



# Media release

1 June 2023

## nbn unveils nbn® Sky Muster® Plus Premium: offering even more connectivity options for Australia

**More than 400,000 homes and small businesses across Australia can now access a new nbn satellite plan, which provides access to uncapped data usage\* to meet the growing data demands of regional, rural and remote communities across Australia.**

The new plan, named **nbn** Sky Muster Plus Premium, is the latest step in the evolution of the **nbn** satellite network and adds to the suite of existing **nbn** Sky Muster Plus plans.

Key features of the new plan include:

- **Uncapped Data Usage\***: users no longer need to worry about managing a monthly data usage allowance.
- **Capability to Burst Faster**: for the first time our 25/5Mbps wholesale plan can offer burst download speeds of up to 100Mbps<sup>#Δ</sup> enabling users to enjoy higher-quality online experiences, from learning and working at home to connecting with their communities and loved ones.
- **Lower nbn wholesale pricing<sup>&</sup>**: making it even more accessible to people in regional and rural Australia.

**Gavin Williams, nbn Chief Development Officer for Regional and Remote, said:**

“With the rapid growth in data usage, people live their digital lives with more connected devices for remote work, online learning, social media, e-commerce and entertainment. Homes and small businesses in remote areas require access to more data to help cater for their needs.

“We are excited to launch **nbn** Sky Muster Plus Premium as the next step in the natural evolution of the **nbn** satellite network, offering even more connectivity options for homes and businesses in regional and rural Australia.

“The **nbn** Sky Muster satellite service is a vital part of the **nbn** network and connects remote parts of our country.

“This new plan will help more people thrive in the digital age like never before. Not having to worry about a monthly data allowance offers more flexibility in how and when people use their internet, and more time to do the things that matter most.”



Today's launch follows a successful trial involving over 10,700 participants, where **nbn** tested the network's capabilities to ensure the delivery of this improved service.

During the trial, the network remained robust despite a significant increase in data usage during peak times, showcasing the desire for more data. Customer feedback indicated positive shifts in sentiment, particularly regarding improvements in data allowance throughout, especially during peak usage periods.

The **nbn** Sky Muster satellite service is Australian-owned, and **nbn** is committed to a robust approach to security. Satellite equipment is professionally installed, with no charge to internet service providers for a standard installation or the standard **nbn** satellite equipment. **nbn** also delivers customer support through on-ground Australian technical support teams, including on-site visits if required - also at no cost to retail service providers.

The **nbn** Sky Muster Plus Premium plan joins the suite of existing Sky Muster and Sky Muster Plus plans available and is available to order as of 1 June 2023.

Not all retail service providers offer **nbn** Sky Muster or Sky Muster Plus. To learn more about **nbn** Sky Muster satellite services and connect with a participating retail provider, visit the **nbn** website:

[www.nbnco.com.au/skymusterplus](http://www.nbnco.com.au/skymusterplus).

## Disclaimers

*\* Fair Use Policy and shaping apply.*

*# Supplementary Burst allows for wholesale data transfer speeds to exceed the Access Rates of 25Mbps/5Mbps if network capacity is available. For Sky Muster Plus Premium the Supplementary Burst may be able to achieve, from time to time, bursts of up to 100Mbps download and 10Mbps upload. nbn does not guarantee that plans on Sky Muster Plus Premium will achieve burst wholesale download speeds of 100Mbps. Achievable burst speeds are subject to network capacity at the time of transfer (which varies over time based on aggregate usage of the network by all users and may also be dependent on the specifications of end user equipment).*

*△ Note that an end user's experience, including the speeds actually achieved over the nbn broadband access network, depends on the nbn access technology and configuration over which services are delivered to their premises, whether they are using the internet during the busy period, and some factors outside of nbn's control (like their equipment quality, software or signal reception). For nbn Satellite, end customers may also experience latency.*

*& nbn is a wholesaler and does not set retail prices. End users should contact their preferred internet service provider to ask about the retail prices they charge.*

**ENDS**

## Media enquiries

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