



Comparing **nbn**® Sky Muster® Satellite Services with the business **nbn**® Satellite Services

Understanding the differences

nbn helps provide Australian consumers access to a range of satellite services. When deciding the most suitable service for you or your business, it's worth taking into consideration things such as download speeds, data allowances, contention rates, network performance & service support.

nbn Sky Muster® and **Sky Muster**® Plus

Both the **nbn** Sky Muster and Sky Muster Plus satellite services provide access to broadband services over the **nbn** network to residential homes and small businesses within the **nbn** Satellite serviceable footprint.⁵ Sky Muster Plus Premium offers the addition of uncapped data usage for all internet activities (Fair Use Policy and shaping apply) and burst wholesale download speeds of up to 100Mbps² from time to time, where network conditions allow.³

It's worth noting however, that shaping might be applied at **nbn**'s discretion to slow speeds where required.¹

nbn Sky Muster services are designed to meet the needs of customers who require internet connectivity mainly for household use. This includes people studying, working from home or operating micro and small businesses.

business nbn Satellite Service

The business **nbn** Satellite Service provides access to business grade solutions (either internet or private connectivity) and network coverage to suit the needs of government organisations and businesses Australia-wide. It also provides options for peak speed metered options in 100GB data blocks as well as uncapped data usage options, as well as options with committed information rates.

The business **nbn** Satellite Service is available to customers across Australia, but keep in mind it is designed to meet the higher demands of businesses and organisations, including Government and Enterprises across the country⁵. Essentially, it's a business-grade product with a choice of hardware, services, support, network configurations and bandwidth options, making it the logical choice for businesses.

nbn® Satellite Product Portfolio at a Glance



		Residential/Small Business			Enterprise and Government		
		nbn® Sky Muster®	nbn® Sky Muster® Plus	nbn® Sky Muster® Plus Premium	BSS Virtual ISP (VISP)	BSS Access Bandwidth Service (ABSL3)	BSS Mobility
	Most suitable for	Basic household /small business internet access.	Moderate household / small business internet access.	Heavy household /small business internet access.	Business grade internet access.	Private networks. Business critical applications.	Internet access in remote locations as customers move around.
	Location	Residential and small business premises.			Can be installed across Australia.		
Key Features							
	Wholesale Speed Tiers & Selectable Features†	12/1Mbps or 25/5Mbps.	25/5Mbps. May be able to burst up to a wholesale download speed of 50Mbps ² from time to time (subject to available network capacity). ³	25/5Mbps. May be able to burst up to a wholesale download speed of 100Mbps ² from time to time (subject to available network capacity). ³	Up to 100/10 Mbps.	Up to 150/15 Mbps, with distinct contention ratios as well as committed information rates.	30/5Mbps.
					BSS can be implemented with powerful over the satellite encryption as a selectable feature, without compromising service performance.		
	Voice Prioritisation	Yes	Future enhancement		Yes		
	Wholesale Data	All data is metered and counts towards monthly data allowance. Fair use conditions apply.	Plans available between 25GB-150GB/month for video streaming and VPN use between 4pm and 12am midnight (Fair Use Policy and shaping apply).	Uncapped data usage for all internet activities (Fair Use Policy and shaping apply).	Data usage allowances in increments 100GB, up to 1,000GB cap/month. Uncapped data usage options available e.g. VISP Max plan ^{6, 7}	Uncapped data usage, subject to fair use. Customers choose their speed and contention rates and are charged accordingly.	Data usage allowances in increments of 100GB.
	nbn Equipment	Not charged by nbn to internet service providers. Equipment is owned and maintained by nbn.			Average business nbn Satellite Service fixed terminal wholesale cost: \$3,000 (Currently provided for at no cost as part of \$0 installation on eligible products). Refer to your preferred provider to learn about any fees you may be charged.	Specialised solution. Refer to your preferred service provider. Trial loan kits available on temporary basis at no cost.	
	Installation	Installations are professionally carried out and not charged by nbn to internet service providers if they meet nbn's criteria. ⁴			Currently provided at no cost as part of the \$0 installation on eligible products. Option for RSP self installs available. Refer to your preferred provider to learn about any fees you may be charged.	n/a	
	Coverage	Sky Muster/Sky Muster Plus provides coverage for eligible customers across mainland Australia, including Tasmania, as well as the five major islands (Cocos Islands, Christmas, Lord Howe, Norfolk and Macquarie Islands). ⁵			100% beam coverage across mainland Australia, including Tasmania, as well as the five major islands (Cocos Islands, Christmas, Lord Howe, Norfolk and Macquarie Islands). ⁵		
	nbn Support	Australian based, quality assured technical support to suit the needs of end customers, including on-site visits if required at no cost.			Australian based, quality assured technical support to suit the needs of enterprise and government customers, backed by dedicated Business Operations Centre. 'Gold' and 'silver' assurance levels allow for additional benefits, including an on-site visit at no cost and/or spare VSAT NTD indoor unit. For further details on support options, contact your preferred service provider.		
	Wholesale Service Pricing	nbn Sky Muster: ranges from \$24/mth to \$27/mth. nbn Sky Muster Plus: ranges from \$35/mth to \$120/mth. nbn Sky Muster Plus Premium: \$65/mth.			Varies depending on solution. Refer to your preferred service provider.		



