



# The new nbn™ satellite service

The **nbn™** network will be using world-class satellite technology, as well as fixed wireless technology, which is designed to provide Australians with all the benefits of fast and reliable internet, no matter where they live.

Two new satellites will be launched to provide access to fast broadband services, with the first satellite (Sky Muster) launching in October 2015 and commencing operation in the first half of 2016. The second satellite is scheduled to launch in the first half of 2016.

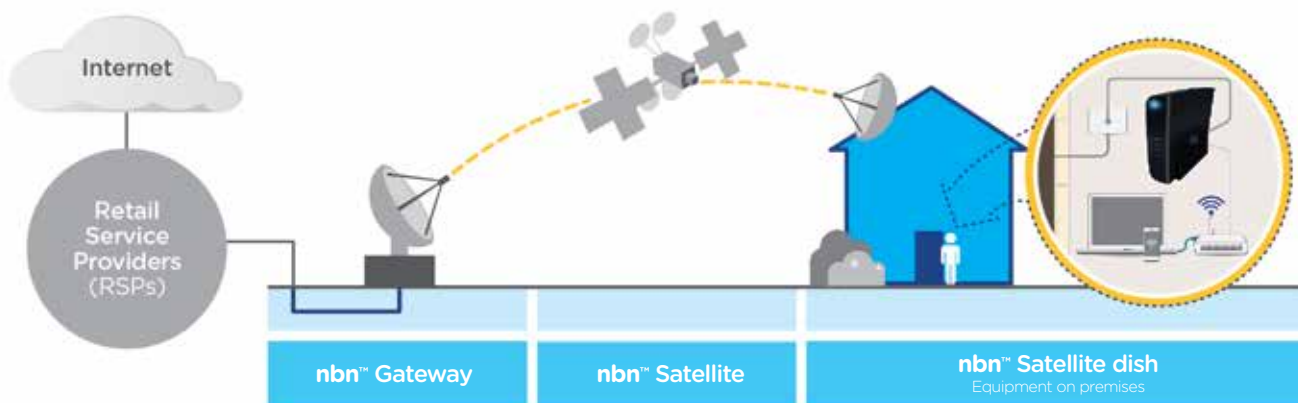
## Who can use this satellite technology?

The new **nbn™** satellite service is designed for homes and businesses in rural and remote Australia that fall outside the fixed line and fixed wireless areas.

## How does it work?

The new satellites are designed to transmit internet data to satellite dishes on residential and business premises.

## nbn™ Satellite RSP connection



For more information about **nbn's** new satellite service visit [nbn.com.au](http://nbn.com.au) or call 1800 687 626.

# Popular Questions

## What speed is the new **nbn**<sup>™</sup> satellite service designed to offer internet service providers?

The wholesale speed options that will be available to internet service providers via the new satellite service are 12Mbps download with a 1Mbps upload, or 25Mbps download with a 5Mbps upload. The 25Mbps (wholesale) download option is designed to revolutionise fast broadband for rural and remote Australians.<sup>1</sup>

## When will the new **nbn**<sup>™</sup> satellite services be available?

**nbn** is expected to launch new commercial satellite services during the first half of 2016 after testing and trials of the satellites has been completed. Internet service providers should then be able to sell these services to homes and businesses. To connect to the **nbn**<sup>™</sup> network, homes and businesses will need to contact an internet service provider and order a suitable plan.

## How does the new **nbn**<sup>™</sup> satellite service compare to the Interim Satellite Service (ISS)?

The new **nbn**<sup>™</sup> satellite service is intended to deliver a revolutionary experience in fast broadband, providing coverage across Australia and its outlying territories. These satellites are currently the latest in broadband dedicated design using world-class modulation technology to provide access to fast broadband.<sup>1</sup>

Currently, the ISS is delivered over two lower capacity, third party satellites, which provide coverage over a limited geographic region with a single port in the home. This means other essential online activities such as education, may consume the same monthly data allowance.

## How much will it cost homes, businesses and farms to use?

Internet service providers will set the prices for the services available. **nbn** sets prices at the wholesale level and the uniform national wholesale price of \$24 a month is the same for the basic 12Mbps service across fixed line/wireless/satellite.

However, satellite capacity is a finite resource, meaning that internet service providers need to manage the download limits available to customers via the pricing and terms of the plans they offer.

