

# Satellite Support Scheme

## Eligibility Criteria

### Introduction

This document describes the NBN Co Satellite Support Scheme (NSS) that will enable eligible end users to order a satellite broadband service from participating internet service providers. This document is intended to act as a guide for end users.

The NSS bridges the gap between the NBN Co Interim Satellite Service (ISS), which has reached its capacity limit, and the launch of the NBN Co Long Term Satellite service solution, currently scheduled for 2015. Under this scheme, NBN Co subsidises the installation of equipment in the premises of eligible end users so that they can receive a satellite broadband service. However, unlike the ISS and the Long Term Satellite Service, NBN Co is not involved in the provision and maintenance of the actual satellite broadband service itself.

The NSS provides a service subsidy to approved Wholesale Service Providers (WSPs) who in turn will sell services through participating internet service providers.

Eligible end users will be able to register with NBN Co and then order services from a participating internet service provider. After a service is ordered, a standard installation of terminal equipment (ie. a dish and modem) will be carried out at the end user's premises. Eligible end users will need to purchase their retail plan directly from their chosen participating internet service provider and should ask them about which charges may apply.

To manage the provision of satellite services by participating internet service providers under this scheme, NBN Co has introduced a set of eligibility criteria. Please note that during the course of the scheme, NBN Co may need to amend the eligibility criteria to manage availability of services.

While services provided by participating internet service providers under this scheme are intended to provide a high quality service for regional and remote end users who are unable to access a commercially available broadband service, it is not intended to replicate services available using other technologies such as fibre, ADSL, fixed wireless or similar services. As such, it is not intended to provide for high data allowance plans to support applications such as video streaming or peer-to-peer traffic.

If you are interested in finding out more about the new scheme, or you want to check your eligibility, you can contact NBN Co directly on **1800 687 626** and an NBN Co representative will be happy to assist.

# NSS Eligibility Criteria

## NBN Co Satellite Support Scheme Eligibility Criteria

The eligibility criteria is designed to enable NBN Co to ensure that, under the scheme, a high quality satellite internet service is available to defined categories of end users that, according to the NBN Co Broadband Service Locator tool available at [www.nbnco.com.au/satellite](http://www.nbnco.com.au/satellite) (BSL), cannot access a commercial broadband service and have never had an NBN Co ISS or a subsidised satellite service provided under the former Australian Broadband Guarantee (ABG) program at the proposed service location.

A commercial broadband service is a service that can offer 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) and at a price to the end user over three years of no more than \$2500 (inc GST) for monthly recurring service charges, excluding equipment, connection and maintenance costs, over three years.

For illustrative purposes, a commercial broadband service may include:

- an NBN Co fixed wireless or fixed line service;
- traditional broadband services such as ADSL and ADSL 2+;
- mobile wireless service in “hand held” areas; or with the addition of an external antenna; and
- listed commercial fixed wireless services.

Eligible end users can register for a service under the NSS. Given the limited capacity, following a successful registration, end users have up to 4 months to place an order with their chosen participating internet service provider before the registration validity expires. Whilst the scheme is in place, an end user can register again if their original registration expires.

Only one NSS connection will be provided to each premises where one or more eligible end users reside.

An end user will be eligible if they meet the following criteria:

- do not have access to a commercial broadband service (according to the BSL);
- have never had a previous NBN Co ISS or subsidised satellite service provided under the former ABG program;

- are within the coverage and line of sight of the WSP’s satellite; and
- NBN Co, in its discretion, determines that they are either:
  1. a Residential End User;
  2. a Small Business End User;
  3. an Indigenous Community Organisation;
  4. a Not-For-Profit Organisation;
  5. an Education Facility;
  6. a Health Facility; or
  7. a Local Government Facility.

However, an end user that is an Indigenous Community Organisation or a Not-For-Profit Organisation may be eligible if the BSL indicates that they have access to a commercial broadband service but a representative of NBN Co is able to verify that the service is not available at the time of application due to technical limitations.

NBN Co may, in its discretion, determine that an eligible end user is no longer eligible at any point up until the end user orders a service from a participating I.

End users connecting to a satellite service via this scheme will have the right to have the service supplied by their chosen participating internet service provider for up to three years from the date of connection. Once NBN Co’s Long Term Satellite Service (LTSS) is available, NSS services activated for at least 12 months, at NBN Co’s discretion, will be allowed to migrate to the LTSS. Note that, unlike in this scheme, NBN Co will be the wholesale service provider for the LTSS.

## Eligible end users

### Residential End User

A Residential End User is an end user who proposes to acquire a satellite broadband service at the end user’s principal place of residence.

An end user’s principal place of residence is that end user’s sole or principal place of residence for at least the next 12 consecutive months, during which time, the residence is exclusively available to the end user, and which is self-contained and supports independent living.

A principal place of residence may include:

- a distinct house, including a granny flat that is a separate building to the premises;

- a unit or apartment;
- houses, cottages or other dwellings on a farming property that are separate places of residence for the property owner and staff member(s);
- self-contained and distinct places of residence within retirement villages and nursing homes; and
- a caravan, cabin or like structure that is permanently located at a particular location (i.e. the premises cannot be moved) and is the principal place of residence of the end user.

