

## Data Speeds

Plan Name	Speed Tier	Upload burst	Typical Busy Period Download Speed
<b>nbn 25 Sky Muster Plus Premium</b>	25/5	-	17Mbps
<b>nbn 50 Sky Muster Plus Premium</b>	50/5	-	32Mbps
<b>nbn 100 Sky Muster Plus Premium</b>	100/5	Up to 10 Mbps (when network conditions allow)	50Mbps

The Speed Tier does not indicate what Data Speed your service will typically achieve. It is a description of the layer 2 network used to supply service. Networking overheads mean that the layer 3 Data Speed that can be achieved by your service will always be lower than the layer 2 limitations of the network.

End customer experience, including the speeds actually achieved over the **nbn** network, depend on the **nbn** technology and configuration over which services are delivered your premises, whether you are using the internet during the busy period and/or the number of concurrent users and services on the **nbn** satellite network, and factors outside of **nbn**'s control (like your equipment, software or signal reception). Satellite customers may also experience latency. Multiple services on the same satellite terminal will share capacity.

## Online usage

This plan is suitable for the following types of use:

	nbn 25 Sky Muster Plus Premium	nbn 50 Sky Muster Plus Premium	nbn 100 Sky Muster Plus Premium
Number of people using the service at the same time	Up to 3 people	Up to 4 people	Up to 4 people
Email and internet browsing	Yes	Yes	Yes
Social media	Yes	Yes	Yes
Online banking	Yes	Yes	Yes
Online gaming	No	No	No
Streaming Video and Music	Yes	Yes	Yes
Voice over the internet (VoIP) phone	Yes	Yes	Yes

Due to the high latency or limited data speed, these common activities are unlikely to be satisfactorily supported: highly-interactive online gaming. Access to specific voice, video streaming and other supported services may require separate subscriptions.

The speed available at your address will be determined once you are connected. If you are unhappy with your speed, contact our Customer Support team.

## Power Outages

We strongly recommended that you ensure you always have ability to make emergency phone calls. **nbn** does not offer a battery backup service on the **nbn** Sky Muster network. Therefore, in the event of a power outage, you will lose access to your service, including the ability to make emergency phone calls with it.

## Local factors affecting speed

**Environmental:** overgrown vegetation, new buildings, sun fade, rain fade and severe weather. You can mitigate these effects by trimming or removing any vegetation obstructing the Sky Muster signal.

**Hardware:** the performance of your computer and network equipment. This may include but is not limited to; the age and quality of your Wi-Fi router and the hardware that you use. Wi-Fi connections can reduce the performance of your service compared to a wired ethernet connection. We recommend trying to place your Wi-Fi router as centrally as possible, elevated from the ground and clear of obstructions, outside of closed spaces or closets. If you require any assistance in getting the optimal performance out of your service, please contact our Customer Support team.

**Electromagnetic interference:** Noise from faulty power supplies or malfunctioning equipment can interfere with your Wi-Fi network or Sky Muster signal. Your Wi-Fi signal can also be interrupted if your router is placed too close to other devices such as microwaves, security cameras, cordless telephones or other Wi-Fi networks. You can mitigate this risk by identifying and managing any faulty equipment and placing your Wi-Fi router in a central location, away from other devices.

**Software:** The configuration of your operating system, network stack, online applications and network equipment. Regularly updating and reconfiguring your software can enhance performance.

**Overutilisation:** Having too many active devices sharing your service can result in insufficient bandwidth for optimal operation. Reducing the number of active devices connected can alleviate this issue.

If you require the use of a medical alarm or security alarm. We advise you to contact the provider of your device to confirm its compatibility with this **nbn** service. If it is not compatible, we advise you to contact your device provider for alternative options.

**Weather:** Severe weather events, including heavy rain may affect your **nbn** satellite service. This may include heavy rain locally or at the gateway.

## Device compatibility

Before applying, you should contact your medical or security alarm service provider to check if the alarm will work with an **nbn** service and, if not, find out what alternatives may be available.

Our support does not extend to specialized devices such as medical, security and fire alarms; autodiallers; emergency call buttons; teletypewriters and EFTPOS terminals.

**nbn** co closed its Medical Alarm register on 30 June 2023. For further details, please check **nbn's** website at [nbnco.com.au](http://nbnco.com.au).