

Update on the **nbn Sky Muster™** service

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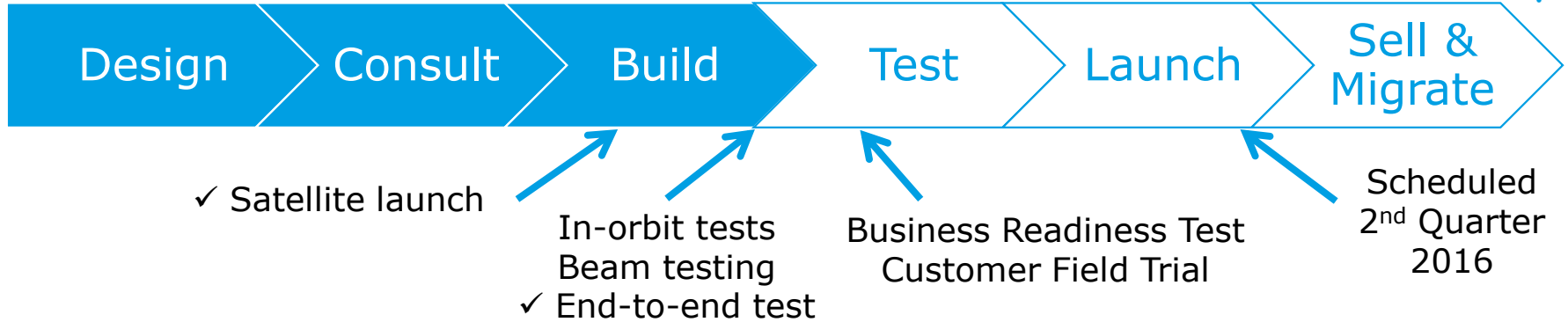
New Developments, Wireless & Satellite



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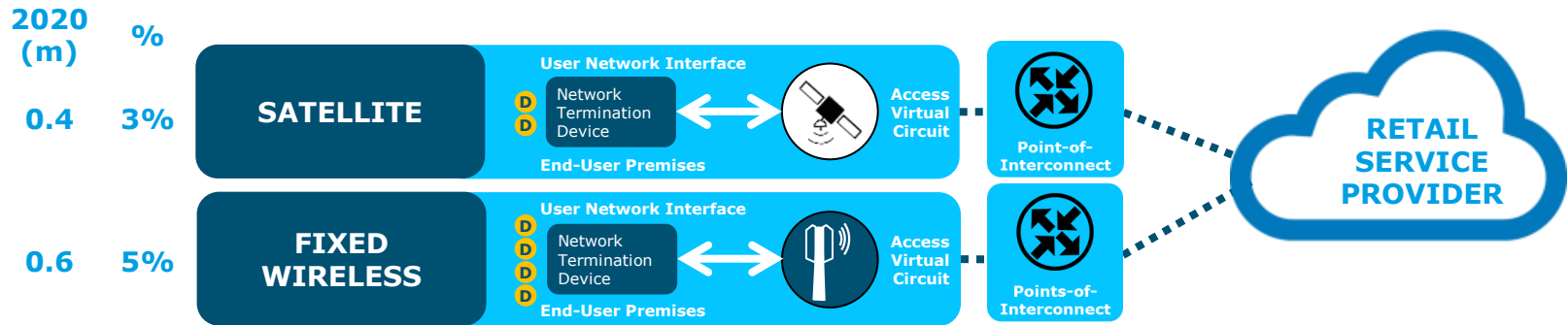
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Significant progress since Darwin meeting



- Satellite launched and all so far going to plan
- Proof-of-concept community WiFi installations with Caylus
- Education Working Group
- Detailed capacity planning
- Consultation with Industry

Clarifying premises covered and connected



Technology	Premises due to be covered by 2020 (eligible to be connected)	Premises expected to be connected by 2020
Fixed Wireless	~600,000	~320,000
Satellite	~400,000	~240,000

Managing the rollout



How will the rollout be managed? Will teams converge on a geographic region and connect customers?

What are the implications for those signed to ISS?

What are the implications for those signed to ISS/NSS in the migration to LTSS?

Do users with NSS or ISS contracts have to wait until the contracts expire as was the case for ABG customers?

