

Key Facts Sheet: NBN Services

NBN Sky Muster Plus Premium 25 Month to Month



Speed Information	Anticipated Typical Download Evening Speeds between 7-11pm	Maximum Off-Peak Speed
	Download Speed 18 Mbps^#	24 Mbps

^Your experience, including speeds, depends on whether you are using the internet during the busy period, concurrent usage, specific locations from time to time and, some factors outside of nbn's control (like your equipment, software or signal reception). You may also experience latency.

Anticipated typical busy period wholesale download speeds shown below are based on data captured in March 2025 (Premium 25 plan), February 2025 (Premium 50 plan) and January 2025 (Premium 100 plan) using Sky Muster Plus Premium plans. Typical busy period is 7-11pm each day. If you are located in Norfolk Island, you can expect typical busy period speeds up to three times slower.

What is this plan good for?	PLUS (25/5Mbps)	
	Number of people using the service at the same time.	2-3 People
	Email and browsing	✓
	Online Banking	✓
	Online Gaming	✗
	Music and SD/HD Video Streaming	✓
	Ultra HD / 4K 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 Support team on 13 22 88 for assistance.

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 your Wi-Fi router and the hardware that you use. Wireless (Wi-Fi) connections can reduce the performance of your service compared to a wired, ethernet connection. We recommend trying to place your Wi-Fi router as centrally as possible, elevated from the ground and clear of obstructions, outside of closets or closed spaces. Wi-Fi signals can also be interrupted if positioned too close to other devices, such as microwaves, security cameras and cordless telephones. Wi-Fi routers have a limited coverage range, and you should ensure your chosen router has enough range to offer the required WiFi coverage. If you require any assistance getting the optimal performance out of your service, please contact our Support team on 13 22 88 and they will be happy to assist finding out what might be causing any problems and suggesting ways to fix them.

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 cannot guarantee that your medical or security alarm will function correctly on our network. If you rely on life-critical medical equipment or require priority assistance, we strongly recommend choosing a provider that specifically supports these services. Before switching your service to us, you must ensure your medical or security alarm is compatible with our service.

Weather

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