



# PREPARING FOR YOUR NBN<sup>®</sup> SKY MUSTER<sup>®</sup> SATELLITE SERVICE

Make great things happen on nbn Sky Muster services.





# THANKS FOR CHOOSING AN NBN SKY MUSTER SATELLITE SERVICE

You're only a few steps away from enjoying the benefits of an nbn Sky Muster satellite plan.

This guide will provide you with useful information on your upcoming installation, and help to answer any questions you may have.

**When connecting to nbn Sky Muster satellite technology, you'll have the option to either:**



**Keep your existing copper phone line**

If you have an existing copper phone line, it is your choice to keep it. This means equipment currently connected to it, such as medical alarms, fire alarms and lift emergency phones, should continue to work as normal. If you have an existing copper phone line and rely on landline phone services in emergency situations, you should consider keeping it active if you don't receive good mobile phone coverage at your premises.

OR

**Switch to a Voice over Internet Protocol (VoIP) service on your nbn powered plan**

This means that your phone service will run over the internet, and any equipment connected to it may not work during a power blackout.\*

Regardless of which option you choose, nbn recommends you contact your preferred phone and internet provider to notify them of your decision and, if you wish to use a VoIP service, to confirm that your nbn powered plan is capable of supporting one.



# THINGS TO KNOW BEFORE INSTALLATION DAY

When you contacted your provider to connect to an nbn Sky Muster satellite plan for the first time, they would have arranged for an nbn approved technician to call you and organise a visit to your premises to connect you.

They should have also provided instructions on how to set up your equipment so that on your scheduled installation date, you'll be all set to start enjoying services over nbn Sky Muster satellite technology.

nbn does not currently charge for a standard installation of nbn supplied equipment, but remember to ask your provider if they have any other fees.

Make sure that someone over the age of 18 is also there on the day to sign off on the installation and any pets or animals are secured so the technician can access the premises safely.



## Find a suitable location for the nbn connection box

The nbn connection box will be installed on a wall inside your premises. A suitable place will be:

- Near an accessible power point
- In a cool, dry, ventilated area
- Away from busy areas where it may be knocked and damaged.

**Note:** The place your nbn approved technician determines is most appropriate to install the nbn connection box may differ from your preferred location. Also, for safety reasons, connecting cables can't be extended outside or between buildings.



## Consider your connectivity options

You'll also need to consider how you want to connect your devices (e.g. computers, smartphones and tablets) and if you plan to use Voice over Internet Protocol (VoIP) phone services.

Talk to your provider about your needs, as you may need additional cabling or wall outlets installed, which aren't included in a standard installation. Some providers may also offer a Wi-Fi router option for networking.



## Inform your provider of any safety issues

This could include any known or suspected asbestos or asbestos-containing materials on your premises, recent pest treatments or heritage requirements and restrictions that might be relevant.

\*The rollout of the nbn network will involve new technologies and some existing devices including many medical alarms, may not be compatible with these at all times. You should contact your equipment provider to find out if your alarm or other equipment will work when connected to the nbn access network and what alternative solutions are available. For more information, visit [nbn.com.au/compatibility](http://nbn.com.au/compatibility)

