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Good afternoon NBN Joint Standing Committee,

Thank you for the opportunity to appear before you today, it was much appreciated to be able to express my views on the Sky Muster satellite service as a community member.

Upon reviewing some information I gave in my presentation today I realised in my nervousness I had misinterpreted some detail I provided which I seek to clarify now. I apologise for this error.

With regard to the Sky Muster fair use policy, and the limits applied, the figure stated of the 75GB peak data usage per four week period is the individual limit applied per account. However the 35gb limit average is what the NBN Co applies to the RSPs customer base (not specific individuals as I had erroneously thought) – basically they have to balance how many customers they have on each tier of service, so this is hence why the most ‘economical’ Sky Muster plans sit in around the 40GB range and it becomes significantly more expensive to access plans with peak data higher than this. Therefore the individual Sky Muster usage limit in the Fair Use Policy is less than half of the average usage figure of 160GB I quoted from the NBN media release (not ¼ as was stated in the hearing).

However, I still maintain the assertion made today that the current Sky Muster data offerings are unfair and inequitable in comparison to plans that can be accessed by those in the Fixed Wireless zone, and that this must as a matter of urgency be looked at to give Sky Muster users larger data allowances at a reasonable price point to at least as a minimum meet the “average” data amount of 160GB as quoted from the NBN co media release. The Fair Use policy then also needs to be reviewed accordingly to allow for a higher four week usage amount than this minimum average. This would then stand to reason that the average global NBN data usage should be monitored on an ongoing quarterly basis, with Sky Muster plans frequently revised to meet a minimum of the new averages as they develop going forward.

Again thank you for your time today, and I am more than happy to speak with any of the committee members in relation to the NBN roll out.

Kind regards

Lee

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