

Frequently Asked Questions - NBN Co Interim Satellite Service

What is the Interim Satellite Service?

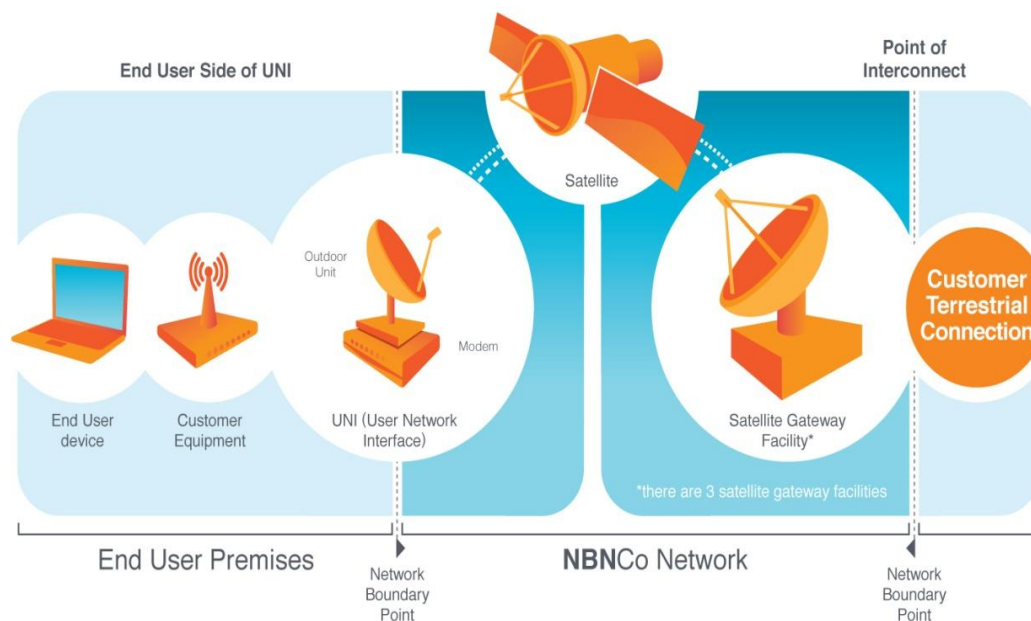
The NBN Co Interim Satellite Service aims to assist the transition from the Australian Broadband Guarantee (ABG) to the long term NBN Co satellite service due for launch in 2015.

NBN Co plans to offer an Interim Satellite Service that eligible residents, businesses and indigenous communities may order from 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.

The Interim Satellite Service is a wholesale broadband service. Registered internet retail service providers will be responsible for the complete end-to-end service including arranging installation, connection to the internet and all related services and customer support.

The following diagram describes the service:



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

The Interim Satellite Service is designed to offer a step-change in performance when compared to typical Australian Broadband Guarantee (ABG) residential satellite services¹. 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.

¹ Based on comparison with ABG services currently being provided by retail service providers

When is the Interim Satellite Service available?

The Interim Satellite Service was launched in July 2011. From November 2011, NBN Co is aiming to have the capacity to connect up to 1000 premises per month.

Who can get Interim Satellite Services?

The eligibility rules closely align with those that apply under the Australian Broadband Guarantee (ABG). In general terms, eligible applicants will be those households or small businesses with no more than 20 full time equivalent staff who are unable to access metro comparable broadband. The service will also be available to Aboriginal or Torres Strait Islander Community Organisations and members.

