



Satellite consumer guide

Choosing a retail service provider

Currently you can choose from 7 different retail service providers. They are:

Sky Mesh: skymesh.net.au/

Harbour ISP: harbourisp.com.au/residential/nbn-broadband/skymuster

Activ8me: activ8me.net.au/internet/skymuster

ANT communications: ant.com.au/nbn/lts/

Reachnet: <http://reachnet.com.au/ltsplans>

Clear networks: <https://www.clearnetworks.com.au/nbn-satellite>

Border net: <http://bordnet.com.au/>

Other providers are expected to offer services, a list of which will be available on the nbn website in the near future.

Will there be a difference in the level of performance between providers?

Yes, providers differ on the level of performance offered depending on the number of customers they have and how much they have invested in their service. It is not expected that each retail service provider will offer the same level of service. Therefore, you should check that the level of service offered matches what you need.

How can I compare providers?

There are a number of sites which you can use to compare retail providers:

- Product Review productreview.com.au/c/internet-service-providers.html
- Whirlpool forums.whirlpool.net.au/forum/92
- For video streaming, Google Video Quality Report google.com/get/videoqualityreport/