

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates February 2017**

**Communications Portfolio**

**NBN Co Limited**

**Question No: 138**

**NBN Co Limited**

**Hansard Ref: Page 123, 28/02/2017**

**Topic: Satellites - Latency**

**Senator Ludlam, Scott asked:**

**Senator LUDLAM:** I have two questions. If they are complex please take them on notice, because we are out of time. Have you had any complaints from users of those satellites around the latency involved that makes it almost unusable for voice communications because it is bouncing a long way out and a long way back? Secondly, how many people did you leave behind in the rollover from the interim service?

**Mr Morrow:** The network was never designed for voice. It can do it but it is a second-rate service, if you will.

**Senator LUDLAM:** Because of the latency?

**Mr Morrow:** Because of the latency, predominantly.

**Mr Simon:** It is not a voice satellite; it is a broadband satellite.

**Mr Morrow:** I would remind the senator, too, that we do not disconnect the copper. Telstra does not disconnect the copper going to these homes. After 18 months the fixed line network has to disconnect. For the fixed wireless and the satellite, Telstra continues to maintain the copper and provide those services.

**Senator LUDLAM:** So what do the folks in the Sky Muster footprint without copper do for voice from now on?

**Mr Morrow:** No. Again, you can do a variation of it, but it is like an early Skype call, if you remember that quality.

**Senator LUDLAM:** I do. Right. What are those people meant to do for voice communications?

**Mr Morrow:** It is not a requirement of NBN.

**Senator LUDLAM:** I am happy for you to take it on notice if you have got anything you can add.

**Mr Morrow:** We are happy to. If that does not answer your question, we will.

**Senator LUDLAM:** Thank you.

**Answer:**

1. The nbn satellite network has been designed and configured to deliver broadband and not voice. Existing voice services supplied over copper are maintained in fixed wireless and satellite areas. The Sky Muster satellite service does allow Retail Service Providers (RSPs) to add an optional 150kbps prioritised data allocation for each purchased Sky Muster service specifically to support VoIP. In these instances RSPs would also need to supply or support the end user equipment necessary to support VoIP. Alternatively end users can use Over The Top (OTT) applications such as skype to make calls via the internet but it is not prioritised as it would not be utilising the optional prioritised 150kbps allocation. Feedback from RSPs indicates that VoIP services have been successfully deployed on Sky Muster.

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2. At the time the Interim Satellite Service (ISS) was shut-down, nbn had 742 active orders for Sky Muster migrations. Of these, 65 orders had a later date as requested by the end user. A further 297 of these end users could not be contacted to set an appointment, even after multiple attempts.