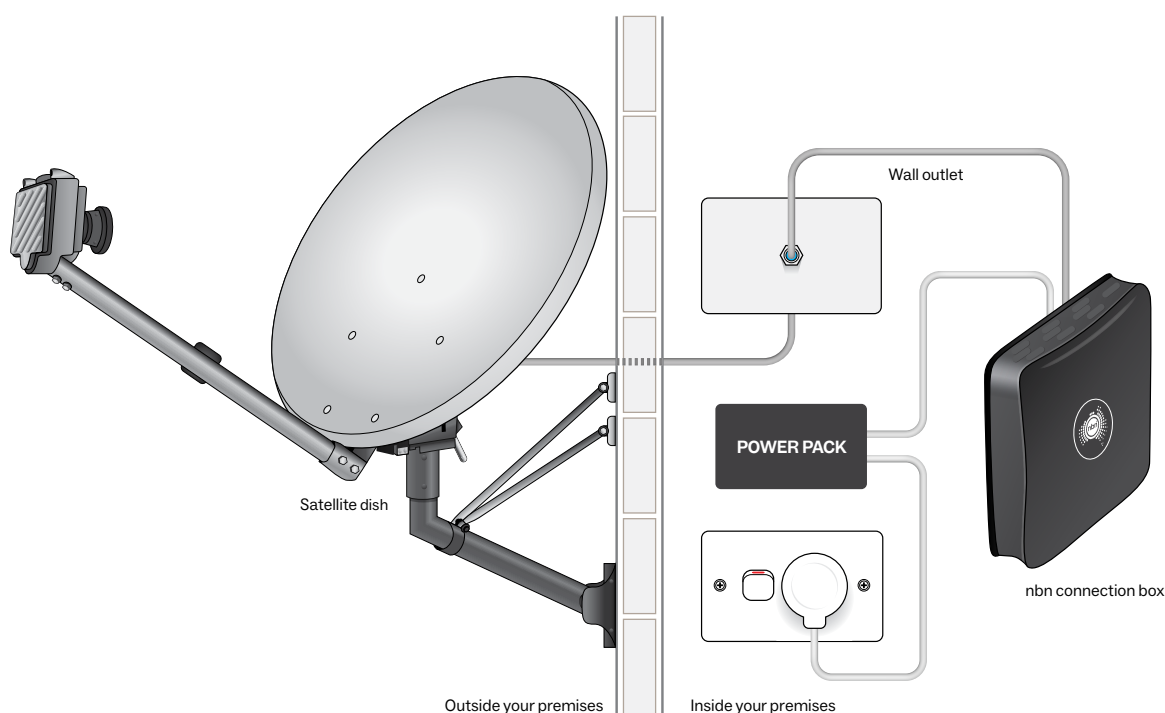
# ON THE DAY OF INSTALLATION

When your nbn approved technician arrives, check their ID before giving them access to your premises. They'll then discuss with you what equipment will be installed and where it will go.

A standard installation will normally take between 2 - 4 hours, which is why someone over the age of 18 will need to be present for the entire duration of the installation.

If you'd like your installation done in a particular way, please speak to your nbn approved technician, as there may be costs associated.

**Note:** The same nbn supplied equipment and installation process is used for nbn Sky Muster, nbn Sky Muster Plus, and nbn Sky Muster Plus Premium plans.



## What nbn supplied equipment will be installed?

- An nbn Sky Muster satellite dish on the roof of your premises or under the eaves.
- A cable that runs between the nbn satellite dish and the nbn connection box.
- A wall outlet at the point where the cable enters your premises.
- The nbn connection box.

**Note:** Depending on the location of installed equipment, you may need a second power pack. If you do, your nbn approved technician will arrange this on your behalf. Charges may apply.



## What's involved in installation?

First, your nbn approved technician will perform a signal survey to check you can receive a good quality satellite signal at your premises.

Once confirmed, the nbn approved technician will mount the outdoor satellite dish in a suitable location and drill a small hole through your roof, gutter or wall to feed the cable from the satellite dish into the nbn connection box installed on an inside wall of your premises. They'll then check your satellite service is working. You and your phone and internet provider will then need to activate your connection together.

## What if my installation can't be completed on the day?

If your nbn satellite dish can't be installed on your roof, wall or gutter, it may require a custom installation and an appointment for a follow-up visit by the nbn approved technician. nbn will work with your internet provider to arrange this.

If the nbn approved technician finds that your premises can't receive a good quality signal, they won't be able to complete your installation. Some reasons for this could include screening by trees or cliffs. In this instance, you'll need to talk to your provider about other connection options.

## Installation approval

Your nbn approved technician will ask you to sign a form giving your approval of how the installation will be done. In the unlikely event any damage is caused, you can contact nbn via [nbn.com.au/Contact-Us](https://nbn.com.au/Contact-Us)

### Important information

Your nbn approved technician may need to turn off your electricity for a short period of time. However, they'll discuss this with you beforehand to minimise any impact to safety-critical devices, like medical alarms.



# CONNECTING THE NBN CONNECTION BOX TO YOUR OWN EQUIPMENT

The nbn connection box has four data ports on the back of it. Each of these ports is assigned to an active service you've purchased through your phone and internet provider. Ports without services will be inactive. Your provider should let you know how to connect your equipment to the correct port for the service.

