Key Fact Sheet
nbn® Sky Muster Plus Premium

Plan	nbn 25 Sky Muster Plus Premium	nbn 50 Sky Muster Plus Premium	nbn 100 Sky Muster Plus Premium
Data Allowance	Unlimited	Unlimited	Unlimited
Maximum Download Speed	25Mbps	50Mbps	100Mbps
Maximum Upload Speed	5Mbps	5Mbps	10Mbps (when network conditions allow)
Typical Busy Period Speed	21 Mbps	36 Mbps	63 Mbps
How many simultaneous devices/users can be supported?	3+ devices/users	4+ devices/users	5+ devices/users
What can you do at your plan speed?	Email & Browsing Online banking VoIP Phone Calls Social Media Streaming Video	Email & Browsing Online banking VoIP Phone Calls Social Media Streaming Video Downloading large files	Email & Browsing Online banking VoIP Phone Calls Social Media Streaming Video Downloading large files

Due to the high latency of satellite services, highly-interactive online gaming is unlikely to be satisfactorily supported.

Common factors impacting performance:

Satellite services vary based a number of factors such as:

- Signal strength
- Weather conditions
- Obstructions to the antenna's line of sight, including but not limited to:
  - Vegetation growth
  - Built obstacles
- Rain fade
- Signal Interference
- **nbn** hardware limitations
- Customer equipment, including but not limited to:
  - Routers
  - Internal cabling
  - Individual device limitations

Factors impacting the performance of your connection at your premise:

Your speeds may be lower due to:

- Your own Wi-Fi capacity and coverage area
- Location of your router
- Internal wiring
- Network capacity and network traffic
- The website/content you're accessing and its capacity and capability

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Your speeds may also be impacted by congestion on your local **nbn** Satellite beam. If your local **nbn** Satellite beam is experiencing congestion, then you may experience slower speeds during busy periods.

Power Outages

We strongly recommend that you ensure you always have ability to make emergency phone calls. During a power outage your **nbn** service will not work. In the event of a power outage, you will lose access to your service, including the ability to make emergency phone calls with it. You will need to use a mobile phone or copper landline in these circumstances to contact emergency services.

Device compatibility

Some devices may not work with your **nbn** service. 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. If you require priority assistance or have critical medical equipment that requires an internet connection, we recommend you use a provider that supports these services.