



# A business grade satellite network service designed for remote and regional Australia

Businesses in remote and regional Australia now have the ability to experience access to business grade network services via the business nbn™ Satellite Service.#

Our suite of innovative wholesale product solutions help enable service providers to offer access to both high-speed broadband and service levels designed to suit business' needs.

## Virtual ISP (VISP)

VISP is a wholesale business grade product that has been developed to provide wholesale speeds and network availability in support of businesses in regional and remote Australia.^ The business nbn™ Satellite Service helps enable businesses to access cloud-based business applications, eCommerce, voice and 'crew welfare', which could include employee entertainment and communication services such as Skype and Netflix.ˆ



### Satellite broadband internet access

A choice of symmetrical or asymmetrical wholesale speeds.



### High network reliability

A reliable network architecture that is designed to deliver readily available solutions.ˆ



### Flexibility

Optional product features that allow for customisation to suit the needs of different businesses.



### Business grade service

Our dedicated onshore experts in the business nbn™ Satellite Operations Centre assist service providers by managing all satellite connections, service requests and service incidents (as defined in the service level agreement with providers) to help ensure businesses are connected when it matters.

# Key wholesale features and options include:

## High-speed internet access

The business **nbn**™ Satellite Service provides a choice of plans based on four wholesale speed tiers on VISP for service providers to offer customers:

- 30/1 Mbps
- 30/5 Mbps
- 30/13 Mbps
- 13/13 Mbps

The wholesale speed tiers available to providers vary depending on the business **nbn**™ Satellite Service product selected. An end customer's experience, including speeds and other performance characteristics, depend on a range of factors, such as the latency limitations inherent in satellite communications, the particular product and product features that have been selected by the service provider, the configuration of the products and product features being delivered, the time of usage in relation to certain internet-based access products, and other factors outside of **nbn**'s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their service provider designs its network). Standard monthly contracted data quotas offer up to 1,000GB/month in 100GB increments. If contracted quotas are exceeded, additional data quotas will automatically be added and charged in 100GB increments.

## Fleet plans allow service providers to pool data quotas across premises

VISP allows service providers to pool the data quotas of businesses with multiple premises – effectively enabling end customers to better manage their data usage and reduce costs.

## VISP can be configured to prioritise voice communications

Voice traffic can be prioritised using Committed Information Rate (CIR) data over **nbn**'s satellite network.<sup>5</sup>

## nbn's satellite network design provides high redundancy as standard

**nbn** deploys VISP services via dual internet links (provided by **nbn**) at each Point of Interconnection (POI) to improve network availability.

### VISP wholesale features and options

<b>Satellite frequency</b>	Ka band
<b>NTD</b>	13/13 Mbps, 30/13 Mbps 1.2 metre dish 4W transceiver Gilat Capricorn-4 modem 30/1 Mbps, 30/5 Mbps 0.74 metre dish 2.5W or 4W transceiver Gilat Gemini-e modem High gain (beam edge application) 13/13 Mbps, 30/1 Mbps, 30/5 Mbps, 30/15 Mbps 1.8 metre dish 4W transceiver Gilat Capricorn 4 modem
<b>PIR wholesale speed</b>	13/13 Mbps, 30/1 Mbps, 30/5 Mbps or 30/13 Mbps
<b>CIR wholesale speed</b>	n/a
<b>Data quota</b>	Contracted in increments of 100GB up to 1000GB. When contract amount is exceeded data added and charged in 100GB increments
<b>Service assurance</b>	Standard: Bronze Optional: Silver, Gold
<b>Target network availability</b>	99.7%

### Network schematic for a VISP service



Learn more about the network behind the business **nbn**™ Satellite Service at [nbn.com.au/satelliteforbusiness](https://nbn.com.au/satelliteforbusiness)

#### Key term definitions:

**CIR wholesale speed** refers to the maximum wholesale speeds we commit to deliver (subject to defined performance characteristics and certain limitations) over our wholesale network to service providers.<sup>6</sup>

**PIR wholesale speed** refers to the maximum wholesale speeds to be delivered over our wholesale network to service providers. We do not commit to these speeds being available at all times during the day, such as during the busy period.<sup>7</sup>

<sup>6</sup> Providers may not offer all plans over the business **nbn**™ Satellite Service.

<sup>7</sup> The business **nbn**™ Satellite Service provides voice support for VoIP carriage and is not a voice provider.

<sup>8</sup> An end customer's experience using the business **nbn**™ Satellite Service, including speeds and other performance characteristics, depend on a range of factors, such as the latency limitations inherent in satellite communications, the particular product and product features that have been selected by the service provider, the configuration of the products and product features being delivered, the time of usage in relation to certain internet-based access products, and other factors outside of **nbn**'s control (like their equipment quality, software, chosen broadband plan, signal reception, or how their service provider designs its network).

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