## Interfacility Link (IFL) port

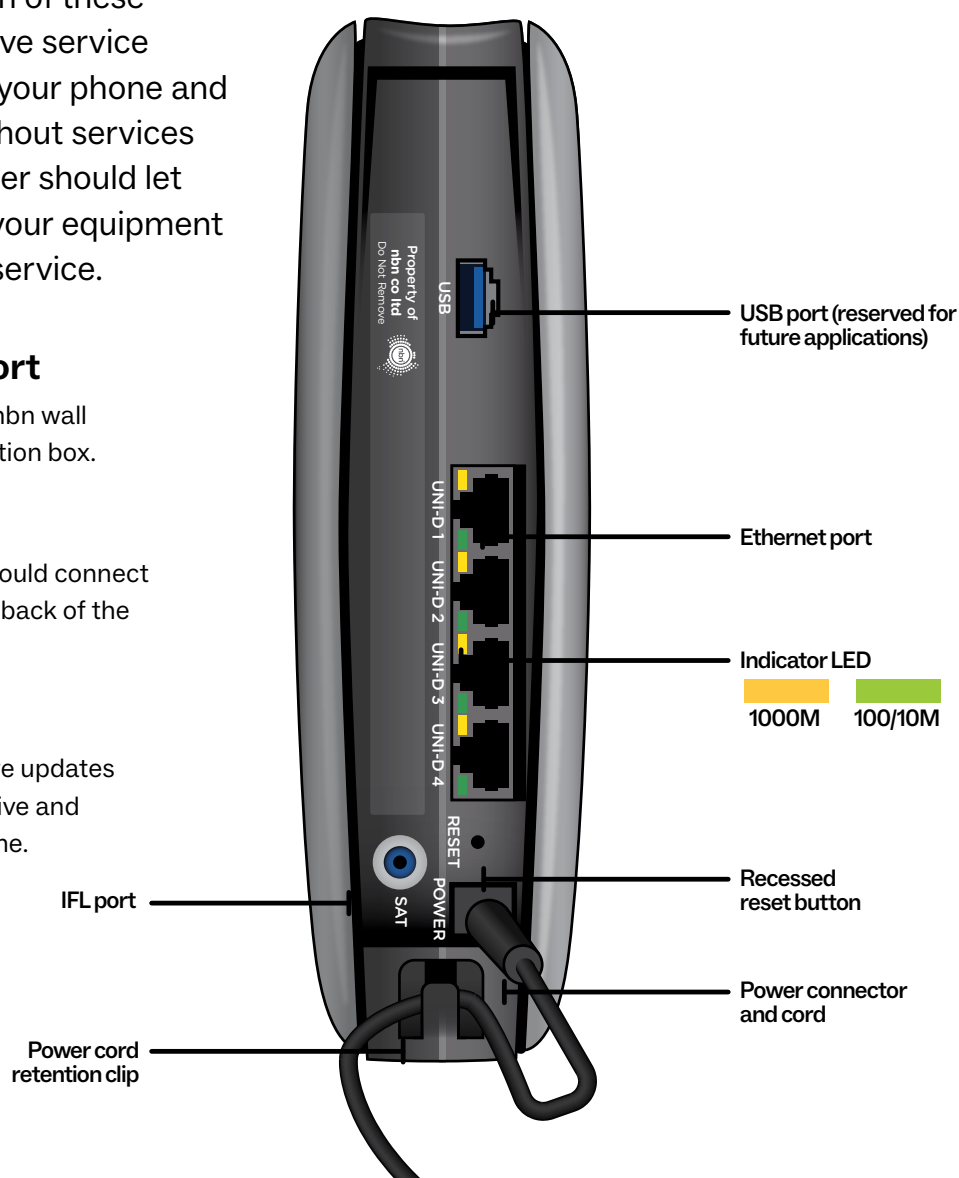
This is where the cable from your nbn wall outlet connects to the nbn connection box.

## Ethernet port

Your computer or local network should connect to one of the Ethernet ports at the back of the nbn connection box.

## USB port

This is here to allow future software updates to be made. This port won't be active and shouldn't be used by you at this time.



## Creating a Wi-Fi network

Some internet providers will offer a Wi-Fi router as part of your plan. This will most likely plug into an Ethernet port at the back of the nbn connection box and allow you to connect your devices wirelessly.





