



Applying for an nbn Sky Muster LTSS Service

There are a number of steps to be completed when you apply for your new nbn Sky Muster Broadband service.

1. Confirm your location and type of nbn service.
2. Should you apply for a Sky Muster service if you are currently getting Mobile Phone Data?
3. What type of nbn equipment is best for me?
4. Considerations regarding a VOIP service over satellite.
5. Research ISP Plans and Costs.
6. Applying for Primary Broadband service.
7. Applying for Distance Education service.

1. Confirming your location and type of nbn Service.

It is essential that all users register their interest on the nbn website at their earliest opportunity.

It is a pain to move that little arrow to your location on the map but it must be done to ensure nbn knows where to install the equipment plus it confirms the type of nbn service you can receive. This ties in with those site location details DE users sent in recently.

2. Should you Apply for a Sky Muster service if you are currently getting Mobile Phone Data?

If you are currently receiving your broadband via mobile phone data e.g. Telstra Next G, it is strongly suggested that you still apply for a Sky Muster service as it is likely you will receive more data at a lower cost than via mobile data. It will still be worth keeping the Telstra Mobile data service as it is non metered to Qld DE sites, plus it is better for Skype and the like.

3. What type of nbn equipment is best for me?

- Users have the option to order either an AC (240VAC) or a DC (8 -24VDC) installation for their home.
- The type of installation has to be specified when the service is applied for.
- The DC model draws 30 watts on standby and 70 watts when in use.
- If you are using a 12 volt that translates into 2.5 Amps Standby and 6 Amps when in use.
- Users will have to provide the DC power / batteries
- The DC model could be considered if you are not on full time mains power or if the power is unreliable.
- If you are using the AC version, an UPS (Uninterruptable Power Supply) should be considered to ensure stability and to protect the equipment from power surges.

4. Considerations regarding a VOIP service over satellite.

Members should be wary of ISPs trying to sell them VOIP (Voice Over IP (Internet) services to replace their existing fixed lines, they can become very pushy. Keep in mind that nbn have advised that in the tropics, Sky Muster users can expect up to 10 days a year of degraded or no service due to weather. Non-tropical users would likely experience a lesser impact.

When making a decision about VOIP on Sky Muster, remember that every time the signal passes through the Satellite there is at least ½ second delay.

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So talking to another VOIP user on satellite, the delays will be at least 1+ seconds in each direction as your voice has been through the satellite twice. Students using VOIP on Satellite on the DE teleconference bridge will also experience these delays. VOIP on nbn Wireless or optic fibre will not experience the length of these delays. It would be reasonable to get an additional VOIP based service to act as an emergency line if the fixed lines are out. A low cost alternative would be to use Skype (Voice), Viber or one of the other VOIP voice service Apps to act as the emergency voice backup. Before committing to replacing any of your existing services with VOIP ensure that existing services will be maintained. For example, it is highly unlikely Fax will work on Satellite VOIP.

5. Research - ISP Plans and Costs

nbn have advised that more ISPs will be offering Satellite plans to Users. So far the original 3 have grown to 7 with more possible. Activ8me, Ant, Bordernet, Clear Network, HarbourISP, Sky Mesh, Tangerine Telecom are some of the ISPs offering services.

nbn have suggested that Members start doing research on what plans are available for the primary service and what is being offered for the Educational service, BUT delay making a final decision until Sky Muster is officially launched in late April. With increased competition, there may be reductions in the costs of plans at launch.

6. Applying for Primary Broadband service

Users should apply via the ISP of their choice for Sky Muster as soon as possible after its official launch. It may be possible to apply for a service prior to the launch but Members risk signing up for a plan which is later reduced at launch. Should you decide that you want to apply before the launch consider a monthly plan to give yourself flexibility in the case of a price drop. You should have your Latitude and Longitude at hand when you apply as it may be needed. Contrary to previous advice only one service can be provisioned on a standard terminal.

7. Applying for Distance Education service.

If you are a DE user, nbn will allow additional port/s to be activated on your satellite terminal. When you apply, you will need your Student ID or IDs to apply for an Education port. This is so that users can be identified and allocated the correct usage allowance.

A maximum of 50 Gigs Peak time per student to a maximum of 3 students at one site is the usage allocation. Individual ISPs may provision the Educational port in different ways and offer different plans. If you have Grade 1 or 2 students, you may be able to select a plan that is 20 Gigs per month at a lesser cost. Students in higher grades will likely need the full 50 Gigs. You can adjust your plan size as required.

You do not need to use the same ISP for both the Primary service and the Educational service. In Queensland, you should use your existing Qld Education Internet allowance to pay for the Education port costs. Expect to see more information on Education Port plans shortly.

It may pay to hold off on applying for the Education port until more details on how ISPs will provision the Education service and at what cost, are known. This will not affect the provision of the Primary satellite service as the Education port is an add on that can be activated remotely with little delay.

For more information please contact Andrew Pegler councillor12@bigpond.com 07-4657 5563 or Jeff Little jlittle@bigpond.com Tel 07-5462 3228

To find out more about the LTSS go to <http://qld.icpa.com.au/members/nbn-you.html>