



# nbn® Fixed Wireless and Satellite Regional Upgrade Program

Gladstone Regional Council briefing

SCOT ROWE – Community Engagement Manager – Wide Bay Burnett and Surrounds

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# What is the national broadband network?



nbn Built the Railway line but it doesn't own or run any of the trains that utilise the network.



nbn doesn't have any involvement with Mobile Phone connectivity or connection

# nbn™ Local team are locals just like you



Deb Mead, Scott Rowe and Karen Shipp are your local team

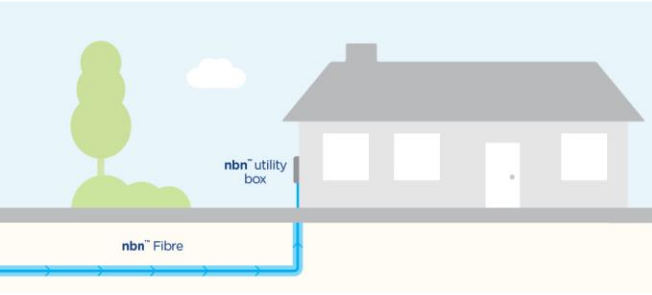
**Our purpose is to lift digital capability, facilitate positive customer experience outcomes and create shared economic and social benefits for regional Australians**

- Local people serving our local communities
- Support eight (8) local governments
- Supporting communities in times of Natural Disaster. (LDMG and DDMG)
- Supporting Innovation and improving Digital Capacity in your community

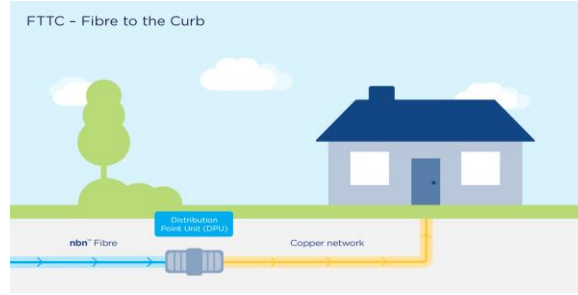
# Three Differing Technologies – Fibre – Wireless -Satellite



