

Key Facts Sheet: NBN Services

National Broadband Network Satellite



The below information relates to NBN Satellite services. The service you receive at your premises is determined the technology the nbn provide to your address.

Internet Data Plan Information

15GB & 45GB Peak Plans Good For:	60GB & 90GB Peak Plans Good For:	90GB to 150GB Peak Plans Good For:
Browsing, banking, social media.	Browsing, social media, light standard definition streaming	Browsing, social media, medium level standard definition streaming, education, home office

Speed Pack Information

Standard Speed	Sonic Speed
NBN 12 speed (Maximum network speed is up to 12/1Mbps) The basic NBN speed. This speed is good for browsing, email & social media. Typically, good for use by 1 to 2 people	NBN 25 speed (Maximum network speed is up to 25/5Mbps) This speed is good for browsing, social media and streaming video. Typically, good for use by 2 to 3 people

All speeds are theoretical maximum network speeds, speeds delivered on the nbn network. Speeds achieved at each premises will vary and be dependent on a number of factors including line quality, equipment in use, source of the download, number of users using the network and many more. Your nbn connection on an Activ8me service will not achieve these theoretical maximum speeds.

Standard speed has the capability of streaming video services such as Netflix and ABC iView, however the speed available will only be able to support one stream and minimal other activity. NBN Sky Muster satellite service may not be appropriate for applications that require low network latency such as online gaming and share trading. These services are known to perform poorly (or not at all) on satellite broadband services.

Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at www.activ8me.net.au. Usage information can take up to 24 hours to update.

Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256kbps/256kbps for the remainder of your billing month.

Factors affecting speed

Speeds listed are typical evening speeds across our network. Speeds to individual premises may vary and can be affected by the volume of traffic on the general internet, the number of users online at your house, your equipment, software, and the source of your download.

Medical and security alarms

Activ8me do not support medical alarms or security alarms. If you require these devices at your address, we recommend using a provider that supports them such as Telstra.