Disclaimers

- 1 Note that, to proactively protect and ensure the fair access to the **nbn** broadband access 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 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.
- 2 Supplementary Burst allows for wholesale data transfer speeds to exceed the Access Rates of 25Mbps/5Mbps if network capacity is available. For **nbn** Sky Muster Plus Premium the Supplementary Burst may be able to achieve bursts of up to 100Mbps download and 10Mbps upload from time to time. For other **nbn** Sky Muster Plus plans with a data allowance, Supplementary Burst may be able to achieve bursts of up to 50Mbps download and 5Mbps upload from time to time. **nbn** does not guarantee that plans on Sky Muster Plus Premium will achieve burst wholesale download speeds of 100Mbps or other Sky Muster Plus plans with a data allowance, will achieve burst download speeds of 50Mbps. 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
- 3 Your experience, including the speeds actually achieved over the **nbn**[™] broadband access network, depends on the **nbn**[™] 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 or signal reception). Satellite end users may also experience latency. Some forms of activity may be subject to shaping by **nbn** from time to time to proactively protect the **nbn**[™] broadband access network and ensure the fair access to the network for all users. Fair use conditions apply. For details on fair use conditions, contact your preferred internet service provider.
- 4 **nbn** will assess whether an installation is standard, because practical and optimal installations differ at different locations. Check with your preferred internet service provider whether they have any other required equipment or fees.
- 5 An end customer's eligibility may be impacted by the size of the business. Serviceability may be affected by a range of factors including whether there is a clear line-of-sight to the satellite, interference, for example from other end customer, retail service provider or third party equipment, and having a suitable location to install equipment.
- 6 All VISP services, including those with uncapped data usage allowances, are subject to limits designed to avoid unfair use and manage network capacity. This may limit or adversely impact the use of that VISP service, and have the effect of restricting data usage. Usage that does not comply with these restrictions may result in:
 - for unfair use: a disconnection, discontinuation, ordering freeze, service reduction or suspension (in whole or in part) of VISP services, and the immediate disconnection of service provider equipment.
 - for capacity management:
 - **nbn** declining an order or modification which would require additional beam capacity to be supplied while a beam is at or near maximum capacity; or
 - **nbn** deprioritising data transfers or reducing the maximum data transfer rate of any service contributing disproportionately to beam capacity utilisation.
- 7 Uncapped data usage allowances, in addition to other certain items, are only available on and from the commercial launch date notified by **nbn** to RSPs. Contact your preferred provider to check if they have uncapped allowances available. The Fleet Plan feature is not available for **nbn**[®] VISP services with PIR bandwidth profiles which have an uncapped data usage allowance.