The following are **NOT** a principal place of residence:

- premises that will not be occupied by the same occupant for at least the next 12 consecutive months;
- hotel rooms;
- holiday homes or apartments;
- serviced apartments;
- boarders rooms;
- dormitories;
- self-contained rooms that are used by more than one occupant on a rotating basis (or other similar arrangement);
- barracks (both military and civilian);
- premises without a permanent power supply;
- any mobile premises (for example, boat, caravan or bus) or a demountable or other temporary building that is not permanently located in a particular location;
- vacant land; and
- a location that cannot support a standard fixed roof or pole mounted satellite antenna or has an obstructed line of sight to the relevant satellite.

## Small Business End User

A Small Business End User is an end user who proposes to acquire a satellite broadband service and meets the following criteria:

- does not have more than the equivalent of 20 full time employees (FTEs) across Australia (including in any subsidiary offices such as branches or direct-employed agents);
- has a unique Australian Business Number; and
- is based in a unique work location. If the business is co-located in premises with other businesses, the business must have a clearly identified work location.

A business that is a subsidiary of a larger organisation is

not a Small Business End User if the larger organisation does not meet the above criteria.

Businesses based in the following locations are **NOT** Small Business End Users:

- vacant land;
- a temporary or other demountable building that is not permanently located at a particular location;
- a site established for re-transmission of broadband services;
- buildings such as sheds, barns or outbuildings that have been erected for the purposes of housing livestock, machinery or other equipment associated with the operation of the business but are not the small business' primary place of operation; and
- a location that cannot support a standard fixed roof or pole mounted satellite antenna or has an obstructed line of sight to the satellite.

However, if that location is occupied by an end user (for example, a farm worker), that end user may be a Residential End User, provided that they satisfy the requirements of a Residential End User.

## Indigenous Community Organisations

An Indigenous Community Organisation is an incorporated organisation constituted under state, territory or Australian Government legislation acting on behalf of its discrete remote Aboriginal and/or Torres Strait Islander community or administering an activity on behalf of another discrete remote Aboriginal and/or Torres Strait Islander community on a not-for-profit basis, which has:

- a unique Australian Business Number; and
- a unique and clearly identifiable work location set up in such a manner that represents a distinct place of operation for the organisation.

Indigenous Community Organisations may also apply on behalf of residential end users within the relevant Indigenous community. The services will be acquired in the name of the Indigenous Community Organisation.

## Not-For-Profit Organisations

A Not-For-Profit Organisation is an organisation that meets the following criteria:

- it is formed for social, recreational, educational, charitable, philanthropic or other lawful purposes,

where any profit earned can only be applied for the purposes of the organisation as a whole and not distributed to individual members;

- has no more than the equivalent of 20 full time employees (FTEs) across Australia;
- has a unique Australian Business Number;
- has a unique work location set up in a manner that represents a distinct place of operation for the not-for-profit organisation; and
- is not associated with any Commonwealth, State, Territory or local Government agency.

## Education Facilities

An Education Facility is a:

- preschool facility;
- kindergarten facility;
- primary school; or
- secondary school.

NBN Co may, on a case by case basis, determine that any adult registered training and education facilities which provide ongoing services are “Education Facilities”.

## Health Facilities

A Health Facility is a:

- general practice;
- specialist medical service; or
- dental practice, or a community health centre.

NBN Co may, on a case by case basis, determine that other facilities are “Health Facilities”.

It is recognised that some remote health facilities may be utilised by multiple health service providers and used on a semi-regular basis. For example, a local community health facility may be utilised by visiting GPs and specialists on certain days each month, rather than being open standard business hours on a full-time basis. These facilities will be “Health Facilities” provided that one end user must be responsible for all obligations relating to the service.

End users are reminded that this service is not a business grade service and should not be solely relied upon to support mission critical uses such as tele-medical procedures.

## Local Government Facilities

A Local Government Facility is a:

- local government-owned childcare centre (privately owned childcare centres may be eligible if they satisfy the criteria for a “Small Business End User”);
- library;
- council office;
- indigenous community facility operated by local government;
- aged care and accommodation facility; or
- other local government-owned community facility that is used on a regular basis to deliver services to the community, such as a community centre.

The services will be acquired in the name of the Local Government Facility.

The following are **NOT** Local Government Facilities:

- Federal and State Government entities; and
- facilities such as refuse stations, depots and sporting grounds.

## Process for challenging eligibility determination

An end user may challenge a determination that they are ineligible. A final decision on end user eligibility will be made by NBN Co in its sole discretion, following receipt of a signed declaration form from the end user that includes any necessary documentation requested by NBN Co, including a statement of reasons setting out the argument for their eligibility.

The standard of evidence required is determined by NBN Co at its sole discretion, and will be reviewed as necessary from time to time.

## Contact

If you are interested in finding out more about the new scheme, check your eligibility or check if you are in the satellite coverage, please contact NBN Co directly on **1800 687 626** and an NBN Co representative will be happy to assist.