

nbn Sky Muster™ pre-installation process: facilitating ISS migration

The Interim Satellite Service (ISS) is due to be switched off on 28 February 2017, following formal notification of the product withdrawal to RSPs and the ACCC at the end of August 2016.

To facilitate a smooth migration from ISS to Sky Muster™ satellite, **nbn** has worked with ISS service providers to initiate a pre-installation process. The pre-installation process is opt-in for RSPs, and those representing the majority of end-users have agreed to participate.

nbn's delivery partners will contact the end-users directly to arrange an installation appointment. The end-user can then contact an RSP to request the Sky Muster™ service be activated. This needs to be done prior to 28 February 2017 to ensure continuous access to **nbn** satellite services.

Those RSPs not participating in the pre-installation have indicated they will place orders on behalf of their end-users via the standard ordering process by 1 December 2016 to allow migration of their ISS end users to be completed prior to the ISS being switched off.

Why is ISS closing?

ISS is the **nbn**™ Interim Satellite Service. As the name indicates, it was intended to bridge the gap between the Australian Broadband Guarantee program run by the Commonwealth, and **nbn**'s Sky Muster™ satellite service. The Sky Muster™ service was launched in April 2016 and rollout has continued to scale.

What is nbn doing to migrate everyone across before 28th February 2017?

nbn is working closely with RSPs and service delivery partners to ensure that all reasonable steps are taken to move all active ISS users to an alternate service supplied via the **nbn**™ network.

I have an ISS service, what do I need to do?

You can check your home address on the **nbn**™ website www.nbnco.com.au to see if you are in the Sky Muster™ service area, fixed wireless area or fixed line area. Depending on your location, you can then contact your preferred RSP to order an appropriate service. If your current RSP is participating in the pre-installation program, **nbn**'s delivery partners will contact you to arrange for this installation to be performed.

I got a call from Hills/SkyBridge/BSA saying they are installing an nbn service - is this legitimate?

Your RSP may have sent you a communication advising that **nbn** will be contacting end users who have an active ISS service. **nbn**'s service delivery partners are BSA, Hills or SkyBridge depending on your location.

How long will the installation take?

The installation should take approximately 2-4 hours.

What type of equipment should I expect?

We will be installing a satellite dish, mounted on your roof, and an **nbn** satellite modem inside your premises. You will need to check with your RSP if you require a new wireless router or whether you can use your existing router on a Sky Muster™ service. You will temporarily have two satellite dishes on your roof. **nbn** will arrange to remove your ISS equipment at a later stage, after 28 February 2017, once your Sky Muster™ service is working.

[Will I have any interruption to my service during this time?](#)

There will be no interruption to your satellite service during the pre-installation process. Your internet service provider will confirm your new Sky Muster™ satellite connection is active prior to disconnection of your ISS service.

For further enquiries call: 1800687 262