

NBN Co Interim Satellite Service

Frequently asked questions

What is the Interim Satellite Service?

The NBN Co Interim Satellite Service aims to assist the transition from the Australian Broadband Guarantee to the long term NBN Co satellite service due for launch in 2015.

NBN Co plans to offer an Interim Satellite Service that eligible residents, businesses and indigenous communities can order via participating retail service providers.

Satellite capacity on the interim satellite service is limited. As such, NBN Co will implement eligibility criteria to manage demand and ensure the service is delivered to those who need it most.

What are the benefits for rural, remote and isolated customers of the new satellite model arrangement?

The Interim Satellite Service is designed to offer a step-change in performance when compared to typical residential satellite services**. NBN Co is investing in new ground station equipment and the latest modems so that it can improve the speeds on offer and the service experience for eligible residents, business and indigenous communities.

When is the Interim Satellite Service available?

The ISS will launch in July 2011 following a trial period currently underway. Between July and October, NBN Co will have limited capacity during a transition period. From November 2011, NBN Co is aiming to have the capacity to connect up to 1000 customers per month.

Who can get Interim Satellite Services?

The eligibility rules closely align with those that apply under the Australian Broadband Guarantee. In general terms, eligible applicants will be those residential customers and small businesses (including not-for-profit organisations) with less than 20 full time staff who are unable to access metro comparable broadband. The service will also be available to Aboriginal or Torres Strait Islander Community Organisations.

- The first priority for service installation will be those eligible end users who have not previously had a service provided under the ABG or who have lost access to an ABG service through no fault of their own.
- The next priority will be those who have working ABG service installed more than three years ago.

Those who think they are eligible for a service will need to go through a service qualification process. Please call the NBN Co customer contact centre on 1800 881 816 weekdays between 8.30am and 5pm AEST to find out if you are eligible.

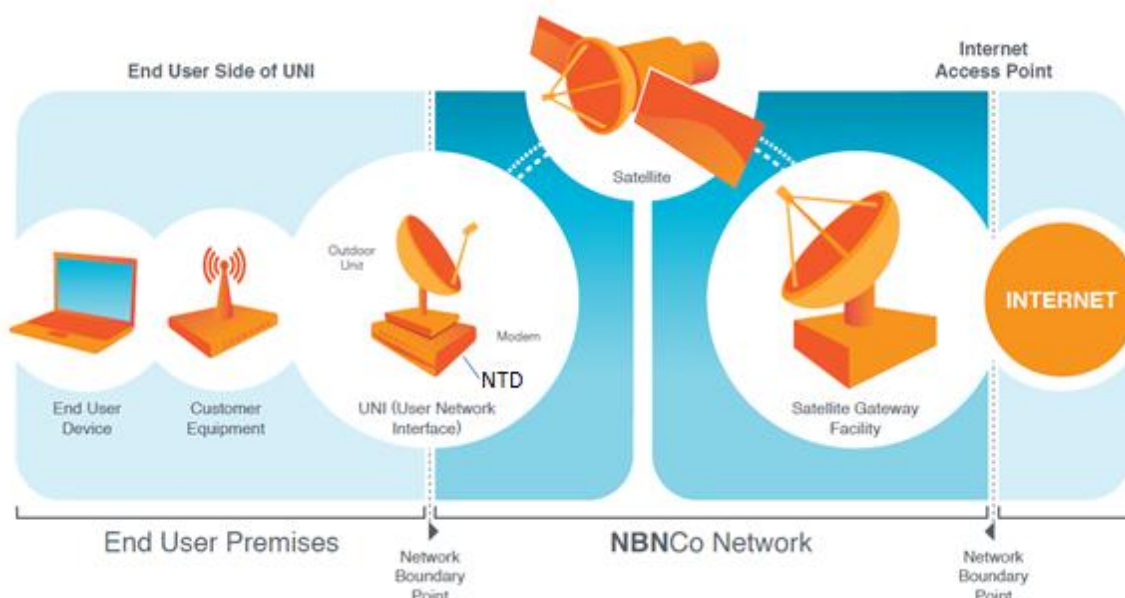
Further information is available in the eligibility criteria published on our website.

www.nbnco.com.au/satellite

How can I get Interim Satellite Services?

The following steps outline the process to be followed to procure a satellite service using NBN Co access services.

1. Obtain general information from the NBN Co web site www.nbnco.com.au or by calling 1800 881 816.
2. Information can also be obtained from registered NBN Co Internet service providers. We have published a list of registered providers published on our website. www.nbnco.com.au/satellite
3. NBN Co provide a Satellite Access Services for registered Retail Service Providers as part of a complete end-to-end service as shown in the following diagram. The RSP provides connection to the internet and all related services and customer support.



4. The basic service and installation includes the installation of a roof mounted satellite dish antenna around 1.2m in width, and an internal device, also referred to as a modem, at a customer premise. A mains power supply will be required for the NTD. NBN Co or its subcontractors will install the NTD at the end customer premises at an agreed date and time.