- National launch
- Available to ISS migrations and new to **nbn** (includes NSS and ABG)
- ISS migration is expected to take up to 12 months

- Working with RSPs to manage migration process
- RSPs to place a "migration order"
- nbn installs SkyMuster™ service and de-installs and remove ISS equipment
- NSS and ABG customers are 'new' to nbn

- ISS migration represents a technology upgrade
- NSS users have a minimum 12 months commitment
- NSS and ABG end-users can enquire with their preferred RSP as to the upgrade options

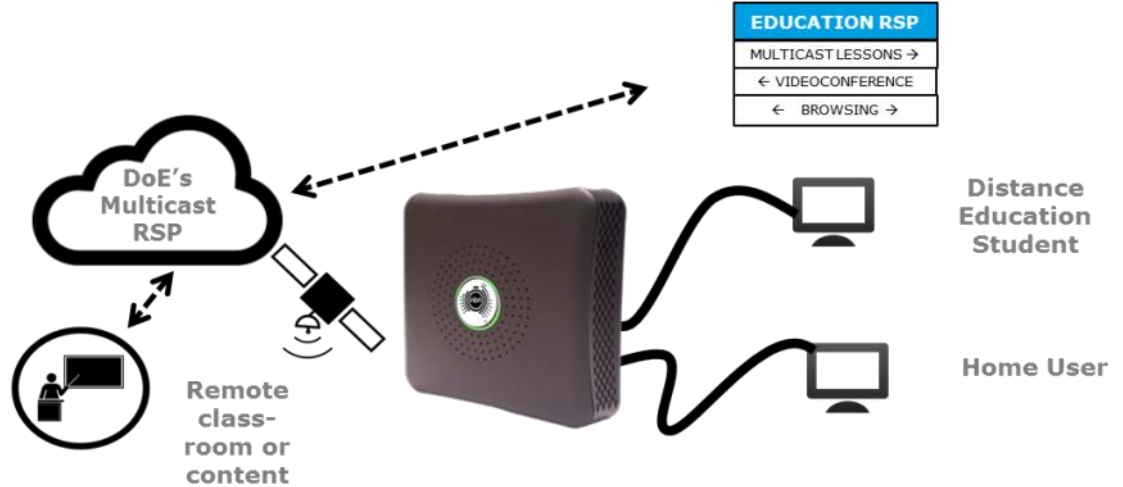
nbn™ Satellite Concepts for Public Interest Solutions



Support for community WiFi



Support for remote home-schooling



RTIRC Recommendations and Perspectives



- 1 To optimise finite LTSS capacity, NBN Co should actively manage demand, prioritise traffic and support the caching of content using satellite management best practice and innovative software. If restrictions on wholesale satellite operations preclude improvements to end user experience, those restrictions should be removed.
- 2 NBN Co's Fair Use Policy and wholesale tariffs should be structured to give RSPs sufficient price and product flexibility so that the detrimental impact of shaping and suspension of LTSS services can be minimised. Further, NBN Co will need to work closely with RSPs to improve their support of LTSS customers. Customers should be able to monitor their data consumption and be alerted before they reach their data limits.
- 3 To give the best possible outcome for regional users, NBN Co should where practicable extend the boundaries of its Fixed Wireless footprint as a substitute for satellite.
- 7 The Australian Government should leverage its investment in the NBN by enabling NBN Co to make better use of its infrastructure in regional Australia. NBN Co should be permitted, and resourced, to provide carrier-to-carrier products that could include satellite backhaul, terrestrial backhaul for mobile carriers, and options to support new and niche infrastructure providers.

Charging overview for nbn Sky Muster™ service



Wholesale Charge

Nil Charge

Nil Charge

Time, materials & incidentals

Charge based on region and antenna size

Time, materials & incidentals

Flat fee <1.2m dish

Standard installation*

Maintenance of faulty nbn equipment*

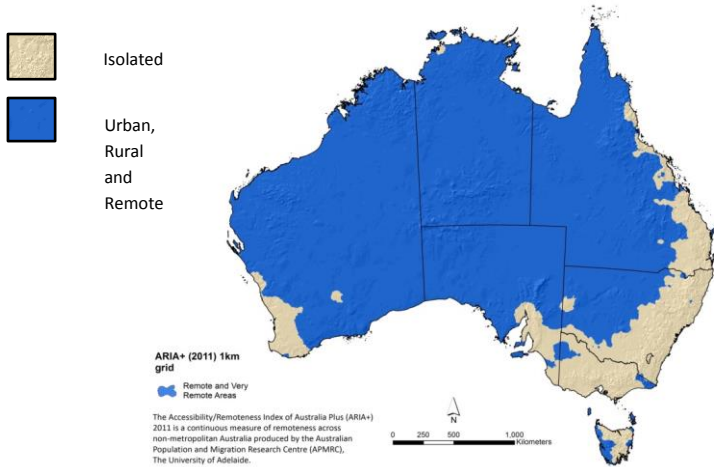
Install & maintain – Limited Access

Relocation/rearrangement/modification

Repair of damaged equipment

De-installation of non nbn equipment#

nbn Skymuster Service™ Service Targets



Wholesale Service Performance Targets (Business Days)

Geography	Activation (NTD not in place)	Maintenance
	Target: 95% of all service faults resolved within target timeframes	
Urban		
Major Rural		
Minor Rural	20 days	3 days
Remote		4 days
Isolated	35 days	10 days
Limited Access#	90 days	90 days

Limited Access timeframe is a target only and exempt from rebate calculations

Other Considerations



- Overseas case studies - Priority Caps
- Caching & Video Services
- Un-metered Traffic
- Multiple Premises on Property
- Enhanced Products