



Service Provider Information regarding application of the ISS Fair Use Policy Rules

30 January 2015

This Information Brief document is intended as a generic aide for RSPs to customise and use as a basis for their own communications to end users subject to their own assessment of accuracy and applicability in the context of their end user relationships.

Background:

- On 3 April 2014, the Government committed \$18.4m towards improving the performance of NBN Co's Interim Satellite Service (ISS). This included a third more capacity and the introduction of new network optimisation initiatives. As a result, NBN Co has demonstrated that ISS is capable of delivering an improved end user experience when the network 'Fair Use' Rules are applied.
- NBN Co updated the ISS Fair Use Policy (FUP) early last year to ensure that usage of the service by individual end users was not adversely impacting the service for other users.
- A small number of high volume (download) users operating outside the Fair Use Rules are impacting other ISS users under certain conditions.
- In December 2014, NBN Co requested that all ISS RSPs begin enforcing the FUP to reduce the demand from their high volume users to no more than 50GB download per 4 week rolling aggregate of usage, measured weekly (the Threshold download limit) so as to facilitate RSP compliance with the ISS Fair Use Policy.
- If RSPs continue to not comply with the Fair Use Policy, then NBN Co will exercise its rights under the WBA by limiting identified services (users exceeding Threshold download limit) from February 2015 if this becomes necessary.
- NBN Co also reserves its rights to apply additional network service limitations if high volume users continue to impact other ISS users.

Messaging Key Points:

- On 3 April 2014, the Minister for Communications Malcolm Turnbull announced \$18.4 million worth of additional capacity for the 44,000 existing users of the ISS.
- NBN Co expects that on average, end users will receive access to around a third more capacity during peak periods, which will enable them to better carry out tasks like email, Internet banking and Voice over Internet Protocol (VOIP) services, such as Skype.
- RSPs have been requested to rigidly apply the ISS Fair User Policy Rules, which means that large download (GB) usage may be limited.
- NBN Co expects that less than 5% of ISS users will likely be impacted by the application of a download limit.
- NBN Co and Retail Service Providers will continue to work together to ensure that the end user experience is consistent with the expected improved outcomes for the majority of ISS End Users.

FAQs for RSP Call Centre Staff

Q: Why has my service has not improved?

A: In the last 6 months NBN Co has optimised the wholesale network under its control. Many End Users will have noticed enhanced user experience. RSPs need to rebalance their peak load demand under the Fair User Policy rules to ensure improved network user experience for the majority of end users.

Q: Is NBN Co forcing my RSP to limit plans to less than 50GB?

A: To ensure everyone using the NBN Interim Satellite Service has the potential to receive an improved experience, NBN Co is taking steps to enforce a 50GB Threshold download limit on AVCs which are not complying with the Fair Use Policy.

Q: Why is NBN Co undertaking this action now?

A: The ISS is planned to be in service until late 2016. As such, NBN Co has a responsibility to manage network performance so it can deliver access with an acceptable end user experience until customers transition to the future NBN Co LTSS.

Q: Why can't NBN Co just buy more satellite capacity?

A: NBN Co has recently added capacity to the Interim Satellite Service to ensure it is capable of delivering an improved end user experience. However, as Satellite Capacity is very expensive and NBN Co is already heavily subsidising these services it is reasonable for a 50GB limit to apply.