

# Equipment and installation

## What about existing Interim Satellite Service (ISS) customers switching over to the new Sky Muster™ service?

Existing ISS users switching to the new **Sky Muster™** service will need to have new equipment installed at their premises (**nbn** will remove your ISS equipment). A standard installation of the equipment is currently free except in limited access areas. 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 or other technologies instead of satellite.

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

The new **Sky Muster™** service is designed to provide rural and remote Australians with access to revolutionary satellite broadband including islands such as Cocos Islands, Lord Howe Island and Norfolk Island. **nbn** has specified service level targets depending on the location. **nbn** will aim to complete a standard installation within 20 business days of an order for the service being placed by the internet service provider. In isolated regions on the mainland and in Tasmania, it may take up to 35 days. For limited access areas, including those which are only accessible by air or water, **nbn** has a target of 90 business days.

# Eligibility

## What is the eligibility criteria for the new Sky Muster™ 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 (subject to some technical considerations, such as having line of sight to the satellites). **nbn** is also working on an address search function on the **nbn™** website so you can find **Sky Muster™** coverage areas. This should be available early 2016.



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

# The new **nbn™** **Sky Muster™** 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.

**nbn** has two new satellites to provide access to fast broadband services. The first satellite, **Sky Muster™**, which launched in October 2015 is planned to begin operation in the first half of 2016. The second satellite is expected to launch later in 2016.

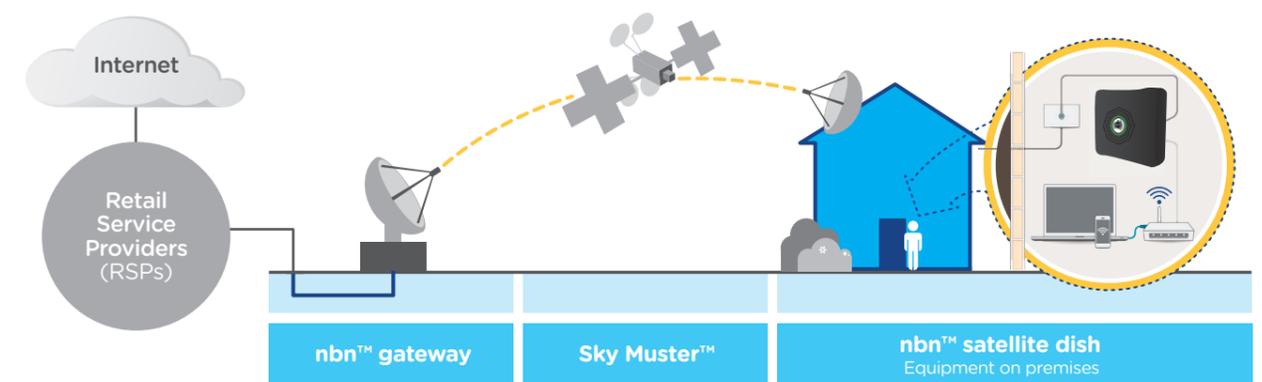
## Who can use the Sky Muster™ service?

The new **Sky Muster™** 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 services to satellite dishes on residential and business premises.

## **nbn™** Sky Muster™ RSP connection



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\* 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 8 January 2016 and is subject to change.

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# Popular questions

## What speed is the new Sky Muster™ 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.\*

## When will the new Sky Muster™ service be available?

The new commercial satellite services are expected to launch in April 2016 after testing and trials of the satellites have been completed. Internet service providers should then be able to sell these services to homes and businesses. To connect to the **nbn**™ network, homes and businesses will need to contact an internet service provider and order a suitable plan.

## How does the new Sky Muster™ service compare to the Interim Satellite Service (ISS)?

The **Sky Muster**™ 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.\*

Currently, the ISS is delivered over two lower capacity, third party satellites, which provide coverage over a limited geographic region. This means other essential online activities such as accessing education tools, may be consumed within the same monthly data allowance. For eligible end users, **Sky Muster**™ enables two separate services and data allowances, one for the home and another for access to education services.

## I'm on a different satellite service than the Interim Satellite Service (ISS). Can I still swap to the new Sky Muster™ service?

Households outside of the fixed line and fixed wireless areas, including users and households provided for under the Australian Broadband Guarantee (ABG), will be eligible for the new **Sky Muster**™ service (subject to some technical considerations, such as having line of sight to the satellites).

## How much will this service cost for homes, businesses and farms?

**nbn** is a wholesale-only supplier. The plans and associated pricing for homes, businesses and farms will only be provided by eligible service providers.

A list of internet service providers who will be providing **Sky Muster**™ services will be available on the **nbn**™ website closer to our commercial launch date. You can then contact your preferred internet service provider to enquire about pricing.

## Can I get a separate service for my child's educational needs?

**nbn** is pleased to confirm it is progressing plans to provide a second separate service for eligible distance education students. Currently, **nbn** plans to allow service providers to offer up to 50GB per month of data per student, up to 150GB per household with such services. The intention is to provide distance education students with their own data allowance that is entirely separate to other home services.

The service for educational needs is expected to be available by the commercial launch date. Please contact your education department to confirm eligibility.

# Service performance and quality

## How does latency affect the quality of certain applications?

As with all technologies, there are some specific characteristics and limitations. The main limitation of satellite services is the time that it takes the data to get to and from the satellites (latency). This means that some real time services, like online gaming, are affected by latency. Some people who work from home using Virtual Private Network (VPN) secured connections from their home to their office may also experience issues. Please contact your own help desk for further details.

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

Yes – homes and businesses on **Sky Muster**™ connections are capable of supporting VOIP services. However, users will need to ask their preferred service provider if they offer these services. Homes or businesses which have the **Sky Muster**™ service may have the option of retaining a copper-line voice service provided by their chosen service provider.

## Will there be a Fair Usage Policy in place for the new Sky Muster™ service?

Yes – the **Sky Muster**™ service will have a Fair Use Policy in place in order to help ensure fair access to the services over the new satellites – especially during peak-usage times. This Fair Use Policy applies between **nbn** and the internet service provider. The internet service provider will likely have a separate fair use policy which applies to households.

Satellite capacity is a finite resource and **nbn** plans to work closely with internet service providers to help ensure they manage capacity properly, so that everyone has access to a great online experience.

