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# ACCAN launches consumer guide for NBN Sky Muster satellite

The Australian Communications Consumer Action Network ([ACCAN](http://accan.org.au/)) has launched [a guide for consumers](http://accan.org.au/broadband/satellite) who will receive internet services over nbn’s Sky Muster satellite. The guide will be a useful tool for consumers in these areas to help them get connected to broadband services. Sky Muster services were [officially launched](http://www.nbnco.com.au/corporate-information/media-centre/media-releases/nbns-Sky-Muster-satellite-service-now-being-sold-by-broadband-retailers.html) today.

ACCAN welcomes the launch of Sky Muster services as they will deliver improved broadband services to premises across Australia, primarily in regional and remote areas including the islands that make up Australia. Consumers in these areas have experienced poor to no broadband services, with many facing difficult situations created by the lack of adequate services and exorbitant costs.

“ACCAN’s satellite consumer guide is designed to be a go-to resource for consumers as they select a satellite plan and sign up to a service,” said ACCAN CEO, Teresa Corbin. “It sets out the steps that consumers should take to select a plan and the questions they should ask to ensure they are getting a plan that suits their needs.”

The guide is [available for free](http://accan.org.au/broadband/satellite) on the ACCAN website. It contains useful information on what to expect for installation of equipment, options for voice services over the NBN and getting connected. The guide will also help consumers after they have signed up for services and have been connected as it contains information on what to do and who to contact in the case of a fault.

“There are a number of satellite providers offering plans. When looking for a satellite plan consumers should do their research and shop around. We encourage consumers to read the guide and use it to help them choose a plan that’s going to suit their needs in terms of data allowances and affordability,” added Ms Corbin. “A lot of the satellite plans on offer are divided into peak and off-peak allowances, this is something that consumers will need to take into account when choosing a plan.”

For more information, contact Luke Sutton on [luke.sutton@accan.org.au](mailto:luke.sutton@accan.org.au) or 0409 966 931. For the latest updates, follow ACCAN on [Twitter](https://twitter.com/ACCAN_AU) or like us on [Facebook](https://www.facebook.com/accanau).