

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Additional Estimates Hearings February 2016**

**Communications Portfolio**

**nbn**

**Question No: 118**

**nbn**

**Hansard Ref: Written, 22/02/2016**

**Topic: Transition process - ISS and LTSS**

**Senator Urquhart, Anne asked:**

Please set out in detail the transition process for moving Australians currently on the Interim Satellite Service to the Long Term Satellite Service, including:

- (a) Will new customer premises equipment be required, such as VSATs?
- (b) How long will the transition process take?
- (c) Will NBN Co batch connections?
- (d) When does NBN Co forecast that all end users will be off the ISS and on the LTSS?

**Answer:**

- (a) Existing customers of the nbn Interim Satellite Service will require new satellite equipment and cabling to be installed at their premise.
- (b) Whilst the installation process details are in the final stages of development and subject to refinement, it is anticipated that a typical installation of the nbn Sky Muster Service will take approximately three hours. Removal of the Interim Satellite Service equipment is anticipated to take up to an hour.
- (c) nbn plans to take Interim Satellite Service migration orders from its retail service provider customers on a state-by-state basis. These orders will be reviewed and scheduled to enable route optimisation. The end user will be contacted within 2 business days from order placement to confirm the scheduling of their service migration.
- (d) nbn is planning to complete the process of migration of its Interim Satellite Service customers to the Sky Muster Service (or an alternative nbn service if available) within 12 months from migration commencement.