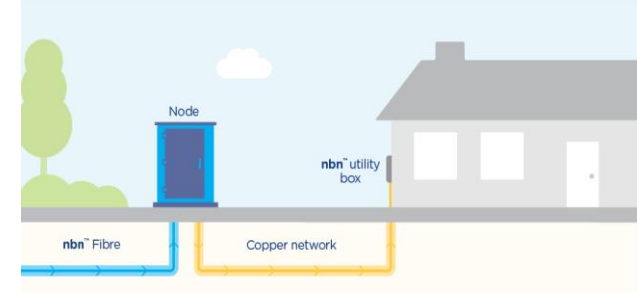
## Fibre to the Premises



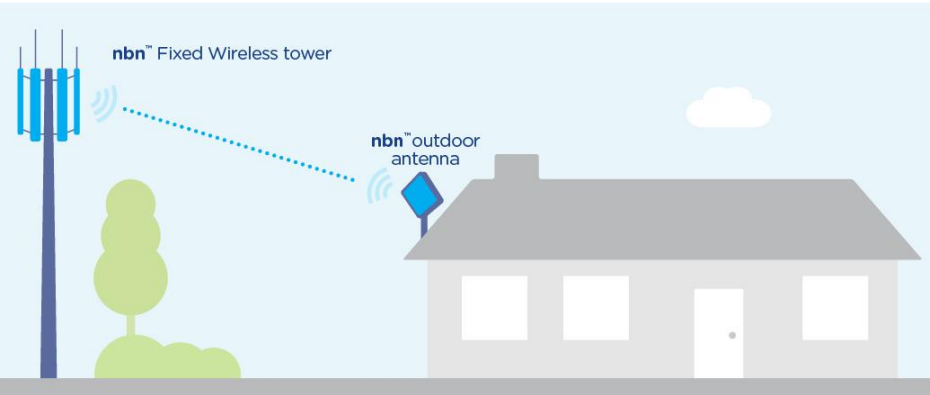
## Fibre to the Curb



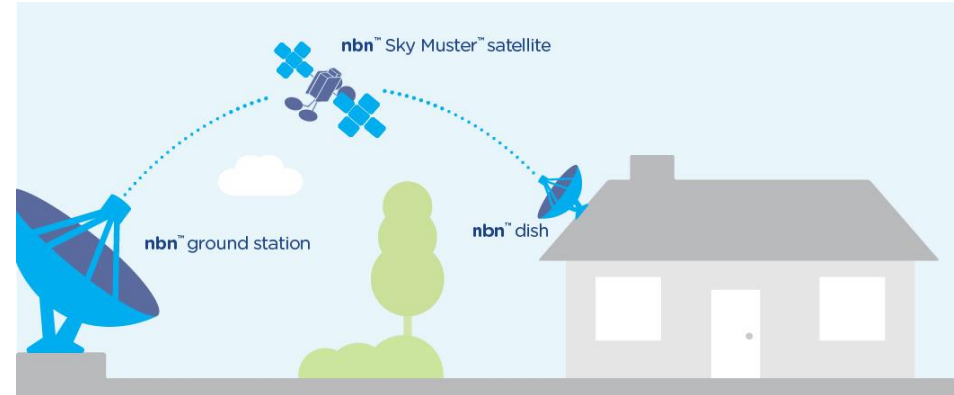
## Fibre to the Node



## Fixed Wireless



## Satellite



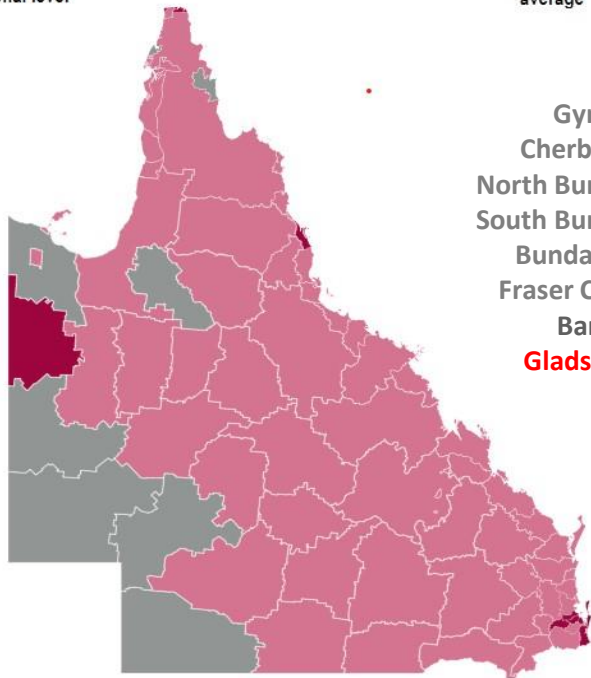
# Regional Snapshot



## ADII score by location, QLD

↑ National level

State average **71.0**



Gympie	61
Cherbourg	63
North Burnett	63
South Burnett	63
Bundaberg	64
Fraser Coast	66
Banana	67
<b>Gladstone</b>	<b>71</b>

■ Above state average ■ Below state average ■ Insufficient sample

Wide Bay Burnett & Surrounds boasts the largest population base in the state outside of SEQ.

In 2021, the region's **Aust Digital Inclusion Index** average for its 8 LGA's **had the second lowest ADII score in Queensland** with an average score of 64.7, more than 6 points below the state and national averages. Gladstone was the only LGA in the region that met the state average. Gympie was at 61 – 10 points below the state average.

This is primarily due to a contraction in Affordability and Digital Ability and an older population.

Between 2014 and 2020, the ADII score for Coastal QLD rose 3.9 points (from 51.3 in 2014 to 55.4 in 2020), **much lower than the state average increase of 9.1 points.**



## \$750 million investment to 5G-enable nbn® Fixed Wireless to deliver faster speeds to regional Australia

- \$480 million investment in the **nbn**® Fixed Wireless network by the Australian Government, supported by an additional \$270 million from **nbn**
- The investment will help to deliver faster speeds<sup>1</sup> to homes and businesses across semi-rural, regional and remote Australia
- Funding will allow **nbn** to fast-track and scale the integration of 5G millimetre wave technology across the Fixed Wireless network, following extensive testing already completed by the company
- Enhanced data allowances on **nbn**'s Satellite services – **nbn**® Sky Muster and **nbn**® Sky Muster Plus



<sup>1</sup> Your experience, including the speeds actually achieved over the nbn® network, depends on the nbn® access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside nbn's control (like your equipment quality, software, broadband plan, signal reception, and (with the exception of Sky Muster Plus™) how your service provider designs its network). Speeds may also be impacted by the number of concurrent users on the nbn® Fixed Wireless network, including during busy periods.



