

NBN™ Satellite Key Facts Sheet

This information applies to the following NBN™ plans delivered on Sky Muster™ satellite: NBN12 150; NBN12 200; NBN12 250; NBN25 150; NBN25 200; NBN25 250.

Below indicates your NBN™ plan’s speeds and online usage. Speeds are variable.

NBN Speed Tier	NBN12	NBN25
Speed Label	Basic	Standard
Making phone calls (VoIP)^	×	×
Email, social media & web browsing	✓	✓
Standard Definition (SD) streaming	✓	✓
High Definition (HD) streaming	×	✓*
UHD/4K streaming	×	×
# of simultaneous users / devices (approx.)	1	1-2

^ VoIP calls are not supported over satellite broadband due to its high latency resulting in poor audio quality. We recommend taking up a landline Home Phone service instead.

* Multiple HD videos streaming simultaneously are not recommended on this speed.

NBN12 and NBN25 indicate the underlying speed tier that your NBN™ plan is on and represent the maximum possible speed that is available outside the busy periods of 7pm to 11pm.

Factors at your premises that can affect data speeds and performance

Poor performance may be caused by...	You may be able to improve this by...
Poor WiFi signal strength or signal interference	Connecting devices via Ethernet cable or by placing modem in an unobstructed area.
Modem, WiFi router or network cables	Using current hardware with technical specifications suitable for your NBN™ plan.
Too many simultaneous users	Managing your household usage according to the above guide.

In the event of a power outage: NBN™ services will not function.

Medical and security alarm services: Before switching to NBN™, please contact your alarm provider to assess whether your alarm is compatible with an NBN™ service and identify available alternatives if your alarm services are not compatible.