

# Media release

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## Ovum: nbn will deliver world leading satellite broadband service to Australians

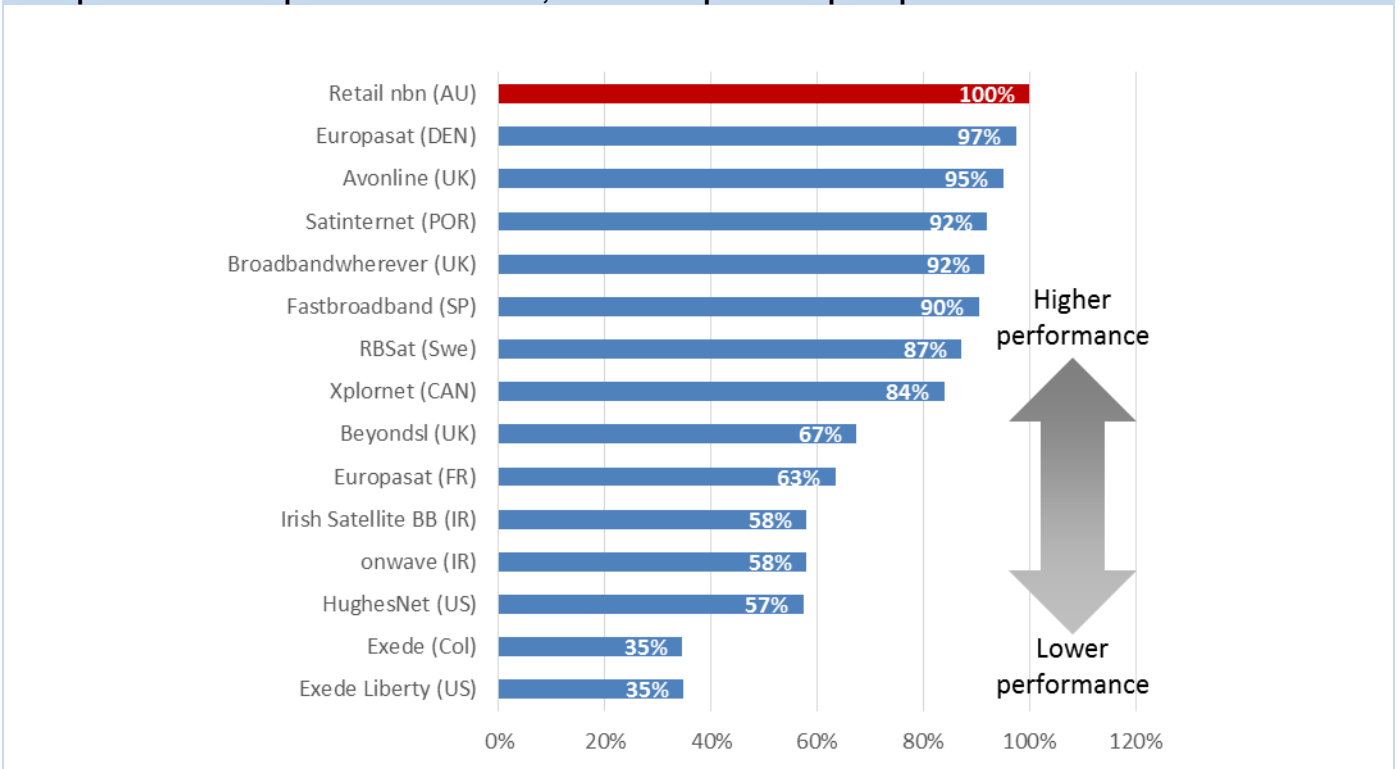
In its new report *Satellite Broadband: A Global Comparison* telecoms research firm Ovum<sup>†</sup> has announced that the **nbn** Sky Muster™ satellite broadband service will be a world leader in the satellite broadband market.

The \$1.8 billion Sky Muster™ service will help bridge the digital divide by enabling fast broadband access for up to 400,000 Australian premises including rural, regional and remote areas.\*

In the report Ovum examined 18 retail service providers internationally that offer satellite broadband services and compared their performance to retail plans available to Sky Muster™ end-users on a combination of peak data allowance, download speed and affordability (price per GB of data).+

“Sky Muster’s excellent technical performance combined with strong retail affordability makes **nbn**’s satellite broadband service a world leader,” Ovum says in the report (see chart).