For installation the premises should be:

- a single storey building;
- accessible by a sealed road;
- located on mainland Australia or Tasmania;
- have available and reliable mains power supply; and
- have an unobstructed view to the satellites utilised by the network.

5. To obtain a service the end-user consumer will need to successfully complete an eligibility test. This can be done by completing an on-line registration survey called the Broadband Service Locator, or being assisted by an NBN Co service representative at the 1800 number, who can perform the survey over the phone.

According to the Broadband Service Locator (BSL), an end consumer is eligible if they do not have access to a metro-comparable broadband service and they are either a residential customer, a small business or an Indigenous community organisation, as defined. Full eligibility criteria are available online at www.nbnco.com.au.

6. Once the end consumer is determined to be eligible, a service ID is issued and mailed to the applicant with an information and declaration pack.
7. The end customer can then approach an RSP, and by quoting the service ID, can order a service from the RSP. After sign up the retail service provider will arrange for a professional installation of equipment at your premises.

Prior to installation the end user will receive an RSP and NBN Co welcome pack which details service and contact information.

8. Before a service is switched on, NBN Co or a registered subcontractor will test the equipment at your premises. Once the tests are successful, the premises will be switched-on or activated for the satellite service.
9. The end-consumer then is a customer of the Retail Service Provider who will be responsible for the end-to-end service delivery and support.

What is a 'metro comparable' service?

A metro-comparable broadband service is considered to be a service with the following features:

- access to the Internet at a peak Data Speed of at least 512/128 kbps and 3GB per month usage allowance (with no restrictions within these limits on downloads or uploads or usage time)
- a price to the Customer over three years of no more than \$2500 including equipment, installation, connection, account establishment, travel costs and ongoing provision of the service
- the Provider or Commercial RSP offering the broadband service can install the service within a reasonable period of time.

What will be the speeds offered on the Interim Satellite Service?

The interim satellite service is designed to offer at wholesale speed up to 6 megabits per second (Mbps) download and 1 Mbps upload*. The speeds actually experienced by end-users via satellite will depend on a number of factors including the retail broadband plan they choose, their equipment, their in-premises connection and the usage of the service at the same time by other users.

Typical user experiences will be tested during the trial period.

Who are the service providers offering the Interim Satellite Service?

NBN Co has initiated a trial with two RSPs, Harbour IT and SkyMesh. The trial is intended as an early test of systems and processes prior to volume service delivery. The trial RSPs will be offering test services to some of their existing customers plus a small number of new end users from early June 2011.

From 1 July 2011 eligible end users can contact an NBN Co RSP for a service. Those who are eligible for a service should be notified of the participating RSPs at the time they qualify.

Why isn't the service available to schools, hospitals, government agencies etc.?

The interim satellite service will not initially be offered to these bodies as there are already state and federal government mechanisms in place for them to gain access to broadband services.

Will I need a new dish and other satellite equipment? If so, who will pay for this?

NBN Co will meet the cost of the installation and maintenance of satellite dishes and other terminal equipment, which will remain the property of NBN Co.

Retail service providers may choose to offer additional in-home devices such as wireless routers.

What happens to my old satellite equipment?

It may be necessary to remove the existing satellite equipment to enable the Interim Satellite service to be installed. If you are eligible for an Interim Satellite service, you will need to make your own arrangements for the removal of this equipment.

Alternatively NBN Co may be able to arrange this for a fee at the time of installation

What won't I be able to do on a satellite service that I could do on fibre?

People on satellite services will be able to use most applications that are available over fibre such as web browsing, file downloads, social media such as Facebook, email and VoIP. Satellite signals have to travel from the home to a satellite, and back down to the ground before being sent to their RSP. These signals travel at the speed of light.

However, given that satellites are up to 37,000km in space, the distance the signals must travel adds a small delay to the service delivery. This means that applications such as on-line games that depend on instantaneous responses are affected.

Will the Interim Satellite Service include a voice service?

Neither the interim nor long term satellite services will offer an analogue voice port like the fibre service, however NBN Co expects that VoIP services will be supported over the interim and long term satellite services.

The government announced in June 2010 that it would enter into an agreement with Telstra for it to maintain its copper network in those areas that are not expected to be served by NBN Co's fibre-to-the-premises network for a period of at least 10 years, with these arrangements expected to start from July 2012.

Once the 10-year contract with USO Co for non-fibre areas is finalised, the terms are expected to require Telstra to continue to provide voice services for consumers who wish to continue such a service, and to ensure that its network is sufficiently maintained over time for that purpose.

What will be the retail prices for the Interim Satellite Service?

Retail pricing is a matter for retail service providers. NBN Co expects that a range of retail prices and plans will be offered by retail service providers. Further detail around pricing is expected to be made available following the trial period. Check the NBN Co website for further information on retail service providers.