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

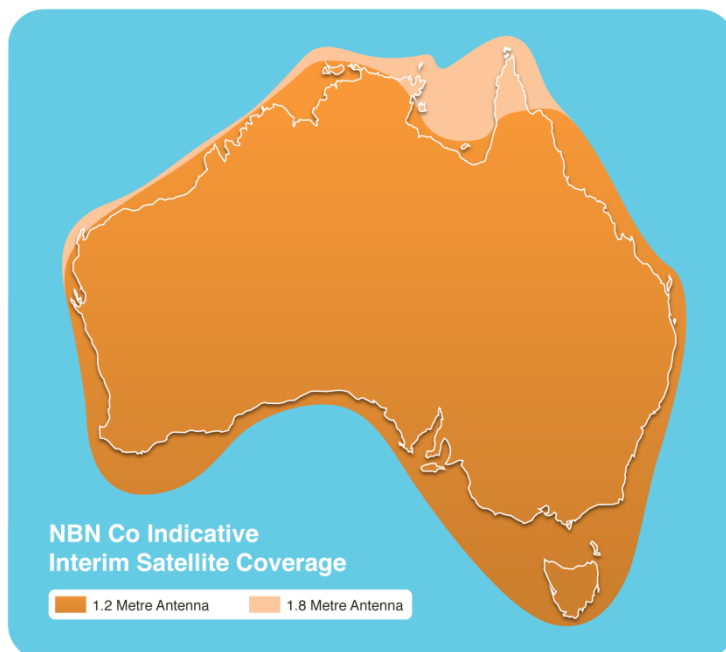
Those who think they are eligible for a service will need to go through a service qualification process. Please call the NBN Co Solutions Centre on 1800 881 816 weekdays between 8.30am and 5pm AEST to find out if you are eligible.

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

www.nbnco.com.au/satellite.

What areas does the Interim Satellite Service cover?

The map below shows the indicative coverage area and antenna size required to receive the NBN Co Interim Satellite Service.



** This map identifies the NBN Co Interim Satellite Service coverage areas, and indicative antenna size required for that location. NBN Co may update this map in the future in the event of service changes. This map is for illustrative purposes only. It is not suitable for legal, engineering, or surveying purposes.*

How can I get Interim Satellite Services?

If eligible, follow these steps to obtain access to the NBN Co Interim Satellite Service, from your preferred retailer.

1. Find out general information about the Interim Satellite Service, as well as the registered retail service providers and the eligibility criteria for your premises from the NBN Co website, or by calling the NBN Co Solutions Centre 1800 881 816.
2. Check your eligibility using the online Broadband Services Locator tool (<http://bcoms.dbcde.gov.au/NBNBSL>), by calling the Solutions Centre or by contacting your preferred retail service provider. We have published a list of registered retail service providers at www.nbnco.com.au/satellite.
3. Once your premises is determined eligible, a registration ID is issued and posted to the applicant with an information and declaration pack.
4. Complete and sign this pack and return it to your preferred retail service provider.
5. Professional installation at your premises will then be arranged at an agreed date and time with NBN Co or one of its subcontractors.

What is the standard installation for this Interim Satellite Service?

Standard installation includes:

- the installation of a satellite antenna, typically roof, wall or pole mounted, and 1.2m in width; and
- a modem installed inside your premises.
- a cable length of no more than 30 metres between the modem inside your premises and the satellite antenna

For a standard installation the premises should:

- be a building no greater than two storeys and free from dangerous materials such as asbestos;
- be located on mainland Australia or Tasmania and in NBN Co's reasonable opinion is readily accessible by road;
- have an unobstructed view to the satellites utilised by the network; and
- have a mains power supply will be required for the satellite equipment. As a special order, a DC power supply option is available.

Testing of this service will be conducted by NBN Co or a registered subcontractor before being switched on.

Once services are installed, please contact your preferred retailer for any further customer support, delivery and service questions.

What is a 'metro-comparable' service?

Metro-comparable broadband 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 (inclusive of GST) 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.

For illustrative purposes, commercial broadband services that fall within the Metro-Comparable Service definition include:

- traditional broadband services such as ADSL or ADSL 2+;
- 3G wireless in 'hand held' areas, including those that require a Yagi external antenna; and
- fixed wireless from a provider formerly registered under the ABG in 2010-11.

If any of these services are available to you on reasonable terms, you will not be eligible for the Interim Satellite Service.

What does NBN Co classify as a non-standard installation?

