

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2016
Communications Portfolio
NBN Co Limited

Question No: 149

NBN Co Limited

Hansard Ref: Written, 31/10/2016

Topic: Interim Satellite Service

Senator Urquhart, Anne asked:

Please provide the following information about the Interim Satellite Service:

- (a) What is the date for the switch-off of the Interim Satellite Service?
- (b) How many customers are currently on the Interim Satellite Service?
- (c) For those customers on the Interim Satellite Service, what process is NBN putting in place to ensure that they have access to NBN fixed wireless?
- (d) What assurances can NBN Co put in place to ensure that fixed wireless service will be in place for all customers before the Interim Satellite Service is switched off?

Answer:

- (a) 28 February 2017.
- (b) At 28 October 2016, there were 18,847 Interim Satellite Service (ISS) active end users.
- (c) ISS customers in the fixed wireless footprint are eligible for nbn fixed wireless services. nbn requested of its retail service providers that all orders for the activation of fixed wireless services for ISS customers in the existing fixed wireless footprint be received by nbn before 1 December 2016. Where fixed wireless is currently available, resources are in place with nbn's delivery partners to ensure installation for those eligible ahead of the ISS switch-off.
 - i. 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.
- (d) See part c.