

## CMOBILE SATELLITE PREMIUM+ 50

### Data Speed Information

Anticipated typical download evening speeds between 7pm and 11pm	Maximum off-peak speed
Download speed 31Mbps <sup>^#</sup>	50Mbps

<sup>^</sup>Anticipated Typical Download Busy Evening Speed between 7pm and 11pm. 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.

<sup>#</sup>Based on test data captured between September to November 2023 using nbn Sky Muster Plus plans already in market (some of which had usage caps). Actual busy period speeds will be published in 2024 and updated at intervals thereafter. If you are located in Norfolk Island, you can expect typical busy period speeds up to five times slower.

### Online Usage

This plan is suitable for the following type of use:

Cmobile Satellite Premium+ 50	
Number of people using the service at the same time	2 – 3 people
Email and internet browsing	Yes
Online banking	Yes
Online gaming	No
Video and music streaming	Yes
Voice over internet phone	Yes

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 1300 545 000 or email us at [support@cmobile.com.au](mailto:support@cmobile.com.au)

### Power outages

nbn co does not offer a battery backup service on the nbn Sky Muster network. Therefore, in the event of a power outage, you will lose access to your service, including the ability to make emergency calls with it. We strongly recommend that you ensure you always have the ability to make emergency phone calls. Depending on reception, keeping a charged mobile phone close by may be one way of doing this. If you have an existing landline and telephone that works during power outages, you can choose to keep them active.

### Local factors affecting speed

**Environmental:** overgrown vegetation, new buildings, sun fade, rain fade and severe weather. You can mitigate these effects by trimming or removing any vegetation obstructing the Sky Muster signal.

**Hardware:** the performance of your computer and network equipment. This may include but is not limited to; the age and quality of your Wi-Fi router and the hardware that you use. 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 closed spaces or closets. If you require any assistance in getting the optimal performance out of your service, please contact our Customer Support team on 1300 545 000 or email [support@cmobile.com.au](mailto:support@cmobile.com.au).

**Electromagnetic interference:** Noise from faulty power supplies or malfunctioning equipment can interfere with your Wi-Fi network or Sky Muster signal. Your Wi-Fi signal can also be interrupted if your router is placed too close to other devices such as microwaves, security cameras, cordless telephones or other Wi-Fi networks. You can mitigate this risk by identifying and managing any faulty equipment and placing your Wi-Fi router in a central location, away from other devices.

**Software:** The configuration of your operating system, network stack, online applications and network equipment. Regularly updating and reconfiguring your software can enhance performance.

**Overutilisation:** Having too many active devices sharing your service can result in insufficient bandwidth for optimal operation. Reducing the number of active devices connected can alleviate this issue.

**If you require the use of 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.

**Weather:** Severe weather events, including heavy rain may affect your nbn satellite service. This may include heavy rain locally or at the gateway.