Key Facts Sheet: nbn™ Services
The 2023 BorderNET 155 Turbo Plan

Data speeds

The 2023 BorderNET 155 Turbo Plan has the Standard Evening Speed option. Please note that capacity on the Sky Muster™ network is finite so nbn co has a Fair Use Policy in place in order to help ensure fair access to the network, especially during Peak Hours. Please see our [website](#) for information about nbn co's Fair Use Policy.

Online usage

The Standard Evening Speed option supports the following usage for up to three people: Emails and browsing; Social media; Streaming video; and Downloading and uploading large files. Due to the high latency or limited data speed, these common activities are unlikely to be satisfactorily supported: Online gaming.

Power outages

nbn co does not offer a battery backup service for end users on the nbn™ satellite network. Therefore, during mains power disruptions, you will not be able to use your service or make emergency phone calls with it.

We strongly recommended that you always ensure you have ability to make emergency phone calls. Keeping a charged mobile phone close by may be one way of maintaining that ability.

If you have an existing landline and telephone that work during power outages, you can opt to keep them instead of migrating your voice service to the nbn™ satellite network.

Local factors affecting speed

The speed of your service may be affected by a range of factors local to your premises.

Environmental: overgrown vegetation, new buildings, sun fade, rain fade and severe weather. You may be able to reduce these impacts by keeping vegetation professionally trimmed if it could potentially obstruct the wireless signal.

Hardware: the inherent performance of your computer and other network equipment such as your modem, router or access point; and the length and quality of your cabling. You may be able to reduce these impacts by using modern equipment.

Software: the configuration of your operating system, network stack, online application and network equipment such as your modem, router or access point. You may be able to reduce these impacts by updating and reconfiguring your software.

Electromagnetic interference: noise from other Wi-Fi networks, faulty power supplies or other faulty equipment may interfere with your own Wi-Fi network or nbn™ Sky Muster™ signal. You may be able to reduce these impacts by identifying and managing noisy equipment.

Overutilisation: too many active devices sharing your service can result in your devices being starved of enough bandwidth to operate properly. You may be able to reduce these impacts by reducing the number of active devices.

Device compatibility

The rollout of the nbn™ network involves new technologies. Some of your existing devices, such as medical and security alarms, may rely on legacy technologies and may not work with the technology that nbn co chose to roll out in your area.

It's important to contact each device provider to discuss your needs and find out whether your devices can be migrated to the nbn™ network and, if not, identify what alternatives may be available.

You'll need to arrange this before you migrate to the nbn™ network, otherwise your device may not work. We do not provide support or compatibility information for specialised devices and services such as: medical alarms, autodiallers and emergency call buttons; monitored fire alarms; security monitoring systems; teletypewriter devices and EFTPOS terminals.

If you use a medical alarm, we recommend that you register it on nbn co's [website](#).