

Sky Muster™ migration and connection process



Following the successful launch of **nbn's Sky Muster™** satellite last October, eligible Australians are set to be able to order services from the end of April 2016. The new service will be available to homes and businesses in rural and remote Australia (including external territories) that fall outside the fixed line and fixed wireless areas.

Sky Muster™ is designed to deliver wholesale speeds of up to 25/5Mbps¹ and data allowances of up to 150GB per month. Internet service providers will provide retail plans at different price points and data allowances, so you can choose a plan that best suits your needs.



How do I place an order?

To find out if you are eligible for the **Sky Muster™** service, please contact an internet service provider or check your address at nbn.com.au. For a list of internet service providers offering **Sky Muster™** services, please check our website for updates.

How much will the Sky Muster™ service cost?

The plans and associated pricing for homes and businesses will be set by internet service providers (**nbn** is a wholesale-only supplier). For a list of internet service providers offering **Sky Muster™** services, please check our website for updates.

How long will it take for me to get connected?

Customers should contact their internet service provider to find out how long their installation and connection process will take once their order is placed with **nbn**. **nbn** plans to do batched deliveries or hire local installers where there is sufficient demand, however if **nbn** gets more orders than the available installation capacity in that month, there could be longer wait times. **nbn** has specified different 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 for most categories. In isolated areas on the mainland and in Tasmania, it may take up to 35 days. For limited access areas (those areas that can't be accessed by road and would require some element of air or water transportation), **nbn** has an aspirational target of 90 days. Please discuss with your internet service provider if you have any questions about installation time.

What is the ordering and installation process?

(1) When an internet service provider receives an order, they should give a delivery timeframe (as per the above activation targets) to the customer.

- (2) After receiving a confirmed valid order from the internet service provider, **nbn** will then directly contact the customer within two business days to set an appointment date.²
- (3) The internet service provider will be sent a notification when the appointment has been agreed between **nbn** and the customer.
- (4) **nbn** will call the customer approximately 24 hours prior to the appointment to confirm.
- (5) If the installer is unable to contact the customer, they will still attend the premises and if the customer is not present, a missed appointment charge may apply.³
- (6) The internet service provider receives a notification when the installer is on site.
- (7) Once on site, the installer will recommend, and seek the customer's agreement to, a location for the equipment that has an unobstructed view to the satellite.
- (8) After the customer has agreed to a location for the equipment to be installed, the installation occurs, the service is tested by the installers, and the installation is complete.

What equipment will be installed?

A qualified installer will install a dish typically on the customer's roof or wall. The dish will generally be either 84cm or 120cm in diameter depending on your location. The receiver and transmitter are mounted on the dish and two cables will be used to connect the dish to the satellite modem located inside the home. A standard installation of the equipment is currently free except in limited access areas⁴. However, customers should ask their preferred provider if there are any other fees.

For more information about nbn's new Sky Muster™ service, visit nbn.com.au or call 1800 687 626.



Do I need to be present for the installation?

The customer or an authorised representative over the age of 18, needs to be present throughout the installation. A standard installation should typically take 2-4 hours; longer for a non-standard installation.

Will nbn carry out the entire installation, including wiring?

nbn is responsible for the installation and maintenance of satellite dishes and associated **nbn** equipment, including wiring from the dish to the network termination device (NTD). Please contact your preferred internet service provider in relation to any modem/wireless router the internet service provider may provide to the premises to which you can connect your equipment such as a PC or laptop.

I am currently an ISS customer. How do I migrate to the Sky Muster™ service?

ISS customers should contact an internet service provider to place an order for **Sky Muster™** services. The appointments process covers ISS customer migrations as well as new installations. The plan is to migrate all ISS customers to **Sky Muster™** over the next 10 to 12 months. Existing ISS customers switching over to the new **Sky Muster™** service will need to have new equipment installed at their premises. **nbn** will de-install and remove ISS equipment.

How do I cancel or change the appointment date?

Customers should talk to their internet service provider who will be able to book changes to appointment times. Charges may apply for cancellations less than 1 business days' or 48 hours' notice depending on the location of the premises.⁵

Can I be sure that I will have a working service before the installer leaves?

If a customer has an existing service, it won't be switched off until the **Sky Muster™** service is operating. The exception to this is where the **Sky Muster™** equipment is to be installed in the same location as the existing equipment. However, the installer will seek the customer's consent before doing this. The installer will do basic tests to ensure the service is working before leaving. If the installation can't be completed, **nbn** will complete the installation remotely or through another visit to the premises, as required.

Will you be switching on some parts of the country first?

nbn plans to have the entire network switched on at the commercial launch date. Customers will need to contact an internet service provider to order their **Sky Muster™** service.

We will be activating both new users and also those who we are migrating over from the interim satellite service solution simultaneously. Given the size of Australia, the activation at customer premises will take some time.

What if my children need Sky Muster™ for education purposes? Will we be prioritised?

nbn is working with state and territory departments of education on ways their distance education programs can be delivered over **Sky Muster™**. As some states have existing arrangements in place for their distance education services they may not initially use **Sky Muster™**. In those states where the department of education doesn't already provide a satellite service, **nbn** will take pre-orders from eligible distance education students. The proposed distance education product provides access to a second service with a 50 GB a month allowance per eligible student separate to the home service.

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1. We're designing the **nbn™** network to provide these speeds to our wholesale customers, telephone and internet service providers. End user experience, including the speeds actually achieved over the **nbn™** network, depends on the technology over which services are delivered to your premises and some factors outside our control like equipment quality, software, broadband plans and how the end user's service provider designs its network.
 2. If **nbn** is not able to contact the customer to make an appointment following an order, a notification is sent to the internet service provider. After a total of 5 business days, the order will be in pending mode if there is no response. If the order is pending for more than 5 days, it may be cancelled by **nbn**. The internet service provider can then reschedule installation on behalf of the customer and **nbn** will attempt to contact the customer again to reschedule.
 3. If the customer reschedules or cancels the appointment close to the confirmed installation time, fees may apply (within 1 business day for urban, rural and remote areas, or within 48 hours for isolated and limited access areas).
 4. Limited access areas are areas that can't be accessed by road and would require some element of air or water transportation.
 5. If the customer reschedules or cancels the appointment close to the confirmed installation time, fees may apply (within 1 business day for urban, rural and remote areas, or within 48 hours for isolated and limited access areas).
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