# Outage adjustments to carry out the upgrades

We'll perform the Fixed Wireless upgrades outside the Planned Outage Window between 10pm–10am, as it is not practicable to perform the upgrades within the Planned Outage Window.

Work may run over multiple days.

This started taking effect from early October 2022.

## What this will allow

- Help reduce the number of interruptions for end customers by completing upgrades more efficiently
- Reduced risk of the upgrade activities over-running planned outage windows
- Helping to complete the upgrade programs quicker, meaning faster realisation of benefits.





# Faster Fixed Wireless wholesale speed tiers<sup>1</sup>

nbn proposes to offer new TC4 wholesale speed tiers; Fixed Wireless Home Fast and Fixed Wireless Superfast

	Fixed Wireless Plus (no change proposed - included for comparison only)	Fixed Wireless Home Fast <sup>1</sup>	Fixed Wireless Superfast <sup>1</sup>
<b>“Up to” Wholesale Speeds</b>	75/10Mbps	100/20Mbps	250/20Mbps
<b>Proposed Premises Eligible</b>	100%	100%	85%
<b>Customer Premises Equipment</b>	All WNTD Versions	Version 3 & 4 WNTDs only	Version 3 & 4 WNTDs only
<b>Expected Typical Wholesale Busy Period Speed<sup>2,3</sup></b>	50/3Mbps	60/8Mbps	90/8Mbps

<sup>1</sup> nbn is a wholesaler and end customers should contact their preferred service provider to ask about availability. Any new speed tiers or changes to Fixed Wireless products is subject to consultation with industry which may alter the design, contractual terms, product specifications and/or go-to-market approach. The planned wholesale download speeds for Fixed Wireless Home Fast and Fixed Wireless Home Superfast are potential maximum Information Rates. They are not Peak Information Rates or Committed Information Rates. nbn expects it will operate similarly to how the Fixed Wireless Plus product operates today but with potential maximum wholesale speeds up to 100 Mbps for Fixed Wireless Home Fast and up to 250 Mbps Fixed Wireless Home Superfast.

<sup>2</sup> This measure will be an estimate based on a sample of nbn<sup>®</sup> Fixed Wireless wholesale services and will measure the average speed at certain points in each hour of the busy period between 7-11pm to identify a ‘typical busy period speed’, in line with the methodology outlined in the ACCC’s Broadband Speed Claims Industry Guidance Paper (October 2020). For each sample measured it will take into account factors outside of nbn’s control such as environmental impact on radio signal strength, but will not take into account retail level, in-premises or user factors that could impact the end user service. Actual end user speeds will differ as a number of factors influence this, including the particular end user applications in use at the time, end user equipment and software, and the number of concurrent users on the nbn<sup>®</sup> Fixed Wireless service. This means that this measure is not the same as, but is likely to be similar to, the connection’s capability (if retail level and end user influences are minimal). Currently nbn publicly reports on a network design metric that influences its cell upgrade program (which prioritises cells for upgrades to ensure a minimum 30 day average busy hour wholesale download speed of 6Mbps on at least 99% of cells), but which is not referable to end user experience.

<sup>3</sup> Your experience, including the speeds actually achieved over the nbn<sup>®</sup> network, depends on the nbn<sup>®</sup> access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside nbn’s control (like your equipment quality, software, broadband plan, signal reception, and (with the exception of Sky Muster Plus™) how your service provider designs its network). Speeds may also be impacted by the number of concurrent users on the nbn<sup>®</sup> Fixed Wireless network, including during busy periods.





