



## JOINT STANDING COMMITTEE ON THE NATIONAL BROADBAND NETWORK

Public hearing on Tuesday 5 June 2018 (Melbourne)  
Questions on Notice—Viasat

Number	Question	Page no.	Response
1	<p><b>Mr BRIAN MITCHELL:</b> What sort of demand are you seeing for speed? Where's speed sitting in terms of demand?</p> <p><b>Mr Girvan:</b> I would say the bulk of our service is similar to the NBN side—the 25-megs kind of thing.</p> <p><b>Mr BRIAN MITCHELL:</b> So that's the upper end—the 25?</p> <p><b>Mr Girvan:</b> We've only been offering 100-meg in the marketplace for the last month, so I don't have any numbers on demand on that in front of me. Sorry about that.</p> <p><b>Mr BRIAN MITCHELL:</b> That's all right. With your 25 service, what are your minimum speeds? If your customers are getting two and three megs, are they happy with that?</p> <p><b>Mr Girvan:</b> Can I take that on notice. I'd have to get back to you on that. I apologise.</p> <p><b>Mr BRIAN MITCHELL:</b> Yes, all right. We've had evidence—that's all. It's been a fairly robust issue with the fixed wireless system in Australia that somehow six megabits per second, as a minimum, is acceptable.</p> <p><b>Mr Girvan:</b> The minimum?</p> <p><b>Mr BRIAN MITCHELL:</b> As a minimum, yes. I know that on a 25/5 plan the test is that, as long as you get a ping anywhere above half of that once in 24 hours, it meets the test of the 25/5. But we're being told now that six megabits per second is an acceptable minimum. That's on fixed wireless. I don't know where satellite sits in that. What's your view? In your company, would you be satisfied if your customers were getting a minimum of six megabits per second?</p>	44–45	<p>As described in our submission, in a Layer 2 network, traffic types (video, web browsing, email, etc) are indistinguishable to the network and thus all traffic is managed as a single stream.</p> <p>Thus, in a Layer 2 network, one of the only ways to measure whether a customer is receiving an appropriate level of service is via the measurement of minimum speed.</p> <p>Viasat operates a Layer 3 network in the US with sophisticated Traffic and Policy Management techniques being utilised to differentiate traffic types and manage the customer experience.</p> <p>Viasat doesn't measure customer experience strictly based on speed and thus there is not a minimum speed as such that we use to determine</p>

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	<p><b>Mr Girvan:</b> I don't think we measure that way. That's why I'd have to get back to you. I have to go and look at what we measure from a minimums point of view. There are many different ways to measure and calculate it.</p> <p><b>Mr BRIAN MITCHELL:</b> I recall that 70 per cent of your traffic is now video.</p> <p><b>Mr Girvan:</b> Yes.</p> <p><b>Mr BRIAN MITCHELL:</b> Unless your customers are on old-style TVs, stereotypical American big screens—</p> <p><b>Mr Girvan:</b> I'll have to get back to you on that, sorry; I don't have that off the top of my head.</p>		<p>customer experience. We look at speed and also many other Layer 3 Traffic Management performance metrics and apply sophisticated proprietary traffic management and shaping technology to shape and monitor the user traffic/experience e.g. Management of video traffic as described in our submission.</p>