

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Spill-over Hearing March 2017

Communications Portfolio

NBN Co Limited

Question No: 361

NBN Co Limited

Hansard Ref: Written, 31/03/2017

Topic: Sky Muster

Senator Urquhart, Anne asked:

1. How many former customers of the Interim Satellite are still waiting to be connected to the Sky Muster satellite?
2. Have all ISS customers in Tasmania been switched over now?
3. In response to Question 149 at last Senate Estimates, you told the Committee that:
“Where fixed wireless services are planned but not yet available, end users will be able to migrate to Sky Muster in the interim, before connecting to fixed wireless when it becomes available at a later date.”
Who pays the cost of connecting to first Sky Muster and then Fixed Wireless in this situation? Do you have any estimate of how many customers will be in this situation?
4. How many customers have had their technology changed by NBN from Fixed Wireless to Sky Muster? Where has this happened and what is the reason?
5. At the last Senate Estimates hearing you told us that 30 per cent of Sky Muster customers are not connected on time. Has this situation improved since then? Is it still a 30% customer service failure?

[Senate Estimates Hansard, 18 October 2016, page 180]
6. How long does it take from requesting connection to Sky Muster to getting an appointment for the connection?
7. Has the TIO required NBN to make any payments to Retail Service Providers in regard to customer problems with Sky Muster? Please provide details of how many payments/how much?/for what reason?
8. Is NBN aware of the TIO requiring any Retail Service Providers of Sky Muster broadband services to pay compensation to customers? Have any Retail Service Providers asked NBN for compensation? Please provide details.

Answer:

1. As at the 10th April 2017 there are 128 waiting connection to the Sky Muster Satellite 85 of these had requested to switch over prior to the ISS switch off on 28 February.
2. No. There are services remaining. nbn has an order in progress for each of these.

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3. nbn pays the cost for both the Sky Muster satellite and the Fixed Wireless installation. 300 customers were migrated to Sky Muster satellite because fixed Wireless was planned but not available yet at their premises.
4. From November 2016 to March 2017, 2835 services have been changed from a Fixed Wireless service class to a Sky Muster satellite service class. This represents 6 per cent of Fixed Wireless Activation orders received. The Service Class is changed to Satellite when the premises is not serviceable by Fixed Wireless. When the measured signal strength at the premises for a Fixed Wireless install is too low the service class is changed to Satellite. This can occur when the premises is near the edge of coverage or if there are obstacles blocking the signal path (such as trees or buildings). The customer and/or RSP can then submit an order for a Sky Muster satellite service.
5. Yes, it has improved. The 12 week average leading up to the 18th of October 2016 was 30 per cent of customers being activated outside the service level target as described in the Wholesale Broadband Agreement. The 12 week average to the 6th April 2017 is 14 per cent.
6. 89 per cent of customers have an appointment set within 5 days of nbn receiving the order.
7. The TIO has not asked or required nbn to make any payments to RSPs relating to Sky Muster satellite issues.
8. nbn is not aware of the TIO requiring any RSPs of Sky Muster satellite to pay compensation to customers. In respect of whether any RSPs have asked nbn for compensation, any requests of that nature (if any) would be commercial in confidence.