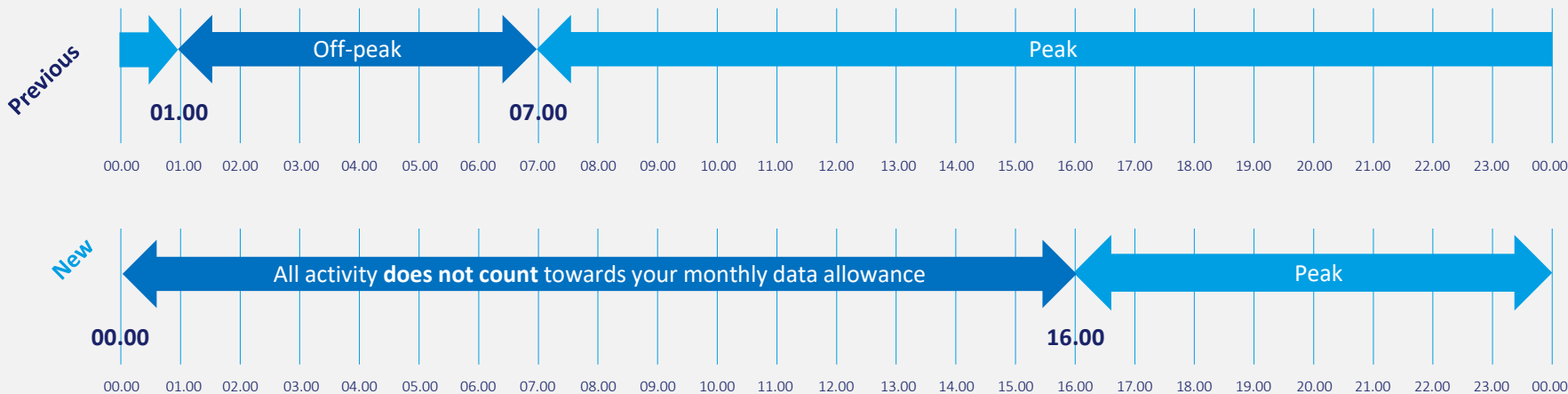
# nbn<sup>®</sup> Sky Muster<sup>®</sup> Plus Update



# nbn® Sky Muster Plus changes

**Unmetered Data**  
(Except for Video Streaming and VPN activity which are metered)

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<sup>3</sup> Exclusions and fair use conditions apply. If you're accessing your connection via a Virtual Private Network (VPN) between 4pm and 12am midnight, all activities will count towards your monthly data allowance even those specified above as 'unmetered data activities'. For more information on which internet activities are unmetered, which traffic may be shaped to proactively protect the nbn broadband access and ensure fair access to the network for all users, and exclusions, visit [nbnco.com.au/sky-muster-plus](http://nbnco.com.au/sky-muster-plus) or speak to your internet service provider. For details on fair use conditions, contact your internet service provider. Note that, to proactively protect and ensure the fair access to the nbn broadband access network for all users, nbn may from time to time, at its discretion, shape the following unmetered data activities to maximum wholesale upload and download speeds of 256kbps: uploads and downloads via peer to peer; uploads and downloads to cloud storage platforms; PC and smartphone operating system updates; software/application updates; gaming software updates; any other unmetered data traffic related to applications which nbn cannot identify. Other unmetered data applications that nbn considers may cause adverse network impacts may also be added to the above list to be shaped, including streaming video and VPN outside of 4pm and 12am midnight. Your experience may vary due to factors such as time of use, your plan, equipment, software, signal reception and latency.

**Only Video Streaming and VPN activity between 4pm and 12am counts towards your monthly data allowance**



# TEMS - Temporary Emergency Management Solutions

nbn's temporary solutions can be requested by emergency services via the state/territory emergency management processes and can provide impacted communities with temporary connectivity at a community hub or evacuation centre\*.

A top priority for evacuees is to be able to contact their loved ones, while performing online banking and lodging insurance claims are also top of mind. nbn's fleet of portable satellite services was also boosted a \$1.7 million grant under the STAND program and the TEMS fleet can be rapidly mobilised to keep our end customers connected.



## Road Muster trucks

These vehicles are equipped with an nbn™ satellite dish to provide emergency workers and evacuated residents with a valuable Wi-Fi connection. These trucks can also display crucial information via external LCD screens.



## Portable satellite communication kits

These compact kits are easily transportable to areas without communication services. They can be deployed to assist emergency services during disaster situations.

**\*TEMS do NOT restore services over the nbn network.**



# Local contacts

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