

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Budget Estimates May 2017

Communications Portfolio

NBN Co Limited

Question No: 209

NBN Co Limited

Hansard Ref: Page 87-88, 25/05/2017

Topic: Sky Muster Customers

Senator Urquhart, Anne asked:

Senator URQUHART: Does the average Sky Muster customer use 23 gigabytes of data?

Mr Simon: Yes.

Senator URQUHART: Do you know what they use it for? Is it businesses? Do you know what the breakup is?

Mr Simon: That service is a standard residential broadband service. It could also be a business that is using it.

Senator URQUHART: You do not know that, do you?

Mr Simon: We do not know that because we do not track it. We have not launched business grade services yet. That is on our horizon. That service will be as you would use your normal service.

Senator URQUHART: Is this business grade on Sky Muster?

Mr Simon: Yes.

Senator URQUHART: When is that?

Mr Simon: It is on our product roadmap and we will see that happen in calendar year 18. That would be standard stuff from emails through to web browsing. It would also clearly be some using it to download content, videos, and it would even be to stream videos. We do not monitor, shape or do anything to that traffic. That is up to the RSPs to do that.

Senator URQUHART: Do you know what percentage of Sky Muster customers use their full peak data allowance each month? Do you track that at all?

Mr Simon: We do. We can provide that. I do not have that off the top of my head but we can find that out, yes.

Senator URQUHART: Can you tell me what the average Sky Muster data used by a customer in Tasmania is?

Mr Simon: I cannot, but we can.

Senator URQUHART: You can but you cannot. So you cannot get that?

Mr Simon: If you are specifically browsing? Can I give you the averages per beam? I could just think that through but yes.

Senator URQUHART: If you want to take that on notice and give me some additional information?

Mr Simon: Yes.

Senator URQUHART: I would also like the figures for each of the states as well. Can you give me the average Sky Muster data used by customers in each state?

Mr Simon: Yes, we can do that.

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Answer:

The approximate average total usage per end user for the month of April 2017 per state was as per the following table:

State	Average Total Usage (GB) (both Download and Upload)
ACT	32.8
NSW	30.7
NT	31.8
QLD	29.9
SA	31.5
TAS	33.9
VIC	33.6
WA	30.6
National	31.8

Note that the average figure of 23GB provided by Mr Morrow during the hearing was for the month of January 2017.