



Isolated Children's Parents' Association of Australia

Advocating for equitable access to education for students in rural and remote Australia

MEDIA RELEASE

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nbn Initial Response To COVID-19 Crisis

ICPA (Australia) welcomes the announcement made by NBN Co today that will help rural and remote families using the Sky Muster™ and Sky Muster Plus™ services to cope with the additional demand on their services due to the necessity of having children at home as a result of the crucial COVID-19 measures.

It is important to note that Sky Muster and Sky Muster Plus are two different products.

nbn™ Sky Muster™ data download limits significantly increased

Effective from 31 March for a limited period of up to three months, nbn will increase the download data limits that apply to retail service providers (RSPs) for the standard nbn Sky Muster service, providing an additional 45GB for each standard nbn Sky Muster service at no additional cost to those RSPs.

For an RSP's standard nbn Sky Muster services, nbn is increasing average wholesale download limits to 90GB of data on average depending on the services that the RSP has ordered from nbn. This offer is an effort to support the anticipated higher volumes of traffic as people work from home and conduct schooling remotely.

Enhancements to nbn™ Sky Muster™ Plus

Available from 1 April on an ongoing basis, nbn Sky Muster Plus plans will include an expansion of unmetered content. Once these enhancements take effect, all traffic on nbn Sky Muster Plus plans will be unmetered, except for video streaming and traffic via a VPN, both of which will continue to be metered.

Unmetered activities currently include web browsing, email and operating system updates. However, as part of these further enhancements, common social media applications such as Skype and Facetime will also be unmetered. These are just a few examples of additional peace of mind that staying in touch with family, friends and colleagues will not count as part of monthly data allowances.

In addition to this expansion of unmetered activities, nbn is also introducing other enhancements to nbn Sky Muster Plus plans, from 1 April including:

- a new 25GB+ entry plan (25GB of peak data and 25GB of off-peak data for video streaming and VPN traffic to improve accessibility for lighter users (available from 1 April).
- greater flexibility for RSPs to customise retail plans data allowances in increments of 5GB (starting from 25GB of peak data and 25GB of off-peak data, up to 150GB of peak and 150GB of off-peak data); and
- a new 'top-up' feature, providing RSPs the option of offering of 'top up' data, should their customers use their monthly metered data allowance (available in coming months).

ICPA Federal President Alana Moller said "ICPA Australia appreciates NBN Co considering the needs of rural and remote families on satellite internet faced with the task of educating their children online during the COVID-19 outbreak and welcomes these new measures. Our Communications Portfolio team have been working tirelessly with nbn and Better Internet for Rural, Regional and Remote Australia ([BIRRR](#)) to find workable solutions for our members."

ICPA (Aust) now encourages retailers to pass the data allowance on in full to their customers and urges all users to review their current plan and ensure that it meets their needs at this time, both for data, speed and customer service. Full details of the nbn proposal is available [here](#).

For further information and comments please contact:

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