Key Facts Sheet: NBN Services
NBN Sky Muster - 200GB Standard (12 month term)

activ8me

Speed Information

Maximum Off-Peak Speed
11 Mbps

What is this plan good for?

Standard (12/1Mbps)	
Number of people using the service at the same time.	1-2 People
Email and browsing	✔
Online Banking	✔
Online Gaming	✘
Music and video streaming	✘
Voice over Internet Phone	✔

What if I am unable to achieve these speeds?

The speed available at your address will be determined once you are connected. If you are unhappy with your speed, contact our customer service team on 13 22 88.

Important things you must know:

There are technical limitations that may affect your performance or speed.

This may include but is not limited to; the age and quality of hardware, this refers to your Wi-Fi router and the hardware that you use. Wi-Fi signals can also be interrupted if positioned close to other devices such as; microwaves, security cameras and cordless telephones. If you should require any assistance, please contact our customer service team on 13 22 88 and they will be happy to assist you minimising these problems and getting optimal performance out of your service.

Your nbn™ service will not work during a power failure.

During a mains power disruption, you will not be able to use your internet service. It is important to note: this also means any Voice over internet phone services will also not work. We encourage customers to keep a charged mobile phone close by, as it may be your only form of communication during these times.

If you require the use of either a Medical alarm or security alarm.

We advise you to contact the provider of your device to confirm its compatibility with this nbn™ service. If it is not compatible, we advise you to contact your device provider for alternative options. We recommend all medical alarm services to be registered to the nbn™ medical alarm register.

Weather

Severe weather events, including heavy rain may affect your nbn™ Satellite service. This may include heavy rain either locally or at the gateway.