



Sky Muster™ Educational Services End User Overview

nbn is pleased to provide the Sky Muster™ Educational Service,
a service that supports the educational needs of the students
of distance education services





1 Overview

1.1 What is the Sky Muster™ Educational Service?

The Sky Muster™ Educational Service allows eligible end users to request, from service providers that supply services over **nbn**'s satellite, a separate service(s) per student for educational purposes.

Eligibility for the Sky Muster™ Educational Service is dependent on the arrangements of the Education Department in your State or Territory. In some States and Territories eligible families need to purchase their own retail services for educational purposes directly from a service provider of their choice. In these instances, your service provider can offer you a Sky Muster™ service for educational purpose in addition to your home Sky Muster internet service.

Other states and territories already provide an end-to-end education service to the home for use by eligible remote students. End users in those areas may not initially be eligible for a separate Sky Muster™ service for educational purposes.

1.2 Who is eligible to receive the Sky Muster Educational Service?

If you live in an area serviced by Sky Muster™, and have a child enrolled in a recognised distance education program, you may be eligible to receive a Sky Muster™ Educational Service at your premises.

To be eligible to receive the Sky Muster™ Educational Service you will need to:

- Be in an area serviced by the **Sky Muster™** service
- Have school-aged students (K-12) who would utilise the Sky Muster™ Educational Service as their primary means of education
- Be verified by **nbn** with the appropriate Education Department (see below) as having students enrolled in an eligible distance education program.

Note: The Sky Muster™ Education Service is designed to meet the special challenges of students who don't go to a regular school and get their education via programs like School of the Air. It will not be available for children who attend school in person.

1.3 nbn engages with the following Education Departments to verify eligibility:

Education Departments	
Queensland	The Department of Education and Training – http://deta.qld.gov.au/
New South Wales	New South Wales Department of Education – www.dec.nsw.gov.au/
Victoria	Department of Education and Early Childhood Development – www.education.vic.gov.au/
Tasmania	The Department of Education Tasmania – www.education.tas.gov.au
Northern Territory	Department of Education – www.education.nt.gov.au
South Australia	Department for Education and Child Development – www.decd.sa.gov.au/
Western Australia	The Department of Education – www.education.wa.edu.au

nbn also works with the Department of Communications and the Arts, Australian Department of Education and Training and the Isolated Children and Parents Association (ICPA) and independent school associations.



2 Ordering a Sky Muster™ Educational Service

2.1 Who to contact?

First, you should contact your Education Department (see above) to confirm whether your child is enrolled in an education program which is eligible for the Sky Muster™ Educational Service.

Once you have received this confirmation, you will need to contact a participating service provider and purchase a service directly from them. You will need to provide eligible Student ID or IDs to the service provider as part of the application. This Student ID will then be provided by the service provider to **nbn** and **nbn** will verify the Student ID with the appropriate Education Department.

2.2 How long will it take to get a Sky Muster™ Educational Service installed?

If the Sky Muster™ Educational Service is your first Sky Muster™ service you will need to have a satellite dish and equipment installed. How quickly this can be done is dependent on a number of factors including your location. Once an order for the service is placed with **nbn**, **nbn** or its authorised representative will attempt to contact you to arrange an installation date.

If you already have a Sky Muster™ service at your premises (whether or not it is a Sky Muster™ Education Service), usually no visit from **nbn** is required and the newly ordered Sky Muster™ Education Service can be activated more quickly without any attendance by a technician at your location. However, your service provider may need to supply you with additional equipment depending on your purchased solution.



3 FAQs

3.1 How much will it cost to install the Sky Muster™ Educational Service?

If your installation fulfils the normal requirements for standard installations outside of certain limited access areas, **nbn** will provide the installations without charge. However you need to first order the Sky Muster™ Educational Service from one of the participating service providers.

3.2 How will my child be able to access the Sky Muster™ Educational Service?

If your child studies by distance education and you don't currently have a satellite service provided by the Education Department or remote program e.g. school of the air, you should contact them to enquire about eligibility. They should also be able to confirm if the Education Department provides the service, via their own service provider, or if you are to purchase the service from your service provider of choice.

In some states and territories, distance education students already have a satellite service provided by their school. As each state/territory has its own approach to the provision of satellite services for distance education, a Sky Muster™ Educational Service may not be available at launch in your area.

3.3 If I have more than one child will I need multiple home networks/ routing equipment to use them or purchase more than one plan?

This depends on the arrangements with your Education Department. If the separate education service is provided by the Education Department they configure the service.

If your Education Department requires you to purchase your own satellite internet services then

you should discuss your needs with your preferred participating service provider in conjunction with your Education Department. Your service provider can offer you retail plans which could be configured to support either separate Sky Muster™ Educational Services per child (up to three students) or a combined Sky Muster™ Educational Service, or a hybrid of these two approaches. Please confirm actual plan details with your preferred service provider.

For more than three children an additional Sky Muster™ installation may be available. Contact a participating service provider to discuss your options.

3.4 Will my education service be prevented from accessing inappropriate web content?

This depends on the arrangements with your Education Department. If the separate education service is provided by the Education Department they may configure your education service with content filtering to prevent access to inappropriate content.

If your Education Department requires you to purchase your own internet services then it is unlikely that the service will be filtered. However you can discuss this with your preferred participating service provider to see what options are available to you.

3.5 My child uses video for their remote classroom. Will my Sky Muster™ Educational Service be optimised or prioritised for video delivery?

This depends on the arrangements with your Education Department. If a separate education service is provided by the Education Department they may configure your education service so it optimises and prioritises the video application. **nbn** expects to offer these features in 2017.



If your Education Department requires you to purchase your own internet services then, like all general internet services, it is unlikely that the education application is optimised or prioritised over other internet services.

3.6 My child goes to a remote school with satellite internet. Will Sky Muster™ provide them with a better service?

Sky Muster™ will be available to schools within the satellite footprint. As each state and territory has its own arrangements and contracts for satellite services, your child's school may not take up a Sky Muster™ service immediately or at all. From the commercial launch of Sky Muster™, remote schools using a Sky Muster™ service may have access to more generous data allowances, but it's important to note that while **nbn** has a fair use policy that it requires service providers to comply with, data allowances are determined by service providers. **nbn** is planning additional Sky Muster™ services designed to support video conferencing and unmetered data for schools, these are planned to be available in 2017.

3.7 Does the location have to have a standard Sky Muster™ service installed first in order to be eligible?

No. The education-based service can be the first and only service to be installed at a location.

3.8 If my child already has a satellite service provided by our Education Department, can I get a standard Sky Muster™ Service for my home or business?

Yes. If you are in the Sky Muster™ footprint you can order a Sky Muster™ service via your preferred service provider for your home or business. At a later date, if your Education Department decides to offer its services using a Sky Muster™ service, a

second port on that same **nbn**™ terminal may be used to supply the educational services.

3.9 What happens when my situation changes in regards to the number of eligible students?

If the Sky Muster™ Educational Service is provided by the Education Department then they will be able to remotely configure your service including cancelling the service if there are no longer any eligible students.

If you order the Sky Muster™ Educational Service directly from your service provider, you should contact your service provider to discuss whether you are on the best plan for your current situation. If you have more enrolled students and your current data needs are not being met you may wish to talk to service providers to understand if there are more suitable plans you can access.

If you no longer have any eligible students you may no longer be able to access the same type of plan from your service provider and be required to change or cancel your service.

Please consult with your preferred service provider to understand your options.