## I'm on a different satellite service than the Interim Satellite Service (ISS). Can I still swap to the new **nbn**<sup>™</sup> satellite service?

ISS users who are outside of a fixed line or fixed wireless area will be eligible to migrate to a service over the new **nbn**<sup>™</sup> satellite service, however the switch over to the new satellite service is not automatic. The timeline and process for migration for other satellite service users is currently being developed by **nbn**.

Households outside of the fixed line and fixed wireless areas, including new users and households provided for under the Australian Broadband Guarantee (ABG), will similarly have access to the new satellite service subject to the same timeline and migration planning constraints.



## Can I order a service from an internet or phone service provider?

**nbn** is currently working through plans for communicating to homes and businesses when the new satellite service will be available to them. For example, it is expected that a list of internet service providers who will be providing services over the new **nbn**™ satellite service will be available on the **nbn**™ website closer to the new satellite service plans being available in the first half of 2016.

As **nbn** is a wholesale supplier only, homes and businesses need to contact an internet service provider to access the new **nbn**™ satellite service.

# Service Details

## Will satellite latency affect the quality of voice calls and VPN connections? How does it compare to fibre/fixed broadband?

The signals travel at the speed of light just like they do over fibre. The main difference is the satellite signals have to travel a huge distance – to and from satellites positioned approximately 36,000 kilometres above the Earth.

Applications such as online games that depend on instantaneous responses can sometimes be affected on the satellite service. Voice calls won't be affected as landline phone services will continue to operate over the existing telecommunications network in satellite areas.

## Can I use Voice over IP (VOIP) services?

Yes – homes and businesses on new **nbn**™ satellite connections are capable of supporting VOIP services, however users will need to ask their preferred service provider if they offer these services.

## Will there be a Fair Usage Policy in place for the new **nbn**™ satellite service?

Yes – the **nbn**™ satellite service will have a Fair Usage Policy in place in order to ensure fair access to the services over the new satellites – especially during peak-usage times.

Satellite capacity is a finite resource and **nbn** plans to work closely with internet service providers to make sure that capacity is properly managed so that everyone has access to a great online experience.



# Equipment and Installation

## Will there be the provision of multiple connections on a single property? E.g. homestead (family connection), manufacturing/work shed (work), school room (education)?

Yes - a single property can have up to two connections via the 12/1 Mbps wholesale speed tier provided they are via different providers or on a single 25/5Mbps wholesale service.<sup>1</sup> For locations deemed as Public Interest Premises such as homesteads where schooling is provided over satellite as the principle mode of education, additional ports will be available for this purpose.

## What happens for existing Interim Satellite Service (ISS) customers switching over to the new nbn™ satellite service?

Existing ISS users switching to the new nbn™ satellite service in 2016 will need to have new equipment installed at their premises. A standard installation of the equipment is currently free. However, users should ask their preferred provider if there are any other fees. In some instances depending on location, existing ISS users will be switched to services over fixed wireless technology instead of satellite. Again, users should ask their preferred provider if they have any other fees.

## Will nbn cater for hard-to-reach properties, very remote communities, and offshore islands, and what is the expected lead-time from order to installation of the equipment?

The new satellite service is designed to provide rural and remote Australians with access to fast broadband including islands such as Cocos Islands, Macquarie Island and Norfolk Island. nbn has specified service level targets depending on the location. In most cases a standard installation will occur within 20 business days of an order for the service being placed. In isolated regions on the mainland and in Tasmania, it may be up to 35 days. For really remote areas, nbn has a target of 90 calendar days.

# Eligibility and More Info

## What is the eligibility criteria for the new nbn™ new satellite service?

nbn™ satellite services are designed to provide internet services to homes and businesses that fall outside of the fixed line and fixed wireless areas in Australia and its external territories. nbn is currently working on boundary maps for the new satellite service, and once confirmed, details will be available on the nbn™ website.



For more information about nbn's new satellite service visit [nbn.com.au](http://nbn.com.au) or call 1800 687 626.

1. We're designing the nbn™ network to provide these speeds to our wholesale customers, telephone and internet service providers. Your experience including the speeds actually achieved over the nbn™ network depends on some factors outside our control like your equipment quality, software, internet plans and how your provider designs its network.

The information in this fact sheet is current as at 15th September 2015 and is subject to change.

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