# GETTING THE MOST OUT OF YOUR NBN SKY MUSTER SATELLITE EXPERIENCE

When connecting to an nbn Sky Muster satellite service, consider:



## Device cabling

Where possible, connect devices that use large amounts of data (such as gaming consoles or streaming devices) directly via an Ethernet cable.



## Wi-Fi router location

Place your Wi-Fi router in a raised, central area. Keep it clear of solid or brick walls and furniture like your TV, and don't store it in a cupboard.



## Video and audio autoplay settings

If you're on an nbn Sky Muster satellite service plan with a monthly data allowance, you can save data by turning off video autoplay settings for websites with embedded streaming content during any time where data usage counts towards your monthly data allowance under your plan (between 4pm-12am midnight for nbn Sky Muster Plus plans). nbn Sky Muster Plus Premium plans have uncapped data for all internet usage<sup>^</sup>.



## Playback settings

If you're on an nbn Sky Muster satellite plan with a monthly data allowance, you can save data by adjusting playback settings on video streaming services, like Netflix and YouTube, from 4k or High Definition (HD) to Standard Definition (SD) when viewing during any time where data usage counts towards your monthly data allowance under your plan. nbn Sky Muster Plus Premium plans have uncapped data for all internet usage<sup>^</sup>.



## Limit simultaneous device usage

To help achieve faster speeds, try limiting the number of devices connected to your satellite service at the same time.\*



## Upgrade to a more suitable plan

Consider upgrading to one of the nbn Sky Muster Plus Premium<sup>^</sup> plans for uncapped data usage for all internet activities<sup>^</sup>. Contact a participating provider to find a plan that helps suit data usage and speed needs.

For more information, visit [nbn.com.au/optimisation](https://nbn.com.au/optimisation)

\*Your experience, including the speeds actually achieved over the nbn broadband access network, depends on the nbn access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside of nbn's control (like your equipment quality, software, preferred broadband plan, signal reception, or how your provider designs its network). Satellite end users may also experience latency.

<sup>^</sup>Fair Use Policy and shaping continue to apply.

# COMMON QUESTIONS

## **How much will the installation cost?**

nbn does not currently charge for a standard installation. Wiring and cabling changes, or the installation of additional wall outlets, may incur a fee. Ask your provider what fees and charges will apply to you.

Some installations may not be standard – for example, if your nbn approved technician needs to take special measures to protect heritage items or your property requires use of specialised mounting equipment. In such cases, nbn may quote your phone and internet provider a charge for the non-standard installation, which may be passed on to you.

## **Do I need to be home for the installation?**

You, or an authorised representative (someone aged 18 years or over) need to be home for the whole installation to let the nbn approved technician in and agree to where the nbn supplied equipment will be located.

## **Can the weather affect my installation?**

Yes. Bad weather conditions may make installation unsafe for the nbn approved technician. If weather prevents them from safely installing your nbn supplied equipment, we'll reschedule your installation for another day.

## **Do I need a separate supplier to install additional cabling?**

Your nbn approved technician will install all nbn supplied cables and equipment in your premises. However, you'll be responsible for connecting any cables from the nbn connection box to your own devices, including computers and Wi-Fi routers. We recommend that you engage a registered cabler to do this for you. Find out more at [nbn.com.au/cabling](http://nbn.com.au/cabling)

## **Will there be any interruption to my existing landline phone or internet service?**

Your nbn approved technician will not interrupt your existing copper line or equivalent service during installation. What's more, you'll have the option to keep these services active alongside your new plan as the nbn access network will not be replacing existing copper phone lines in your area. You should speak to your provider for more information. To avoid interruption to your existing service, make sure your nbn Sky Muster satellite service is installed and operational before switching off your existing service. If your existing service must be switched off first, you'll need to provide consent for this.

## **Do I have to cancel my existing internet satellite service to move to an nbn Sky Muster satellite service plan?**

If you have an existing internet satellite service, speak to your current provider about your contract terms before moving to a new nbn Sky Muster satellite plan.

## **Will my medical alarm work over the nbn network?**

nbn Sky Muster satellite services are not designed to support medical alarms, autodiallers or emergency call buttons. However, when an nbn Sky Muster satellite service is installed, nbn doesn't make any changes to your existing copper phone line. This means equipment currently connected to it, such as medical alarms, should continue to work as normal.

