

# Key Facts Sheet: NBN Services

## SkyMesh Ultra 50 Plan



### Data speeds

This plan is based on the Sky Muster Plus 50/5 speed tier. The upload speed may also burst up to 10 Mbps, from time to time where network conditions allow. Burst speeds are subject to nbn network capacity which varies over time. Specific burst speeds are not guaranteed by nbn co.

Any reference to an nbn co speed tier represents the maximum possible speed that is available during off-peak periods.

### Online usage

Services based on this tier support the following usage for up to four people: Emails and browsing; Voice (VoIP); Social media; Streaming video; and Downloading large files. 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.

### Power outages

nbn co 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.

We strongly recommended that you ensure you always have ability to make emergency phone calls. Depending on reception, keeping a charged mobile phone close by may be one way of maintaining that ability.

If you have an existing landline and telephone that works during power outages, you can choose to keep them instead of transferring your voice service to the nbn Sky Muster network.

### Local factors affecting speed

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

Hardware: the performance of your computer and network equipment such as your modem, router or access point; and the quality and length of your cabling. You may be able to reduce these impacts by using modern equipment.

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

Electromagnetic interference: Noise from other Wi-Fi networks, faulty power supplies, or other malfunctioning equipment can interfere with your Wi-Fi network or nbn Sky Muster signal. Identifying and managing noisy equipment can alleviate these issues.

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

### 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 specialised 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 co's website at [nbnco.com.au](https://nbnco.com.au).