updates incl. iPhone, PC software and application updates	⊗ No	✓ Yes	✓ Yes [^]
Certain social media platforms incl. Facebook, Twitter, Instagram and LinkedIn	⊗ No	✓ Yes	✓ Yes
Any traffic related to an application which nbn cannot identify	⊗ No	✓ Yes	✓ Yes [^]
Virtual Private Network (VPN) use	⊗ No	⊗ No - only unmetered between midnight and 4pm	✓ Yes

[^]Fair Use Policy and shaping apply.

[^]nbn will assess whether an installation is standard, because practical and optimal installations differ at different locations. Ask your provider if they have any other fees.

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Free professional standard installation

nbn satellite equipment is professionally installed, with no charge to providers for a standard installation.⁷

The option to keep your standard copper phone line active

You can choose to keep your existing copper phone line active on all nbn satellite plans.

Maintenance provided at no cost to providers

All nbn Sky Muster satellite plans are supported by nbn's Australian-based quality assured technical support teams that provide on-site visits and maintenance (if required) at no cost to providers.⁷

Participating nbn providers

For nbn Sky Muster, nbn Sky Muster Plus and nbn Sky Muster Plus Premium plans:

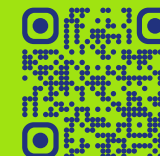


For nbn Sky Muster plans only:



Don't want to worry about data limits?

Consider ordering an nbn Sky Muster Plus Premium plan, where you can enjoy unmetered data usage[^] for all online activities – with no monthly data allowance to manage.



Scan the code or visit nbn.com.au/SkyMusterPlusPremium for more information