If you choose to keep your existing copper phone line active, nbn recommends that you notify your preferred provider of your decision.

### **Will I be able to use my landline phone if my power fails after connecting to the nbn network?**

nbn does not make any changes to existing fixed phone lines in the nbn Sky Muster satellite service footprint, so if you connect to a Sky Muster satellite service, you retain the option of keeping your copper landline service. Speak to your preferred phone and internet provider to discuss this further. It is important to note that nbn Sky Muster satellite services will not work during power outages. If you live in an area where there are frequent or prolonged power outages you should consider continuing to pay for your copper line service.

### **Can I run everything over a Wi-Fi network?**

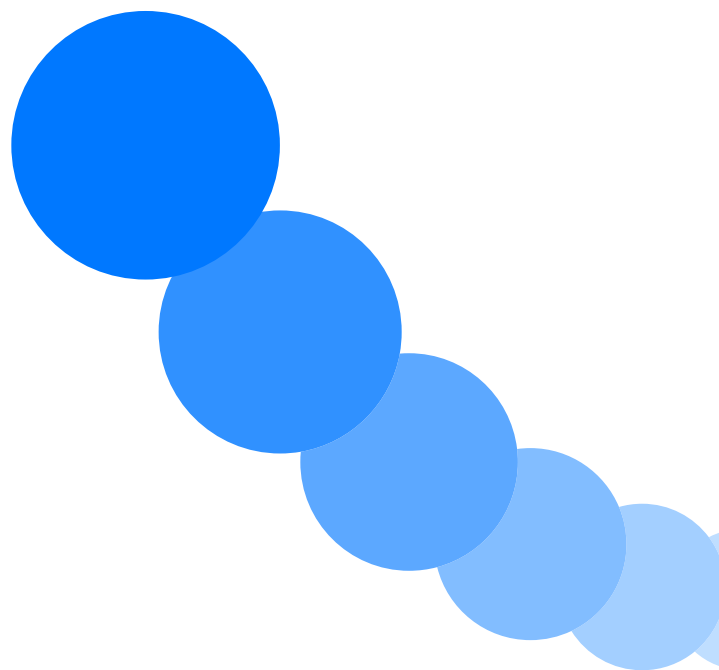
It's possible to run most services over a Wi-Fi network, but if for any reason you find Wi-Fi limiting, there are other options available. Talk to your nbn approved technician, internet provider, or a registered cabler about the best way to connect other services inside your premises.

### **What if I can't attend my installation appointment?**

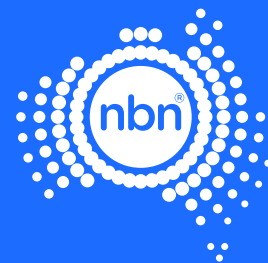
You can either reschedule the appointment with your provider (charges may apply) or ask someone you trust who is over the age of 18 to attend it for you. Remember, they'll need to provide access to all areas of your premises and make decisions about the installation on your behalf, including where the nbn satellite dish and nbn connection box will go. If you decide to change the location of this equipment at a later date, charges may apply.

### **How should I prepare if I want to upgrade from an nbn Sky Muster Plan to an nbn Sky Muster Plus plan or nbn Sky Muster Premium plan?**

As nbn is a wholesaler, you'll need to speak to your preferred provider to find out whether they offer nbn Sky Muster Plus or nbn Sky Muster Plus Premium plans. In most cases, the change should be able to be completed without a further installation, as all nbn Sky Muster satellite services use the same nbn installation equipment. Please confirm with your preferred provider whether they'll provide any additional equipment or charge any fees.



For more information on nbn Sky Muster satellite services, contact your provider or visit [nbn.com.au/SkyMuster](https://nbn.com.au/SkyMuster)



# FOR HELP AND SUPPORT

Contact your phone and  
internet provider

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Disclaimer: This document provides general information about the technical requirements for connecting to the nbn network and is correct as at October 2024. Technical connection requirements may change due to factors such as legislative and regulatory requirements as well as advances in technologies. For any queries about your particular circumstances or requirements, please consult your phone and internet provider or other supplier.

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