### Composite score for peak data allowance, download speed and price per GB .+



“**nbn**’s Sky Muster™ service will be a major step change for internet access for regional and remote Australians over the alternatives that have been available to date.”



With value for money a key factor for Australian end-users the Ovum report says that the prices charged by Retail Service Providers (RSPs) for **nbn**'s Sky Muster™ 25/5Mbps and 12/1Mbps services will offer great options to eligible residents and businesses.\*\*

“Retail plans based on **nbn**'s satellite broadband service are world leading in terms of both performance and affordability,” Ovum says.

“On an affordability basis, retail plans based on **nbn**'s Sky Muster™ service are available at close to the best global pricing on a price per GB basis across the benchmarked operators. There are also a range of good entry level plans available.”

**John Simon, Chief Customer Officer at nbn said:**

“The **nbn** Sky Muster™ satellite service will make a truly transformational difference to rural and remote Australians as we offer some of the world's fastest and largest consumer satellite broadband plans to remote and isolated areas of Australia,” he said.

“Broadband is essential for modern living. People in remote and isolated parts of the country will be better able to run their businesses, learn, stay in touch with friends and family and access new tele-health services online. Australia is a uniquely vast country, making online connections increasingly critical.”

*\* The **nbn**™ Sky Muster™ satellite service is designed to deliver wholesale broadband speeds of up to 25 Mbps download and up to 5 Mbps upload depending on the plan you select and some other factors. Your experience including the speeds actually achieved over the **nbn**™ network depends on the technology over which services are delivered to your premises and some factors outside our control like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network.*

*\*\* Internet service providers will provide retail plans at different price points and data allowances, so eligible resident and businesses can choose a plan that best suits their needs. Contact your preferred internet service provider about a plan to best suit your needs.*

*† The **Satellite Broadband: A Global Comparison** report by Ovum was commissioned by nbn*

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Click [here](#) to read a blog on the Sky Muster satellite service and access the full Ovum Report



## Notes to editors

- **nbn** is building a new, fast broadband network to ensure that all communities across Australia will have access to fast broadband. Our goal is to connect eight million homes and businesses by 2020.
- With one satellite currently in orbit and another due to launch later in the year, Sky Muster™ satellite service will offer 135Gbps capacity.
- The **nbn**™ Sky Muster™ satellite service is designed to deliver wholesale broadband speeds of up to 25 Mbps download and up to 5 Mbps upload to retail service providers. Your experience including the speeds actually achieved over the **nbn**™ network depends on the technology over which services are delivered to your premises and some factors outside our control like your equipment quality, software, broadband plans, signal reception and how your service provider designs its network.
- Internet service providers will provide retail plans at different price points and data allowances, so eligible resident and businesses can choose a plan that best suits their needs.
- There are currently over 37,000 users on the interim satellite service across Australia. **nbn**™ is aiming to migrate interim satellite users onto the new satellite within one year of the commercial launch (May 2017), while at the same time migrating new users onto the service.

### How do I place an order?

- To find out if you are eligible for the Sky Muster™ service, please contact an internet service provider or check your address at [www.nbn.com.au](http://www.nbn.com.au). For a list of internet service providers offering Sky Muster™ services, please check our website for updates.

### How much will the Sky Muster™ service cost?

- The plans and associated pricing for homes and businesses will be set by internet service providers (**nbn** is a wholesale-only supplier). For a list of internet service providers offering Sky Muster™ services, please check our website for updates.

### How long will it take for me to get connected?

- **nbn** has specified different service level targets with internet providers depending on the location. It is critical to understand that the size of Australia does mean that the activation process will take some time. We expect to have 85,000 users on the Sky Muster™ service by the end of June 2017. **nbn** encourages regional, rural and remote Australians interested in the Sky Muster™ service to contact their internet provider to discuss indicative timeframes and a suitable plan for their needs.

For more information, visit [www.nbn.com.au](http://www.nbn.com.au)