

# Key Facts Sheet: NBN Services

## Sky Muster Plus Plans

### Data speeds

Skymesh Plan	Ultra 25	Ultra 50	Ultra 100
nbn Wholesale Tier	Entry-tier	Mid-tier	High-tier
Maximum Wholesale Speed*	25/5 Mbps	50/5 Mbps	100/5 Mbps
Anticipated typical busy period (7-11pm) wholesale download speed**	18 Mbps (captured Mar 2025)	33 Mbps (captured Feb 2025)	51 Mbps (captured Jan 2025)
Upload Burst Feature^	N/A	Up to 10Mbps	
Streaming	SD / HD	SD / HD	SD / HD
Web browsing/Email/Social Media/VoIP	✓	✓	✓
Household Users	1-3	3-4	5+

\* Expected to be achieved once during a 24-hour period. nbn co can investigate services that do not meet this criterion. If you have any issues with your speed, please contact us.

\*\* Based on data captured and published by nbn co. If you are located on Norfolk Island, you can expect typical busy period speeds up to four times slower.

^ Only available on plans based on the Mid-tier or High-tier. Feature may provide upload speeds up to 10 Mbps in optimal conditions, subject to network capacity. Not guaranteed by nbn co.

### Online usage and Voice Services

nbn satellite connections have higher latency (delay) than other nbn technologies. Due to this, certain activities such as highly-interactive online gaming, are unlikely to be satisfactorily supported. Voice calls may experience noticeable delays that could affect conversation quality. If voice quality is critical for your needs, discuss alternative solutions with us before signing up. If you're transferring an existing voice service to Sky Muster Plus, please ask us whether you can keep your current phone number. Video conferencing applications may experience lag during interactive sessions. Access to specific voice, video streaming and other supported services may require separate subscriptions.

### Power outages

nbn services, including Sky Muster Plus services, will not work during power failures. If you need continuous service during outages, maintain an alternative connection or supply your own backup power. Consider keeping a charged mobile phone nearby for emergency calls. If you have an existing landline that works during outages, you can choose to keep it instead of transferring your phone services to nbn.

### Local factors which may affect speed

Actual speeds may vary due to several factors including - **Environmental:** Signal obstruction from vegetation, buildings, or severe weather (rain fade, sun fade). Trimming obstructive vegetation may improve signal. **Hardware/Software:** Performance limited by your computer, modem, router, cabling, operating system, and network configuration. Using modern equipment and keeping software updated can help. **Interference:** Other Wi-Fi networks or faulty equipment can disrupt your connection. Identifying and removing sources of interference may improve performance. **Usage:** Multiple devices sharing your connection simultaneously can reduce available bandwidth for each device.

### Device compatibility

Before entering into a contract, if you use a medical or security alarm service, you should contact your device provider to confirm if your service will work with the Sky Muster Plus service and, if not, find out what alternatives may be available. (Note: nbn co closed its Medical Alarm register on 30 June 2023. For further details, please check nbn co's website at [nbnco.com.au](http://nbnco.com.au)).

Our technical support does not extend to specialised devices such as medical alarms, security alarms, fire alarms, autodiallers, emergency call buttons, teletypewriters, or EFTPOS terminals. If you use any of these services, it is essential that you confirm their compatibility before switching to Sky Muster Plus.