What does NBN Co classify as a non-standard installation? What will be the cost for this install?

NBN Co is responsible for the installation of a network termination device at an end user premises. The NBN Co installer will make a recommendation based on safety and power requirements. If an end user wishes to move the installation elsewhere, this will be a non-standard installation and the installer will provide a quote to provide this service.

Where will NBN Co place the equipment at a house?

There will be a satellite dish that is 1.2 metres wide, typically mounted on the roof or wall of your house, plus a network terminating device which is located internally.

Installation of customer premises equipment will take place according to safety, signal and power availability requirements.

Does NBN Co provide internal wiring?

NBN Co is responsible for the installation and maintenance of satellite dishes and other terminal equipment, including the network termination device (NTD). The NTD will be installed at a convenient location at an end user's premises and will be designed such that, depending on existing equipment, end users may be able to simply plug in their networking equipment to obtain a service.

Retail service providers may choose to offer additional in-home devices such as wireless routers.

If this is an interim service, what will happen in the longer term to my service?

NBN Co is planning to launch two of its own Ka band satellites in order to make a leading edge satellite service available in 2015.

Those who will not be served by fixed wireless or fibre access under the NBN will have access to the leading-edge satellite service. It is likely that Interim Satellite service customers will transition to the Long-Term Satellite service, but this will become clearer as NBN Co finalises its detailed coverage plans. NBN Co is also developing a fixed-wireless service for some areas. Regardless of location, NBN Co will be offering all Australians access to high-speed broadband over one of the available technologies.

If this is only an interim solution, why not continue the ABG until the long-term satellite service is ready?

NBN Co recognised the opportunity to provide an improved quality service to rural and remote people in the interim period by developing a wholesale service that involved investment in new ground stations and the latest customer premises equipment.

The new services will assist retail service providers with the transition to the new operating environment.

What is happening to the Australian Broadband Guarantee?

The Australian Broadband Guarantee (ABG) Program ended on 30 June 2011.

The rights of existing ABG customers will not be affected by the program closure. This includes the right to a three-year offer of service without any increase in the monthly price.

The department will continue to conduct ongoing compliance monitoring for the remainder of the three-year obligation period for ABG customers. For further information about the ABG, contact NBN Co on 1800 881 816 weekdays between 8.30am and 5pm AEST.

I have an ABG service, am I eligible for an NBN Co service?

After your three year ABG service period has ended, you may be eligible for an NBN Co Interim Satellite Service if you cannot access a commercial metro-comparable service. Priority will be given to customers with no working service including those who have lost their ABG service through no fault of their own.

I have an ABG service, can I keep it?

Yes. After the ABG program ends on 30 June 2011, the rights of existing ABG customers will not be affected, including the right to a three-year offer of services without any increase in the monthly price of the service being supplied. You may even choose to continue your service after three years on a commercial basis, if your provider continues to offer it.

Overall Satellite Program and Long-Term Satellite

Frequently asked questions

Can you outline the NBNCo Plans for the delivery of Satellite Broadband Services?

There are two NBN Satellite programs:

The Corporate Plan calls for satellite and fixed wireless services to be provided to the final 7% of premises not served by fibre. The Long Term satellite is scheduled to be available in 2015, which allows for a three year build and launch period. It is planned to deliver services via satellites, with wholesale services configured for a planned 12Mbps download access speed. The Interim Satellite Service planned to be delivered commencing July this year, using existing satellite capacity and new ground infrastructure, with wholesale services configured for a planned 6Mbps download access speed.

Why are satellite and fixed wireless being used in the final 7%

- When the population density reduces to below one per around 2-5 km² the cost for fibre or fixed wireless delivery is prohibitive. More detail is available in NBN Co's Corporate Plan as to how the indicative fibre footprint was derived.
- New Ka band satellites will deliver the coverage and the throughput capacity to deliver high quality broadband access services.
- New VSAT terminal access speeds are expected to be configured for wholesale access speeds of 12Mbps* and throughput capacity is planned to be approximately 30 times current satellite ABG services.

Are there any other advantages to the Long-Term Satellite service?

The LTS will increase coverage to most of Australia's external territories. Specifically these include the following locations, and the specific islands shown in the Territorial Service Map

- 100% of the populated continental landmass including Tasmania and Mainland Coastal Islands.
- Remote offshore territories that are populated including Macquarie, Christmas, Cocos, Lord Howe, Norfolk Islands.
- Territorial sea waters extending to 22kms (12 nautical miles) into the sea from the continental baseline including Bass Strait.

** The speeds actually experienced by end-users via satellite will depend on a number of factors including the retail broadband plan they choose, their equipment, their in-premises connection and the usage of the service at the same time by other users.*

*** Based on comparison with ABG plans currently on offer by retail service providers
http://www.dbcde.gov.au/broadband/australian_broadband_guarantee/australian_broadband_guarantee_providers*