

Stakeholder Brief

nbn Sky Muster capacity increase announcement

Overview

- This brief outlines the changes **nbn** is making to the capacity of the Sky Muster™ satellite service.
- Senator the Hon Fiona Nash, Minister for Regional Development, Regional Communications, Local Government and Territories and **nbn** will be both making media announcements on Tuesday 27 June at 10.30am to publicly confirm the increase in wholesale data capacity for the Sky Muster™ satellite service.

Key Messages – Sky Muster™ capacity increase

- **nbn** will deliver better value broadband to more than 240,000 homes and businesses in regional and rural Australia through new wholesale plans on the Sky Muster™ satellite service.
- From October 2017, **nbn** will be doubling the maximum monthly wholesale data limits and increasing average peak downloads plans by up to 50 per cent on the Sky Muster™ platform. As a result, the majority of consumers and businesses on the service are expected to receive larger peak and off-peak plans from their retailer at a similar cost to what they are paying today.
- These new changes will see wholesale allowable **peak** plans on the Sky Muster™ service go to 150 GB (from 75GB) and **total monthly** plans go to 300GB (from 150GB).
- Since the launch of the service in April 2016, **nbn** technicians have been working to improve the satellite network's overall performance as well as extensively testing the total capacity it can provide. This period allowed **nbn** to monitor and research the delivery of the service in real-world conditions and identify efficiencies which have resulted in an increase to total capacity (180Gpbs) available on the service.
- **nbn** has spent the past six months fixing operational issues on Sky Muster™ satellite and has listened to feedback from the community and rural industry groups and is grateful for the patience of all those who have had a less than positive experience in our first year of operating the Sky Muster™ service.
- **nbn** will continue to optimise the pricing model and data plans on the Sky Muster™ service with further business and education services expected to be available in the next 12-18 months.



FAQs on Sky Muster™ Satellite Capacity changes

Question	Answer
Questions related to Sky Muster™ capacity changes	
<p>What exactly are these new changes to the Sky Muster™ satellite service?</p>	<ul style="list-style-type: none"> • nbn will be doubling the maximum monthly wholesale data limits and increasing average peak downloads plans by up to 50 per cent on the Sky Muster™ platform. • As a result, the majority of consumers and businesses on the service are expected to receive larger peak and off-peak plans from their retailer at a similar cost to what they are paying today. • nbn has used predictions, smarter technology across our spectrum beams, modelling, testing and 12 months of data since the product launched to determine that the Sky Muster™ satellite has more capacity than originally planned. • From October 2017, nbn will offer increased wholesale Sky Muster monthly usage limits to RSPs, who will provide services to rural and regional Australians who will be able to utilise larger downloads during peak periods.
<p>How has nbn found this extra capacity, shouldn't you have always known the Sky Muster satellites were able to produce more capacity?</p>	<ul style="list-style-type: none"> • nbn has spent the past 12 months using modelling predictions, real life data from end users and weather conditions to be able to determine what capacity is available. • After reviewing all this data we determined that there would be extra capacity available on the Sky Muster satellites than we had originally predicted. • Until we had access to these real metrics from both satellites being fully functional, were able to discover that there was more capacity which we are happy to announce today. • As with all our technologies nbn is always looking to utilise and get the maximum results out of all our technologies and we will look at further ways we can optimise the Sky Muster™ satellite service. • We will have future offerings including business solutions and education solutions available within the next 12-18months on the Sky Muster™ satellite service.
<p>How much will these new capacity plans cost end users?</p>	<ul style="list-style-type: none"> • The majority of consumers and businesses on the service are expected to receive larger peak and off-peak plans from their retailer at a similar cost to what they are paying today. • nbn has not included any wholesale price increase to RSPs, however nbn does not determine price plans for end user packages, these are determined by RSPs. • For a list of service packages that best suit your needs, nbn recommends you please contact your preferred Retail Service Provider.



<p>Will this capacity mean faster speeds?</p>	<ul style="list-style-type: none"> The announcement of increased capacity will not change the wholesale speeds available over Sky Muster™. The Sky Muster™ service offers a world class wholesale speed of up to 25 Mbps (download) to retail service providers.
<p>What are the peak times on the Sky Muster service?</p>	<ul style="list-style-type: none"> Peak times across the Sky Muster service are from 7am to 1am and off peak times are from 1am to 7am.
<p>What capacity and data will Sky Muster customers be able to access at peak times?</p>	<ul style="list-style-type: none"> The Sky Muster™ satellites and the service is designed to bring fast broadband access to over 400,000 Australians, with over 240,000 Australian premises set to take up the service. You should check with your retail service provider to find out more about download and upload limits during peak times available under their retail plans. Under our current Fair Use Policy, nbn requires retail service providers to limit maximum usage during a peak period of up to 75GB over a month. The proposed changes will increase this to a maximum of up to 150GB per month in peak times. nbn will also increase total monthly maximum usage in anytime from 150GB to 300GB per month.
<p>What actually is the difference for end users in terms of capacity and data plans?</p>	<ul style="list-style-type: none"> You should check with your retail service provider to find out more about download and upload limits during peak times available under their retail plans. Under our current Fair Use Policy, nbn requires retail service providers to limit maximum usage during a peak period of up to 75GB over a month. The proposed changes will increase this to a maximum of up to 150GB per month in peak times. nbn will also increase total monthly maximum usage in peak and off peak from 150GB to 300GB per month.
<p>Is nbn assured that the current satellite can give out extra capacity to end users and the service won't be impacted or go down?</p>	<ul style="list-style-type: none"> nbn has spent the past 12 months using modelling predictions, real life data from end users and weather conditions to be able to determine what capacity is available. After reviewing all this data we determined that there would be extra capacity available on the Sky Muster™ satellites than we had originally predicted. nbn also has a Fair Use Policy and tools in place to ensure that the extra capacity will not negatively impact Sky Muster™ end users.
<p>Why are the capacity provisions on the satellite the same for commercial use as they are for residential?</p>	<ul style="list-style-type: none"> nbn is planning to introduce new Sky Muster™ service offerings at a wholesale level in the next 12 to 18 months. The intention is that RSPs will pass on these new offerings to end users which are be intended to accommodate Sky Muster™ service end-users with additional business needs. We will release further information closer to the service launch. nbn has a Fair Use Policy which applies to RSPs, which aims to protect the quality of service for all end users.