Generally any special installation requirements that fall outside the standard installation definition above is considered a non-standard installation. This includes premises that are not accessible by road, or where the cabling between the antenna and the modem is greater than 30 metres.

What speeds will be offered on the Interim Satellite Service?

The Interim Satellite Service is designed to offer retail service providers wholesale speed up to 6 megabits per second (Mbps) download and 1 Mbps upload. NBN Co is designing the NBN to be capable of delivering these speeds to NBN Co's wholesale customers (RSPs). Speeds actually achieved by retail customers (end users) will depend on a number of factors including the quality of their equipment and in-premises connection, the broadband plans offered by their RSP and how their RSP designs its network to cater for multiple end users.

Who are the service providers offering the Interim Satellite Service?

A current list of registered NBN Co Interim Satellite Service providers can be found at the following location.

<http://www.nbnco.com.au/getting-connected/certified-service-providers.html>

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 a standard 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, via a professional de-installation company, for the removal of this equipment prior to the NBN Co installation.

Alternatively when ordering a service from your retail service provider you can also request for NBN Co to de-install the ABG service at the time of installation. Please request details of costs from your preferred retail service provider. You will need to make your own arrangements for disposing any de-installed ABG equipment.

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 basic 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 VoIP services will be supported over the interim and long term satellite services if provided by your internet retail service provider.

The government has established TUSMA (Telecommunications Universal Service Management Agency) that will take over Telstra's role in administering the universal service obligation and other public interest services.

The Government has announced that people in satellite and wireless areas will still have access to phone services over copper for at least 10 years.

For more detail on [TUSMA](#), please refer to the Department of Broadband, Communications and Digital Economy.

What will be the retail prices for the Interim Satellite Service and how much will it cost for the installation?

Retail pricing is a matter for retail service providers. NBN Co website lists the registered Interim Satellite retail service providers who you can contact to find out details about retail plans and pricing on offer (<http://www.nbnco.com.au/satellite>).

Your retail service provider will also tell you the cost for installation.

Does NBN Co provide internal wiring?

NBN Co is responsible for the installation and maintenance of the satellite equipment. Within reason, the modem will be installed at a convenient location inside the premises.

You may be able to simply plug in your networking equipment into the NBN Co equipment. NBN Co will not provide any additional internal wiring.

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 services 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. NBN Co will be offering all Australians access to leading edge broadband using one of the available technologies.

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

ABG services older than three years may be eligible for an NBN Co Interim Satellite Service, if you cannot access a metro-comparable service.

Depending on circumstances premises with an ABG service less than three years old, that are outside of warranty but have lost a service through no fault of their own, may also be eligible for an NBN service. If eligible, priority will be given to those that have never had a service.

Please call the NBN Co Solutions Centre on 1800 881 816 weekdays between 8.30am and 5pm AEST to find out if you are eligible.

I have an ABG service, can I keep it?

Yes. After the ABG program ended on 30 June 2011, the rights of existing ABG customers were not 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.

The Department of Broadband, Communications and Digital Economy (DBCDE) will continue to conduct ongoing compliance monitoring for the remainder of the three-year obligation period for ABG customers.

For further information about ABG services, phone 1800 833 488 weekdays between 8.30am and 5pm AEST, and a customer service officer will be available to assist.

Overall satellite program and Long-Term Satellite

Can you outline the NBN Co plans for the delivery of satellite broadband services?

There are two NBN Co satellite programs:

The NBN Co 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 was launched in July this year, using existing satellite capacity and new ground infrastructure, with wholesale services configured for a 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 are planned to deliver the coverage and the throughput capacity to deliver high quality broadband access services.
- The Long Term Satellite Service is 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 Long Term Satellite is expected to increase coverage to most of Australia's external territories. Specifically these include the following locations:

- 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.

* NBN Co is designing the NBN to be capable of delivering these speeds to NBN Co's wholesale customers (RSPs). Speeds actually achieved by retail customers (end users) will depend on a number of factors including the quality of their equipment and in-premises connection, the broadband plans offered by their RSP and how their RSP designs its network to cater for multiple end users.