



Applying for an nbn Sky Muster LTSS Service Fact Sheet 2

Sky Muster RSP/ISP

It is essential that customers register their interest on the nbn website map as soon as possible to ensure nbn knows where you are and what type of service you will require. RSP/ISPs can only finalise contacts after the official launch of the Sky Muster service expected in late April 2016. Until then, they are taking 'expressions of interest'. If you have registered your interest with an RSP/ISP, expect to be contacted after the launch to finalise arrangements.

Education Port Registration Update.

If you are contacting an RSP/ISP to register your interest for a Sky Muster service and you require an Educational Port, you **must** ask them about it. They may not offer Education Port information unprompted. Not all RSP/ISPs will be offering the Education Port. ICPA Qld will provide more information on providers as it becomes available.

Education Port Configuration

The nbn Modem can be configured in 2 basic ways to provide the Education Port (based on 3 students):-

- a. A maximum of 3 Students on one port, giving a Maximum of 150Gigs per month.
- b. 1 Student per port for a maximum 3 ports, giving a maximum of 50 Gigs per month per port.

Option 'a' would be the preferred option as it simplifies your IT setup and pools all of the usage, so that if one student goes over they can draw on any surplus from other students. When the Education port is applied for through an RSP/ISP, parents should specify which configuration they require.

Large or Remotely Sited Home School Rooms

Home school rooms that have more than 3 students or that are remote from the main house may be able to have a dedicated Sky Muster educational satellite installation or a special configuration applied to the home terminal to cater for additional students:-

- a. If the school room is a standalone building and it is not practical to feed Internet from the Home, it is able to get a standalone educational Sat terminal. A normal internet account is not required. When registering for the service it should be identified as e.g. School Room, Sheep Station Creek Station, 999 North Road, Somewhere. The service to the main house would be Main House, Sheep Station Creek. Another option is to number the buildings and refer to them by their number. Any other homes/locations who require a connection should also be named in a similar way. If there are more than 3 students at any one location, an application should be placed with the RSP/ISP for that location with the details of each student. nbn has advised they will create a configuration to ensure all students have fair access.
- b. If you have any difficulties with your application for your Educational service, you should suggest that your RSP/ISP contact: Jacob King, nbn Managed Services Satellite for advice.

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Closure of ISS Service.

Closure of the ISS service has been targeted for Feb 2017, **only if** all users have been migrated prior to this.

Service Restoration

nbn has advised that they are targeting the restoration of Sky Muster terminal faults as follows;

3 Business Days – Urban areas;

4 Business Days – Regional Areas;

10 Business Days – Remote Areas;

90 Business Days – Isolated Areas (eg. where it is not possible to access by vehicle);

They expect in the majority of cases, service restoration will be by nbn Service Staff.

User Liability.

nbn has advised that for insurance purposes, members should allow about \$5,000 for the value of each Sky Muster equipment installation.

nbn advises that for normal fair wear and tear including repointing of the dish, bird damage and power supply failure, costs would normally be covered by nbn.

*For more information please contact Andrew Pegler councillor12@bigpond.com 07-4657 5563 or
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To find out more about the LTSS go to <http://qld.icpa.com.au/members/nbn-you.html>